



Cloud provider integrations

Cloud Volumes ONTAP

Ben Cammett
May 14, 2021

Table of Contents

- Cloud provider integrations 1
- Collaborative support best practices 1
- Azure maintenance events 1

Cloud provider integrations

This page describes how NetApp works with cloud providers to resolve issues that might arise.

Collaborative support best practices

NetApp is committed to provide support to Licensee and will use commercially reasonable efforts to resolve technical support issues for Cloud Volumes ONTAP when reported by the Licensee. NetApp and the applicable cloud provider don't have any direct support obligations to each other's licensed software or infrastructure.

NetApp has implemented tools aimed to connect with applicable cloud providers on customer technical issues that may be a result of the applicable cloud provider services. However, the best way to maintain a seamless support flow is for customers to (i) maintain a current support contract with both NetApp and the applicable cloud provider and (ii) coordinate joint escalation meetings with both NetApp and the applicable cloud provider when technical issues arise and the customer needs clarity on which products or services are causing those technical issues.

Azure maintenance events

Microsoft schedules and programmatically announces maintenance events on its Azure virtual machine (VM) infrastructure that may affect Cloud Volumes ONTAP VMs. These events are announced 15 minutes prior to the maintenance window.

Special handling of the maintenance events is supported for Cloud Volumes ONTAP high availability (HA) pairs. To maintain application health, we perform a preventive takeover to prioritize stability, as any loss of connectivity of more than 15 seconds will disable failover capabilities.

When the maintenance window is announced, the partner node of the targeted node will perform a takeover. When the maintenance is complete, a giveback will be initiated. After the giveback, the HA pair is expected to return to a healthy state. If this doesn't occur, contact NetApp Support for assistance. Note that maintenance events are targeted at one of the VMs in an HA pair at a time, and typically both nodes are targeted in a relatively short period of time.

CIFS/SMB clients that use Cloud Volumes ONTAP non-continuously available CIFS shares will experience a loss of session both when a takeover occurs, and when the aggregate that the session is using is given back to the aggregate's home node. This is a limitation imposed by the CIFS/SMB protocol itself. Customers may wish to use third-party products to avoid issues that may arise from takeover and giveback. For further assistance, contact NetApp Support.

Copyright Information

Copyright © 2021 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system-without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.