

# Frequently Asked Questions About Migration with Nasuni

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## Top Migration Questions:

### 1. Will my data be secure?

You can trust that your data will be secure during the migration. Nasuni Professional Services will review various data security features available within Nasuni and your cloud provider. File data security and access control lists will be reviewed to ensure the integrity of your data is preserved. During the onboarding process, customers will be involved in integration with Active Directory. Also, administrative access to the Nasuni Management Console can be restricted using role-based authentication.

### 2. How will my end users be impacted by a migration?

As a whole, end users are not negatively impacted by the cutover to Nasuni. Cutovers are scoped and planned with the customer's IT team. Most customers plan the cutover activities during off hours and maintenance windows. Nasuni Professional Services provides the guidance required to ensure the end user experience is seamless and the IT team is able to set proper expectations for adjusted workflows, where applicable.

### 3. Will I lose data?

No, you will not lose data. The migration process is a copy. The source data is only read and not moved or deleted until the customer decides to do that later. The Nasuni Edge will ensure that data written to cache has its gold copy protected in the cloud.

### 4. Will the migration require staff resources from my team?

A deployment of this type touches different parts of your organization for the planning phase. The Nasuni Professional Services team provides guidance, well-defined processes, and best practices to minimize migration effort and make this a low friction engagement.

### 5. How long will the migration take?

There are many factors that come into play when estimating the duration of a migration. Nasuni Professional Services works with each customer during the early stages of the engagement to plan the migration timeline. Average file size has one of the highest impacts to copy performance. Available bandwidth for writing data to the cloud will also have a high impact. We may recommend specific copy tools or methods to speed up the copy performance as much as possible. One key advantage of the Nasuni architecture is the ability to "scale out" the migration to run multiple concurrent copy streams.

## Questions About the Nasuni Professional Services:

### 1. What benefits will I get from Nasuni Professional Services?

Nasuni Professional Services are experts who have helped hundreds of our customers with their migration – from companies with several Terabytes to large, global, multi-national companies with Petabytes of data, hundreds of locations, and thousands of users. We will educate you on best practices, provide you with insights and recommendations for architecture decisions, and help you avoid errors and pitfalls in your Nasuni deployment and migration. With our deep expertise, we will ensure you get the fastest return on your investment and that your Nasuni system will be architected to support your business into the future.

### 2. What can I expect from the Nasuni team during the migration process?

For a migration assistance project, Nasuni Professional Services kicks off the project to set expectations and establish regular cadence calls. Your Nasuni Technical Project Manager keeps track of actions and next steps. Your Nasuni Professional Services Engineer will provide technical guidance and best practices. In a full migration project, the PS Engineer runs the migration jobs directly.

### 3. Does Nasuni offer migration training?

Yes. Nasuni's standard offering includes migration assistance. This is a “teach to fish” strategy where you will learn migration best practices from an experienced engineer.

### 4. Will I have a documented plan for my migration?

Yes. Part of your Nasuni Professional Services engagement includes a Nasuni Technical Project Manager. They will work with your team to create a detailed project plan to ensure actions are taken when needed.

### 5. What does a high-level project flow look like for a Nasuni deployment?

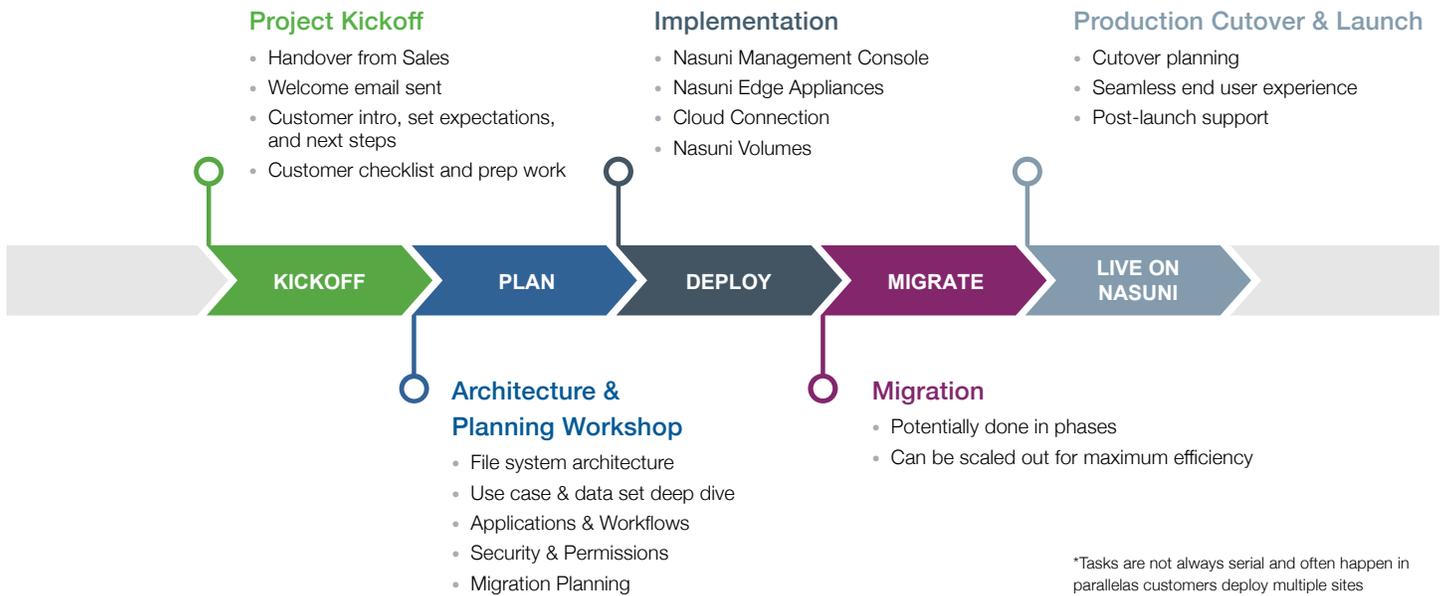
All migrations will start with a planning phase. Here we will expose the customer to relevant Nasuni components that are needed for deployment. Professional Services will walk the customer through preparation of their Nasuni infrastructure. This can include deploying Nasuni Edge appliances, the Nasuni Management Console, creating volumes, and crafting the series of migration actions.

Next, we will kick off the initial copy of the data onto Nasuni. During this phase, we work with the customer's technical team on reviewing copy logs, performance, and making any adjustments needed.

Once data is seeded, it is a good time to conduct User Acceptance Testing. This verifies that users can work as expected on day one, post cutover.

Data is kept up to date until the final delta copy executes. Finally, the production cutover is completed. These steps may happen many times over the course of the project and/or in tandem.

## Nasuni Onboarding Project Workflow Sample



### 6. Has Nasuni completed similar deployments in the past?

Yes. Nasuni Professional Services has onboarded several hundred of Nasuni's customers. While no two migrations are the same due to countless customer environmental factors, the commonalities and lessons learned are turned into best practices that our team uses to provide our customers with the best possible migration experience.

### 7. Why is it important to have an in-depth Architecture and Planning Workshop?

The Architecture and Planning Workshop is integral for a customer's move to Nasuni. A collaborative session, the workshop starts with Nasuni 101 and moves into a deep dive into the customers' use cases, data sets, workflows, applications, migration planning, and other facets. This allows the Nasuni Engineer to architect the customers solution for long term success.

### 8. Does Nasuni offer operation/administration training?

The standard Nasuni onboarding is collaborative in nature. The Professional Services Engineer works with the customer as a hands-on knowledge transfer during the engagement. Most of our customers find this sufficient for daily operations. However, as a separate paid engagement, Nasuni also offers an in-depth Administrator course delivered by an experienced Nasuni instructor.

## 9. Can I implement Nasuni without Nasuni Professional Services?

To maximize customer success and accelerate ROI, the Professional Services engagement is required for all new customers. The Nasuni Platform deployment wizards and Management Console enable customer self-sufficiency through many phases of their deployment. Nasuni Professional Services provides expansive knowledge of the Nasuni Platform that will ensure a successful onboarding to Nasuni. We have found that our customers have less disruptions, faster migration, and optimized architectures for your use case when our Professional Services team is involved.

## 10. Who does the migration?

Nasuni Professional Services offers customers the choice on the level of involvement they require. Customers that choose Nasuni's Migration Assistance receive Nasuni technical resources to guide them and instill best practices associated with their migration to Nasuni. A Full Migration project will allow customers to offload the migration copy tasks to Nasuni Professional Services. A dedicated team will be provided throughout the duration of the project.

## Questions About Preparing for Migration:

### 1. Is it possible to scale up the ingest with temporary infrastructure during data during migration and then scale back for ongoing operation?

Yes. This is a common strategy. Nasuni allows you to deploy as many Edge appliances as needed for migration or production. Migration Edge appliances can be deployed to parallelize a migration. When the migration is complete, customers themselves can decommission and delete the Migration Edge appliances.

### 2. What parts of my infrastructure does the migration touch?

The migration will interact with many parts of a customer's environment in various ways. Best practices associated with network performance and routing are reviewed with the customer and the Professional Services Engineer. For NTFS permissions, the Nasuni Edge will be interacting with your domain controllers, NTP, DNS, and Sites and Services at various levels. The migration will be reading off your source file data.

### 3. How soon can I access my data once it is migrated?

Once data is written to the Nasuni Cloud Volume, it is protected and available to all connected Nasuni Edge appliances. The completeness of the migration and production user cutover are planned activities. So, while data may be ready, production readiness is determined by the customer. As with any technology change, User Acceptance Testing is encouraged and can be planned as part of your Professional Services project.

### 4. What are ways that we can better prepare for a Nasuni deployment?

As part of the pre-sale engagement, the sales team works with customers to gather relevant data points. The more information we have on the nature of your data the better. Ideally, we want to understand the use case(s) and application(s), analytics on IOPS data from the legacy system, file size, folder structure, share/export access requirements, etc. Nasuni will ensure your deployment is properly sized and optimized for your use cases. Preparing data stakeholders keeps expectations set throughout the process. Having the right stakeholders through the deployment and migration stages will ensure the right technical resources are engaged.

## 5. How do I plan for copying data from multiple sources?

Once your Nasuni architecture is agreed upon and your Nasuni infrastructure is deployed, you will map out your source and destination paths. Your Nasuni Professional Services engineer will provide recommendations on parallelizing the copy jobs across multiple sites. This is a way of overcoming certain limitations in bandwidth or site resources as the overall migration can maintain consistent momentum.

## 6. Can I break the migration down into departments or regions?

The lowest delineation point for most file servers is the CIFS share or NFS export level. Customers often plan for groupings of shares, entire file servers, entire regions or sites. Departments that span multiple sites can be grouped together in a cutover window. Customers may also choose to migrate region by region in different cutover windows. Nasuni will assist in best practices for how to optimize your cutovers to meet time to value expectations.

## 7. What data should I migrate first?

The Nasuni Professional Services Engineers work with the customer to identify and prioritize the customer's data sets based on critical nature, customer timelines, risk, current state of legacy storage, amount of data, and other factors. Other considerations include age of data, rate of change, availability of resources (bandwidth, personnel readiness). Customers may want to migrate the oldest data first using capabilities built into Robocopy and other tools. This has a benefit of the newest, more recently changed data, is last to be copied into cache. The Nasuni Edge Appliance caching algorithm optimizes the cache for the most recently accessed data. Other customers may start their migration at a large data center with high bandwidth.

## Questions About the Customer Role in Migration:

### 1. How do I assess my current storage and identify data sets for Nasuni?

There are several ways that customers can learn about their source data. There are file tree tools that can scan a source file tree and provide details on the age of the data, permissions, size, and number of files. This information is valuable for estimating the migration duration, performance expectations, stale data that can be excluded/cleaned up.

### 2. Can I complete my own migration?

Yes. Following the guidance provided by Nasuni Professional Services, the customer can complete their own migration.

## Technical Questions:

### 1. What tools are used by the Nasuni team to migrate data?

There are countless copy tools in the field that are effective in migrating customer data to Nasuni. Nasuni supports any migration tool that supports standard NAS protocols like SMB or NFS.

### 2. How can I be sure my file and folder permissions are copied over as I expect?

Nasuni Professional Services will discuss various strategies in migrating file and folder permissions. We will review your existing permissions and discuss how you want them to look on Nasuni. During the copy process, we will ensure that the appropriate options are employed to carry over all permissions that the customer expects. After the copy is done, we will review logs for errors that may result in partial copies. Customers are welcome to employ additional data integrity measures. There are many copy tools that provide data integrity check during the copy process.

### 3. Will I lose data?

No. The migration process is a copy. The source data is only read and not moved or deleted until the customer decides later. The Nasuni Edge Filer will ensure that data written to cache has its gold copy protected in the cloud.

### 4. How do I plan for the security of my data?

Nasuni Professional Services will review various data security features available within Nasuni and your cloud provider. As well as reviewing security considerations of the file data. Administrative access to the Nasuni Management Console can be restricted using role-based authentication.

### 5. How do I verify that my users can access their data at cutover?

As a part of your cutover planning to Nasuni, we encourage our customers to define User Acceptance Testing with their internal stakeholders. These may be technically minded power users in various departments. This testing can be as simple as verifying user access via Windows Explorer, or it could involve specific application tests to ensure a positive user experience on day one.

### 6. What is an example of a large Nasuni deployment?

At a high level, Nasuni Professional Services has onboarded customers ranging from 20TB to 12PB, spanning from single site to 400+ sites globally. Large Nasuni customers tend to have Nasuni Edge appliances distributed around the world and deployed in the cloud, Petabytes of data, 10,000s of users (both remote and on-premise), and cloud services. These architectures are carefully reviewed between customer and Nasuni technical teams. Nasuni does not limit our customer's size. We have completed numerous examples of these types of deployments.

### 7. Is this more complex than NetApp SnapMirror for migration?

A Netapp SnapMirror migration is vendor specific where the source and target are Netapp. Customers coming to Nasuni are moving off of a particular storage platform. For this reason, migration is more complex. However, with NetApp the customers will have to migrate with every hardware refresh. With Nasuni, this is the last migration they will ever need to do.



#### ABOUT NASUNI CORPORATION

Nasuni is a leading file data services company that helps organizations create a secure, file data cloud for digital transformation, global growth, and information insight. The Nasuni File Data Services Platform is a cloud-native suite of services offering user productivity, business continuity, data intelligence, cloud choice, and simplified global infrastructure. The platform and its add-on services replace traditional file infrastructure, including Network-Attached Storage (NAS), back-up, and DR, with a cloud-scale solution. By consolidating file data in easily expandable cloud object storage from Azure, AWS, Google Cloud, and others, Nasuni becomes the cloud-native replacement for traditional NAS and file server infrastructure. For more information, visit [www.nasuni.com](http://www.nasuni.com).