

Notification of planned infrastructure changes impacting applications you may support

Background

This communication is to inform you, the application support contact, of necessary infrastructure changes affecting systems hosting applications supported by your team.

Platform Operations submitted change requests ITCM000375 and ITCM000379 on 5/31/22.

The storage vendor (Hitachi) advised Storage Management of a vulnerability with the current firmware version (3.4) on Hitachi storage frames. Hitachi recommends updating all storage frames in the Zebulon Data Center, Halls A, and B to the latest version (4.4) to prevent potential connectivity disruption. Storage frames in each data hall will be updated after hours on separate infrastructure change weekends in June to minimize downtime.

Impact

Firmware updates will impact physical systems with attached storage, including VMware infrastructure systems hosting virtual instances. Before any firmware updates are applied, platform engineers will assist in redirecting applications to systems in the data hall not impacted by the change. This initiative will ensure system availability, minimize the impact of scheduled tasks and distributed jobs and ensure application connectivity should the initiative run beyond the planned time frame. After the firmware updates on all storage frames, platform engineers will assist in redirecting applications back to systems in the data hall with updated storage frames. Your teams will perform application testing and validation after the change. Platform Operations opened change tasks for each application support team to conduct testing and validation.

Impact of no action taken

Storage frames with the current version (3.4) installed may experience a loss of connectivity between Hitachi storage frames and Cisco fiber switches if unplanned switch cluster failovers occur.

Schedule

Hall A, Sunday, June 11, 2022, 00:00 – 06:00 ITCM000375 Infrastructure change weekend #1
Hall B, Sunday, June 25, 2022, 00:00 – 06:00 ITCM000379 Infrastructure change weekend #2

Tasks

- 1) Before firmware updates, platform and application support engineers will redirect applications to systems in the parallel data hall.
- 2) Storage management will update firmware on Hitachi storage frames.
- 3) Platform and application support engineers will redirect applications back to systems attached to storage on updated storage frames.
- 4) Application support engineers will conduct validation and address any issues.
- 5) Before firmware updates, platform and application support engineers will fail over applications to systems in the parallel data hall. This initiative will ensure system availability during the change, minimize the impact of scheduled tasks and distributed jobs and ensure application connectivity should the initiative run beyond the planned time frame.
- 6) Storage management will update the firmware on Hitachi storage frames.
- 7) Platform and application support engineers will fail over applications to systems attached to storage on updated storage frames.
- 8) Application support engineers will conduct validation and address any issues.

User and other stakeholder notifications

Platform and infrastructure support teams engaged; Platform Operations notified users in a directed communication.

Vendor support

Cisco and Hitachi support engineers are engaged and will be available on the scheduled dates.