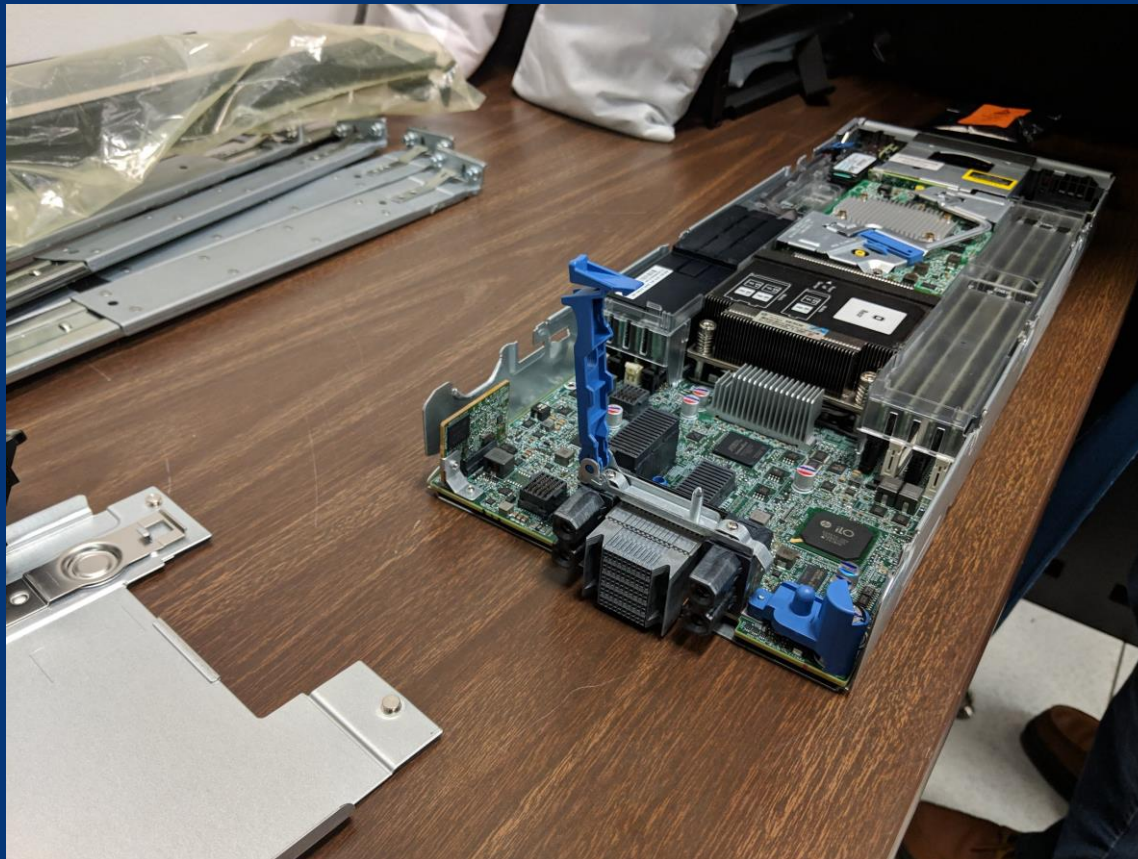




# VM Host Blade Maintenance

Wednesday, **Lance Melancon** and **Tony Hickman** met a HPE technician at Data Center 4 to replace a failed NAND drive flash component in one of the VM host blades.

While Lance and Tony were at the site, they took advantage of the time to map the racks to reconcile power usage reports.





# Dell EMC PowerPath Install



EMC<sup>2</sup> PowerPath Management Appliance

Home > PowerPath Licenses > Licensed Hosts

Filter: All Hosts Search:

Host Group / Host	Platform	PowerPath Version	Host Status
[Redacted]			
[Redacted]	ESXi	6.3 (build 105)	Connected
[Redacted]	ESXi	6.3 (build 105)	Connected
[Redacted]	ESXi	6.3 (build 105)	Connected
[Redacted]	ESXi	6.3 (build 105)	Connected
[Redacted]	ESXi	6.3 (build 105)	Connected
[Redacted]	ESXi	6.3 (build 105)	Connected
[Redacted]	ESXi	6.3 (build 105)	Connected
[Redacted]	ESXi	6.3 (build 105)	Connected
[Redacted]	ESXi	6.3 (build 105)	Connected
[Redacted]	ESXi	6.3 (build 105)	Connected

**Alex Rohr** and **Tony Hickman** re-installed PowerPath on the Data Center 4 blade that had the boot USB drive replaced. VMware ESXi was also re-installed.

PowerPath is host based software that provides automated data path management and load balancing capabilities for heterogeneous server, network, and storage deployed in physical and virtual environments.

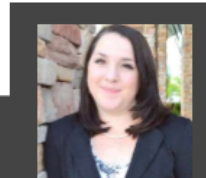


# Dell EMC ProSupport for X2

## Your Technology Service Manager

**Melanie Rosales**  
Technology Service Manager

*melanie.rosales@dell.com*  
1-801-432-5356



### Relationship

- Trusted advisor
- Understand business objectives and IT needs of covered assets
- Service advocate within Dell EMC



### Prevention

- Operational review including reporting, analysis and recommendations
- Risk management
  - Best practices
  - Maintenance
  - Lifecycle
  - Out of Warranty
- IT service management best practices adoption for operations efficiency



### Support

- Escalation and crisis management support
- Oversight and coordination of service exceptions
- Central point of accountability for Dell EMC services



### Collaboration

- Joint Dell EMC account and service delivery planning and execution
- Early involvement in projects from a support and operations point of view
- Service operations plan delivery

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Through a WebEx, **Melanie Rosales** of Dell EMC explained the components and benefits of ProSupport to **Alex Rohr, Tony Hickman, and Greg Rhodes**.

With the purchase of the X2 flash array, ProSupport was included. One of the benefits is having a service manager, Melanie, to escalate and resolve issues with the array.



# VMware and Viper

EMC ViPR Controller

Service Catalog

- Application Services
- Block Storage Services
- Block Protection Services
- File Storage Services
- File Protection Services
- File Services for Linux
- Block Services for Linux
- Block Services for Windows
- Block Services for AIX
- Block Services for HP-UX
- Block Services for VMware vCenter
- File Services for VMware vCenter
- VCE Vblock System Services
- Migration Services
- Object Storage Services
- All Flash Services

**Ken Gibson**, through Viper, created a new 6 TB storage LUN on the X2 XtremIO storage. This was then exported to the Hosts on the ESP cluster in VMWare. With the creation of a new datastore, a very large test-dev SQL server was migrated from the old XIO storage to the new X2.

The migration to the new X2 storage is almost complete. One large area remains that belongs to the Groupwise archive; this will be migrated next week.

## Network Management Operations

Posted by: Ken Gibson, Network Analyst

November 9, 2018



# Follett Destiny Migration

**Lance Melancon** has started planning to migrate the Destiny Library Management system at Data Center 2 to Data Center 4. The current solution consists of physical devices, two HPE DL360's and one storage array that contains the SQL database.

These servers will transfer to VMware virtual machines and the storage to our EMC XtremIO X2 all flash array. Along with the all flash array benefits the applications will also be highly redundant using the EMC VPLEX appliances to provide active/active data availability between our two datacenters.

We will work with the district librarians to ensure minimal disruption of services.



Destiny App  
Destiny SQL  
Storage

