



# Prerequisites for Sharing Access to Melio Volumes on SAN Storage

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## Tech Note



## About this Tech Note

This tech note lists the prerequisites for multiple servers to share concurrent read-and-write access to volumes on SAN storage formatted with the Melio FS™ cluster file system. If multiple servers participating in a Melio cluster are unable to access a Melio shared volume, please check the list below to confirm that all prerequisites have been met.

**Note:** In addition to the list below, please refer to the System event log on each server participating in the Melio cluster for any errors that may explain why multiple servers are unable to access a Melio shared volume.

If you have any questions after reading this tech note, please contact Sanbolic Technical Support at 617-402-2029 or [support@sanbolic.com](mailto:support@sanbolic.com).

## Prerequisites for accessing a Melio shared volume

On each server participating in a Melio cluster, confirm the following:


1. A copy of the Melio FS software has been installed.
2. All servers are running the same version of the Melio FS software.
3. All servers have network (IP) connectivity to one another.

**Note:** *Sanbolic strongly recommends the use of a dedicated (private) network for Melio cluster administration traffic. This network can be created using a cross-over cable for two servers participating in a cluster or preferably, an Ethernet switch (10/100 Mbps.) for three or more servers participating in a cluster.*

4. There are no firewalls blocking communications to TCP and UDP ports 7777 (used by Melio FS) and 7778 (used by LaScala™ cluster volume manager).
5. The disk(s) to be shared by multiple servers has been mapped to all servers in the cluster from the storage array.
6. The disk(s) to be shared by multiple servers is not managed by another volume manager (i.e., Windows® Local Disk Manager™).
7. The disk(s) to be shared by multiple servers is not in “Read-Only” mode.

Open a DOS window and enter the following commands from the command line:

- > *diskpart* {Enter} - Launches the diskpart™ utility.
- > *list disk* {Enter} - Note the number of the disk formatted with Melio FS.
- > *select disk #* {Enter} - Where # equals the number of the disk formatted with Melio FS.
- > *attributes disk* {Enter} - If the disk is set to “Read-Only,” enter the following command:
  - > *attributes disk clear readonly* {Enter} - Allows the disk to be accessed by multiple servers.
- > *exit* {Enter} - Exit diskpart.
- > *exit* {Enter} - Exit the command line.

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8. All servers in the cluster are running the Melio FS software in the same mode – “Trial” or “Registered.”
  9. If the servers are running the Melio FS software in “Registered” mode, a unique license key has been entered and applied to each server in the cluster.
  10. The following services have been started:
    - LaScala Service
    - LaScala TimeCritical
    - LaScala WMI Provider
    - Melio TimeCritical
    - Windows Management Instrumentation (WMI)

If all of the prerequisites listed above have been confirmed, shutdown and boot up each server one at a time to allow Melio cluster communications to synchronize.

If after shutting down and booting up each server, multiple servers are still unable to access the Melio shared volume, please contact Sanbolic Technical Support for further assistance.

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