



Questions for qualified Broadcom cluster network switches



https://kb.netapp.com/Advice_and_Troubleshooting/Miscellaneous/Questions_for_qualified_Broadcom...

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Applies to

Broadcom cluster network switches and management network switches purchased from NetApp.

Answer

- **Who owns the switches?**

The customer owns the switches.

- **What is a BES-Switch**

Ethernet Switches such as BES-53248 are high capacity Ethernet Switch products targeted for Data Center Server and Storage Connectivity

- **Who monitors the switches; is there any reason for the customer to do any monitoring?**
 - The customer will be responsible for monitoring the switches. However, most problems will impact the filer and will be picked up by the usual NetApp monitoring and alerting processes.

- **Who has the passwords for them?**

The customer will be responsible for establishing the passwords for the switches (along with the cluster nodes).

- **Who arranges access for engineers for hardware replacement or other on-site support?**

The customer will need to arrange physical access to the switches.

- **Who puts the config onto the switches at first install?**

PS would install the firmware and 'golden config' when deploying the cluster. NetApp will allow customer installs (the firmware and 'golden config' would be downloaded from the NSS site).

- **Who reloads the config file onto RMA'ed units when the replacement switch is put in?**

The customer is responsible for ensuring the appropriate RCF file is downloaded. The customer could opt to download the config themselves, with instructions from the NSS site, or request either Broadcom onsite personnel or NetApp's support assistance.

- **Who looks after turning these off and bringing them back up for datacenter power downs?**

The customer would be responsible for this type of maintenance activity.

- **Who loads new code if a software upgrade is required to resolve a fault?**

New code would be loaded by a Broadcom onsite engineer assuming the correct levels of support have been purchased.

- **What EFOS and RCF versions should be used on these qualified Broadcom switches?**

The Cluster Network Compatibility Matrix is available at [NetApp Software download](#).

- **Where can I find more information on BES-Switch Support and Documentation?**

Online: <https://www.broadcom.com/support/bes-switch> Please look for the "BES-Switch Support and Services User Guide" document. If you cannot locate it on the online site, ask for the document by sending an email to BES-Support@techdata.com. Provide the reason for requiring access to the document, part number, and the serial number of each switch that you are looking to get support for (if applicable), your name, title/position, company name, address, and phone contact information. Without all the details we will not be able to provide you the required help.

For Secure Customer Access for documentation and Ticket tracking support, you need a username/

password to access the following site: <https://servicesbytechdata.force.com/BESSwitch> Send an email to BES-Support@techdata.com to get the username and password to this secure site and follow the provided instructions.

- **How can I buy or check the status of the Broadcom Support Contract?**

Please send a request to BroadcomBES@techdata.com, provide the part number and the serial number of each switch that you are looking to buy or check the status of the contract for, the planned time frame of the purchase, your name, title/position, company name, address, and phone contact information. Without all the details we will not be able to provide you the required help

- **How do I find the serial number of the switch?**

Printed on the blue pullout tag on the port side of the switch

Note: The responses above assume the customer has purchased Broadcom Support entitlements.

Additional Information

- [Broadcom Support Site](#)
- [NetApp HWU for switches](#)