

Dell EMC Storage MD14xx Enclosure

Support Matrix

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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Introduction

When you use an enclosure for server expansion, and connect the enclosure to servers or other enclosures, it is known as a storage enclosure. This document provides information about supported software, firmware, and hardware for the MD1400 and MD1420 when used as a storage enclosure.

NOTE:

- This Support Matrix contains the latest compatibility and interoperability information. This document supersedes all other documentation information.
- MD1400 and MD1420 enclosures can be used as JBODs attached to PowerEdge 13th, 14th, and 15th generation servers, but cannot be used as expansion for PowerVault MD3 Series arrays.

Topics:

- [Revision history](#)
- [MD1400 and MD1420 reference documentation](#)

Revision history

Table 1. Document revision history

Revision	Date	Description
A01	October 2015	Initial release
A02	June 2016	Updated Chapters 2, 3, and 5
A03	December 2016	Updated Chapter 5 and added Chapter 6
A04	February 2018	Updated Chapters 4 and 5
A05	January 2019	Updated Chapter 5 Supported drives
A06	March 2021	Updated Chapter 5 Supported drives
A07	July 2021	Updated Chapter 4 Supported controllers and adapters

MD1400 and MD1420 reference documentation

The following table provides information about the documentation resources for your system:

Table 2. Documentation resources

Title	Location
<i>MD1400 and MD1420 Getting Started Guide</i>	• https://www.dell.com/support/home/product-support/product/storage-md1400/docs • https://www.dell.com/support/home/product-support/product/storage-md1420/docs
<i>Setting Up Your Storage Enclosure</i>	• https://www.dell.com/support/home/product-support/product/storage-md1400/docs • https://www.dell.com/support/home/product-support/product/storage-md1420/docs
<i>MD1400 Enclosures Hardware Owner's Manual</i>	https://www.dell.com/support/home/product-support/product/storage-md1400/docs

Table 2. Documentation resources (continued)

Title	Location
<i>MD1420 Enclosures Hardware Owner's Manual</i>	https://www.dell.com/support/home/product-support/product/storage-md1420/docs
<i>MD1400 and MD1420 Enclosures Deployment Guide</i>	• https://www.dell.com/support/home/product-support/product/storage-md1400/docs • https://www.dell.com/support/home/product-support/product/storage-md1420/docs

Storage enclosure rules

This section provides information about the rules for MD1400 and MD1420 enclosures.

Table 3. MD1400 and MD1420 enclosure rules

Components	MD1400	MD1420
Maximum number of servers	1	1
Maximum SAS cable length	4 m	4 m
Maximum number of storage enclosures in a chain	4	4
Maximum number drives in a storage enclosure	12	24

 **NOTE:** MD1400 and MD1420 enclosures can only be attached to a single server. The drives within each enclosure cannot be accessed in a “split mode” between two servers.

Storage enclosure firmware versions

This section provides information about firmware versions for MD1400 and MD1420 enclosure firmware.

MD1400 and MD1420 storage enclosures have two Enclosure Management Modules (EMMs). You must have both EMMs at the same firmware level and upgrade each EMM individually. EMMs do not automatically synchronize firmware versions.

Table 4. MD1400 and MD1420 enclosure firmware

Firmware version	Release date	Firmware version
1.07	08 JUL 2016	- Fixed a possible issue when enclosure overall status was not synchronized with elements. - Implements Broadcom recommendation to remove SAS buffering (Broadcom DataBolt) for 3 Gbps or 6 Gbps SAS drives due to a hardware limitation. - Fix for thermal algorithms and thermal data reporting - Increased the SSPT queue depth to 32
1.05	18 MAR 2016	- Improved hot swap handling - Improved two wire interface handling
1.02	14 NOV 2014	- Improved expander initialization sequence - Enabled software flash writes for expander memory
1.01	15 SEP 2014	- Initial Release - Earliest required firmware version

Supported adapters and controllers

This section lists the adapters and controllers that have been tested for use with MD1400 and MD1420 storage enclosures.

The MD1400 and MD1420 storage enclosures support the following adapters and controllers:

- Dell HBA355e for PowerEdge 15th generation servers
- Dell 12 Gbps SAS HBA for PowerEdge 13th, 14th, and 15th generation servers
- Dell PERC H840 for PowerEdge 14th generation servers
- Dell PERC H830 for PowerEdge 13th generation servers

You can download the supported drivers and firmware for the adapters and controllers from <https://www.dell.com/support>. To determine if a PowerEdge server supports an adapter or controller, see the support matrix for that server or go to the Dell PowerEdge RAID Controller web page at <https://www.dell.com/learn/campaigns/dell-raid-controllers>.

Supported drives

This section provides information about the drives that MD1400 and MD1420 enclosures support.

For information about latest available drive firmware for MD1400 and MD1420 enclosures, see the Drivers and Downloads page available at <https://www.dell.com/support>.

Table 5. MD1400 and MD1420 supported drives

Part Number	Form Factor	Model	Capacity	Speed	Sector	Vendor	Firmware	SED
265TH	2.5"	HUSMM1680ASS205	800 GB	SSD	512n	HGST	K326	Yes
NF76W	2.5"	HUSMM1616ASS205	1.6 TB	SSD	512n	HGST	K326	Yes
MFGN5	2.5"	HUSMR1650ASS204	480 GB	SSD	512n	HGST	L384	No
HX5K5	2.5"	HUSMR1610ASS204	960 GB	SSD	512n	HGST	L384	No
VCWFG	2.5"	HUSMR1619ASS204	1.92 TB	SSD	512n	HGST	H1D6	No
G1D1K	2.5"	HUSMM1640ASS204	400 GB	SSD	512n	HGST	L384	No
CW988	2.5"	HUSMM1680ASS204	800 GB	SSD	512n	HGST	L384	No
5HR3X	2.5"	HUSMM1616ASS204	1.6 TB	SSD	512n	HGST	L384	No
8J9T7	2.5"	HUSMR1650ASS205	480 GB	SSD	512n	HGST	K382	Yes
X7TF2	2.5"	HUSMR1610ASS205	960 GB	SSD	512n	HGST	K382	Yes
XNT15	2.5"	HUSMR1619ASS205	1.92 TB	SSD	512n	HGST	M1D2	Yes
1WG9X	2.5"	HUSMR3240ASS200	400 GB	SSD	512n	HGST	J158	No
4D43D	2.5"	HUSMR3280ASS200	800 GB	SSD	512n	HGST	J158	No
FDC8J	2.5"	HUSMR3216ASS200	1.6 TB	SSD	512n	HGST	J158	No
PX0H4	2.5"	HUSMR3232ASS200	3.2 TB	SSD	512n	HGST	J158	No
CKVTF	2.5"	HUSMM3240ASS200	400 GB	SSD	512n	HGST	J158	No
JDX4K	2.5"	HUSMM3280ASS200	800 GB	SSD	512n	HGST	J158	No
V2C0R	2.5"	HUSMM3216ASS200	1.6 TB	SSD	512n	HGST	J158	No
D7DW8	2.5"	HUSMM3232ASS200	3.2 TB	SSD	512n	HGST	J158	No
Y3T35	2.5"	HUSTR7648ASS200	480 GB	SSD	512n	HGST	S524	No
RT2MY	2.5"	HUSTR7696ASS200	960 GB	SSD	512n	HGST	S524	No
J68N1	2.5"	HUSTR7619ASS200	1.92 TB	SSD	512n	HGST	S524	No
C4DFR	2.5"	HUSTR7638ASS200	3.84 TB	SSD	512n	HGST	S524	No
YVR15	2.5"	HUSTR7676ASS200	7.68 TB	SSD	512n	HGST	S524	No
6VMM4	2.5"	HUSMM3280ASS205	800 GB	SSD	512n	HGST	P172	Yes
9J5FC	2.5"	HUSMM3216ASS205	1.6 TB	SSD	512n	HGST	P172	Yes
V8G61	2.5"	WUSTM3240ASS200	400 GB	SSD	512e	HGST	K960	No
RD76R	2.5"	WUSTM3280ASS200	800 GB	SSD	512e	HGST	K960	No
GFXFP	2.5"	WUSTM3216ASS200	1.6 TB	SSD	512e	HGST	K960	No

Table 5. MD1400 and MD1420 supported drives (continued)

Part Number	Form Factor	Model	Capacity	Speed	Sector	Vendor	Firmware	SED
4YPVD	2.5"	WUSTR1596ASS200	960 GB	SSD	512e	HGST	K960	No
5ND33	2.5"	WUSTR1519ASS200	1.92 TB	SSD	512e	HGST	K960	No
YW17N	2.5"	WUSTR1519ASS200	3.84 TB	SSD	512e	HGST	K960	No
GXKXX	2.5"	WUSTR1576ASS200	7.68 TB	SSD	512e	HGST	K960	No
GYMY2	2.5"	WUSTR1515ASS200	15.36 TB	SSD	512e	HGST	K960	No
6XD6N	2.5"	WUSTR6440ASS200	400 GB	SSD	512e	HGST	K960	No
H07XR	2.5"	WUSTR6480ASS200	800 GB	SSD	512e	HGST	K960	No
8W6HC	2.5"	WUSTR6480ASS200	1.6 TB	SSD	512e	HGST	K960	No
DMV85	2.5"	WUSTM3240BSS200	400 GB	SSD	512e	WD	G10A	No
F99F6	2.5"	WUSTM3280BSS200	800 GB	SSD	512e	WD	G10A	No
FGGTY	2.5"	WUSTM3216BSS200	1.6 TB	SSD	512e	WD	G10A	No
8JJN7	2.5"	WUSTVA196BSS200	960 GB	SSD	512e	WD	G10A	No
02X38	2.5"	WUSTVA119BSS200	1.92 TB	SSD	512e	WD	G10A	No
FP1KF	2.5"	WUSTVA138BSS200	3.84 TB	SSD	512e	WD	G10A	No
KD9W7	2.5"	WUSTVA176BSS200	7.68 TB	SSD	512e	WD	G10A	No
HDVR0	2.5"	WUSTVA1A1BSS200	15.36 TB	SSD	512e	WD	G10A	No
6VJC9	2.5"	WUSTR6480BSS200	800 GB	SSD	512e	WD	G10A	No
6NF96	2.5"	WUSTR6416BSS200	1.6 TB	SSD	512e	WD	G10A	No
YV8GM	2.5"	WUSTR6432BSS200	3.2 TB	SSD	512e	WD	G10A	No
K26FW	2.5"	WUSTR6464BSS200	6.4 TB	SSD	512e	WD	G10A	No
09JJC	2.5"	WUSTVA196BSS205	960 TB	SSD	512e	WD	L10A	No
W2JGY	2.5"	WUSTVA119BSS205	1.92 TB	SSD	512e	WD	L10A	No
XY8K1	2.5"	WUSTVA138BSS205	3.84 TB	SSD	512e	WD	L10A	No
5PN33	2.5"	WUSTVA176BSS205	7.68 TB	SSD	512e	WD	L10A	No
HJR3Y	2.5"	WUSTVA1A1BSS205	15.36 TB	SSD	512e	WD	L10A	No
MFC6G	2.5"	MZILS400HEGR0D3	400 GB	SSD	512e	Samsung	DWLA	No
HF06W	2.5"	MZILS800HEHP0D3	800 GB	SSD	512e	Samsung	DWLA	No
W5PP5	2.5"	MZILS1T6HEJH0D3	1.6 TB	SSD	512e	Samsung	DWLA	No
8RC8K	2.5"	MZILS3T2HMLH0D3	3.2 TB	SSD	512e	Samsung	DWLA	No
8Y64H	2.5"	MZILS480HEGR0D3	480 GB	SSD	512e	Samsung	DSLA	No
7FNRX	2.5"	MZILS960HEHP0D3	960 GB	SSD	512e	Samsung	DSLA	No
086DD	2.5"	MZILS1T9HEJH0D3	1.92 TB	SSD	512e	Samsung	DSLA	No
JR1HP	2.5"	MZILS3T8HMLH0D3	3.84 TB	SSD	512e	Samsung	DSLA	No
8498W	2.5"	MZILS7T6HMLS0D3	7.68 TB	SSD	512e	Samsung	DSH2	No
D75C7	2.5"	MZILS15THMLS0D3	15.36 TB	SSD	512e	Samsung	DSH2	No
D9NCK	2.5"	MZILT960HAHQ0D3	800 GB	SSD	512e	Samsung	DWF8	No
DR0HX	2.5"	MZILT1T9HAJQ0D3	1.6 TB	SSD	512e	Samsung	DWF8	No

Table 5. MD1400 and MD1420 supported drives (continued)

Part Number	Form Factor	Model	Capacity	Speed	Sector	Vendor	Firmware	SED
5H9RV	2.5"	MZILT3T8HALS0D3	3.2 TB	SSD	512e	Samsung	DWF8	No
R1ND2	2.5"	MZILT800HAHQ0D3	960 GB	SSD	512e	Samsung	DSF8	No
F0V FY	2.5"	MZILT1T6HAJQ0D3	1.92 TB	SSD	512e	Samsung	DSF8	No
X8F87	2.5"	MZILT3T2HALS0D3	3.84 TB	SSD	512e	Samsung	DSF8	No
RVYD5	2.5"	MZILT7T6HMLA0D3	7.68 TB	SSD	512e	Samsung	DSF8	No
5WPFT	2.5"	MZILT15THMLA0D3	15.36 TB	SSD	512e	Samsung	DSF8	No
K74WN	2.5"	MZILT960HBHQ0D3	960 GB	SSD	512e	Samsung	DSA3	No
TMTW9	2.5"	MZILT1T9HBJR0D3	1.92 TB	SSD	512e	Samsung	DSA3	No
CRNPH	2.5"	MZILT3T8HBS0D3	3.84 TB	SSD	512e	Samsung	DSA3	No
84C40	2.5"	MZILT7T6HALA0D3	7.68 TB	SSD	512e	Samsung	DSA3	No
V51HG	2.5"	MZILT15THALA0D3	15.36 TB	SSD	512e	Samsung	DSA3	No
GW8T1	2.5"	MZILT800HBHQ0D3	800 GB	SSD	512e	Samsung	DWA3	No
3TCV6	2.5"	MZILT1T6HBJR0D3	1.6 TB	SSD	512e	Samsung	DWA3	No
03YT5	2.5"	MZILT3T2HBS0D3	3.2 TB	SSD	512e	Samsung	DWA3	No
2XR0K	2.5"	LT0200MO	200 GB	SSD	512n	SanDisk	D417	No
C06VX	2.5"	LT0400MO	400 GB	SSD	512n	SanDisk	D417	No
989R8	2.5"	LT0800MO	800 GB	SSD	512n	SanDisk	D417	No
JDTGX	2.5"	LT1600MO	1.6 TB	SSD	512n	SanDisk	D417	No
J19XM	2.5"	LT0800RO	800 GB	SSD	512n	SanDisk	D417	No
2M61G	2.5"	LT1600RO	1.6 TB	SSD	512n	SanDisk	D417	No
M7KYX	2.5"	LT0200WM	200 GB	SSD	512n	SanDisk	D417	No
T2TPF	2.5"	LT0400WM	400 GB	SSD	512n	SanDisk	D417	No
FHFNJ	2.5"	LT0800WM	800 GB	SSD	512n	SanDisk	D417	No
K41XJ	2.5"	PX02SMF020	200 GB	SSD	512n	Toshiba	A3B3	No
HKK8C	2.5"	PX02SMF040	400 GB	SSD	512n	Toshiba	A3B3	No
TC2MH	2.5"	PX02SMF080	800 GB	SSD	512n	Toshiba	A3B3	No
G4V45	2.5"	PX02SMB160	1.6 TB	SSD	512n	Toshiba	A3B3	No
CV6W8	2.5"	PX02SSF020	200 GB	SSD	512n	Toshiba	A4B3	No
2H9WV	2.5"	PX02SSF040	400 GB	SSD	512n	Toshiba	A4B3	No
PG19T	2.5"	PX02SSB080	800 GB	SSD	512n	Toshiba	A4B3	No
N9PTK	2.5"	PX03SNF080	800 GB	SSD	512n	Toshiba	A5B3	No
0MXR2	2.5"	PX03SNB160	1.6 TB	SSD	512n	Toshiba	A5B3	No
GM5R3	2.5"	PX04SMB040	400 GB	SSD	512n	Toshiba	AM07	No
M91TJ	2.5"	PX04SMB080	800 GB	SSD	512n	Toshiba	AM07	No
77K16	2.5"	PX04SMB160	1.6 TB	SSD	512n	Toshiba	AM07	No
63GYR	2.5"	PX04SMB320	3.2 TB	SSD	512n	Toshiba	AM07	No
N5Y85	2.5"	PX04SVB048	480 GB	SSD	512n	Toshiba	AM07	No

Table 5. MD1400 and MD1420 supported drives (continued)

Part Number	Form Factor	Model	Capacity	Speed	Sector	Vendor	Firmware	SED
YYC10	2.5"	PX04SVB096	960 GB	SSD	512n	Toshiba	AM07	No
4XC39	2.5"	PX04SVB192	1.92 TB	SSD	512n	Toshiba	AM07	No
GYMY9	2.5"	PX04SVB384	3.84 TB	SSD	512n	Toshiba	AM07	No
06VJ7	2.5"	PX04SRB048	480 GB	SSD	512n	Toshiba	AM07	No
4KG4X	2.5"	PX04SRB096	960 GB	SSD	512n	Toshiba	AM07	No
R87FK	2.5"	PX04SRB192	1.92 TB	SSD	512n	Toshiba	AM07	No
M09K5	2.5"	PX04SRB384	3.84 TB	SSD	512n	Toshiba	AM07	No
HPNDJ	2.5"	PX04SHB020	200 Gb	SSD	512n	Toshiba	AM07	No
YT53C	2.5"	PX04SHB040	400 GB	SSD	512n	Toshiba	AM07	No
RVCY3	2.5"	PX04SHB080	800 GB	SSD	512n	Toshiba	AM07	No
Y9VX5	2.5"	PX04SHB160	1.6 TB	SSD	512n	Toshiba	AM07	No
43PCJ	2.5"	PX05SVB048Y	480 GB	SSD	512n	Toshiba	AS10	No
503M7	2.5"	PX05SVB096Y	960 GB	SSD	512n	Toshiba	AS10	No
V0K7V	2.5"	PX05SVB192Y	1.92 TB	SSD	512n	Toshiba	AS10	No
3DDFT	2.5"	PX05SVB384Y	3.84 TB	SSD	512n	Toshiba	AS10	No
JG XK2	2.5"	PX05SRB048Y	480 GB	SSD	512n	Toshiba	AS10	No
MW GK7	2.5"	PX05SRB096Y	960 GB	SSD	512n	Toshiba	AS10	No
0FYFW	2.5"	PX05SRB192Y	1.92 TB	SSD	512n	Toshiba	AS10	No
XCRDV	2.5"	PX05SRB384Y	3.84 TB	SSD	512n	Toshiba	AS10	No
5VHHG	2.5"	PX05SMB040Y	400 GB	SSD	512n	Toshiba	AS10	No
CN3JH	2.5"	PX05SMB080Y	800 GB	SSD	512n	Toshiba	AS10	No
GVTYD	2.5"	PX05SMB160Y	1.6 TB	SSD	512n	Toshiba	AS10	No
R1YFC	2.5"	PX05SMB320Y	3.2 TB	SSD	512n	Toshiba	AS10	No
3RVN4	2.5"	PX05SVQ096B	960 GB	SSD	512n	Toshiba	AX0B	Yes
1N61H	2.5"	PX05SVQ192B	1.92 TB	SSD	512n	Toshiba	AX0B	Yes
6HCMW	2.5"	PX05SVQ384B	3.84 TB	SSD	512n	Toshiba	AX0B	Yes
3YPRY	2.5"	KPM5XVUG400G	400 GB	SSD	512e	Toshiba	B01C	No
JG6X1	2.5"	KPM5XVUG800G	800 GB	SSD	512e	Toshiba	B01C	No
GT1JH	2.5"	KPM5XVUG1T60	1.6 TB	SSD	512e	Toshiba	B01C	No
X8HTD	2.5"	KPM5XVUG3T20	3.2 TB	SSD	512e	Toshiba	B01C	No
3PR5C	2.5"	KPM5XVUG480G	480 GB	SSD	512e	Toshiba	B01C	No
WFGTH	2.5"	KPM5XVUG960G	960 GB	SSD	512e	Toshiba	B01C	No
2WVYG	2.5"	KPM5XVUG1T92	1.92 TB	SSD	512e	Toshiba	B01C	No
91W3V	2.5"	KPM5XVUG3T84	3.84 TB	SSD	512e	Toshiba	B01C	No
9YWG8	2.5"	KPM5XRUG480G	480 GB	SSD	512e	Toshiba	B01C	No
H8X3X	2.5"	KPM5XRUG960G	960 GB	SSD	512e	Toshiba	B01C	No
TDNP7	2.5"	KPM5XRUG1T92	1.92 TB	SSD	512e	Toshiba	B01C	No

Table 5. MD1400 and MD1420 supported drives (continued)

Part Number	Form Factor	Model	Capacity	Speed	Sector	Vendor	Firmware	SED
N85XX	2.5"	KPM5XRUG3T84	3.84 TB	SSD	512e	Toshiba	B01C	No
GT7GT	2.5"	KPM5XRUG7T68	7.68 TB	SSD	512e	Toshiba	B01C	No
WGP72	2.5"	KPM5XMUG400G	400 GB	SSD	512e	Toshiba	B01C	No
DHRVV	2.5"	KPM5XMUG800G	800 GB	SSD	512e	Toshiba	B01C	No
W9G88	2.5"	KPM5XMUG1T60	1.6 TB	SSD	512e	Toshiba	B01C	No
8038H	2.5"	KPM5XMUG3T20	3.2 TB	SSD	512e	Toshiba	B01C	No
V43R6	2.5"	KPM5WVUG960G	960 GB	SSD	512e	Toshiba	B318	Yes
PP2FW	2.5"	KPM5WVUG960G	960 GB	SSD	512e	Toshiba	B318	Yes
DJY51	2.5"	KPM5WVUG1T92	1.92 TB	SSD	512e	Toshiba	B318	Yes
XGKPF	2.5"	KPM5WVUG3T84	3.84 TB	SSD	512e	Toshiba	B318	Yes
2G0HJ	2.5"	KPM5WRUG7T68	7.68 TB	SSD	512e	Toshiba	B318	Yes
KFV6V	2.5"	KPM5WRUG3T84	3.84 TB	SSD	512e	Toshiba	B318	Yes
Y38VF	2.5"	KPM5WVUG480G	480 GB	SSD	512e	Toshiba	B318	Yes
T41PW	2.5"	KPM5WVUG7T68	7.68 TB	SSD	512e	Toshiba	B318	Yes
VW3D6	2.5"	KPM6XMUG400G	400 GB	SSD	512e	Kioxia	BA08	No
H6GCD	2.5"	KPM6XMUG800G	800 GB	SSD	512e	Kioxia	BA08	No
5GDHX	2.5"	KPM6XMUG1T60	1.6 TB	SSD	512e	Kioxia	BA08	No
TXV6X	2.5"	KPM6XMUG3T20	3.2 TB	SSD	512e	Kioxia	BA08	No
R9RTY	2.5"	KPM6WRUG960G	960 GB	SSD	512e	Kioxia	BD08	Yes
7F2D1	2.5"	KPM6WRUG1T92	1.92 TB	SSD	512e	Kioxia	BD08	Yes
FH1W9	2.5"	KPM6WRUG3T84	3.84 TB	SSD	512e	Kioxia	BD08	Yes
M571X	2.5"	KPM6WRUG7T68	7.68 TB	SSD	512e	Kioxia	BD08	Yes
MJYM2	2.5"	KPM6WRUG15T3	15.36 TB	SSD	512e	Kioxia	BD08	Yes
6N7KY	2.5"	KPM6XRUG960G	960 GB	SSD	512e	Kioxia	BA08	No
4CN85	2.5"	KPM6XRUG1T92	1.92 TB	SSD	512e	Kioxia	BA08	No
H9TT5	2.5"	KPM6XRUG3T84	3.84 TB	SSD	512e	Kioxia	BA08	No
PD02Y	2.5"	KPM6XRUG7T68	7.68 TB	SSD	512e	Kioxia	BA08	No
0J1G0	2.5"	KPM6XRUG15T3	15.36 TB	SSD	512e	Kioxia	BA08	No
WMWKG	2.5"	KPM6XVUG960G	960 GB	SSD	512e	Kioxia	BA08	Yes
DHWH5	2.5"	KPM6XVUG1T92	1.92 TB	SSD	512e	Kioxia	BA08	Yes
81H9C	2.5"	KPM6XVUG3T84	3.84 TB	SSD	512e	Kioxia	BA08	Yes
5188N	2.5"	KPM6XVUG7T68	7.68 TB	SSD	512e	Kioxia	BA08	Yes
JTKH5	2.5"	KPM6XVUG800G	800 GB	SSD	512e	Kioxia	BA08	No
GD3N0	2.5"	KPM6XVUG1T60	1.6 TB	SSD	512e	Kioxia	BA08	No
NKM7P	2.5"	KPM6XVUG3T20	3.2 TB	SSD	512e	Kioxia	BA08	No
6NW3J	2.5"	KPM6XVUG6T40	6.4 TB	SSD	512e	Kioxia	BA08	No
H28H3	2.5"	KPM6XVUG12T8	12.8 TB	SSD	512e	Kioxia	BA08	No

Table 5. MD1400 and MD1420 supported drives (continued)

Part Number	Form Factor	Model	Capacity	Speed	Sector	Vendor	Firmware	SED
RDKH0	2.5"	HUC101830CSS204	300 GB	10K	512n	HGST	FJ40	No
P6GJX	2.5"	HUC101860CSS204	600 GB	10K	512n	HGST	FJ40	No
9XNF6	2.5"	HUC101812CSS204	1.2 TB	10K	512n	HGST	FJ40	No
5VNKK	2.5"	HUC101830CSS200	300 GB	10K	512n	HGST	FU40	No
6DWVP	2.5"	HUC101860CSS200	600 GB	10K	512n	HGST	FU40	No
0KV02	2.5"	HUC101812CSS200	1.2 TB	10K	512n	HGST	FU40	No
VTHDD	2.5"	HUC101818CS4204	1.8 TB	10K	512e	HGST	FK40	No
96WJT	2.5"	HUC101818CS4204	1.8 TB	10K	4Kn	HGST	FK40	No
0N0T4	2.5"	HUC156030CSS204	300 GB	15K	512n	HGST	EJ40	No
TRCN6	2.5"	HUC156060CSS204	600 GB	15K	512n	HGST	EJ40	No
1P08J	2.5"	HUC156030CSS200	300 GB	15K	512n	HGST	EU40	No
5PNGD	2.5"	HUC156060CSS200	600 GB	15K	512n	HGST	EU40	No
0VHWY	2.5"	HUC156060CS4204	600 GB	15K	4Kn	HGST	EK40	No
H8DVC	2.5"	ST9300653SS	300 GB	15K	512n	Seagate	YS0D	No
6WC9D	2.5"	ST300MP0005	300 GB	15K	512n	Seagate	VS0B	No
V5300	2.5"	ST600MP0005	600 GB	15K	512n	Seagate	VS0B	No
7FJW4	2.5"	ST300MP0005	300 GB	15K	512n	Seagate	VT33	No
4HGTJ	2.5"	ST600MP0005	600 GB	15K	512n	Seagate	VT33	No
K5GMG	2.5"	ST600MX0082	600 GB	15K	4Kn	Seagate	VS44	No
4X0XG	2.5"	ST600MP0025	600 GB	15K	512n	Seagate	VSC6	Yes
NCT9F	2.5"	ST300MP0026	300 GB	15K	512n	Seagate	KT3A	No
FPW68	2.5"	ST600MP0036	600 GB	15K	512n	Seagate	KT3A	No
XTH17	2.5"	ST900MP0026	900 GB	15K	512n	Seagate	KT3A	No
49RCK	2.5"	ST900MP0136	900 GB	15K	4Kn	Seagate	KT79	No
RT8MY	2.5"	DL900MP0136	900 GB	15K	512e	Seagate	KT5A	No
N9WXC	2.5"	ST900MP0126	900 GB	15K	512n	Seagate	KSC9	Yes
PGHJG	2.5"	ST300MM0006	300 GB	10K	512n	Seagate	LS0C	No
7YX58	2.5"	ST600MM0006	600 GB	10K	512n	Seagate	LS0C	No
RMCP3	2.5"	ST1200MM0007	1.2 TB	10K	512n	Seagate	IS06	No
4RYFR	2.5"	ST1200MM0027	1.2 TB	10K	512n	Seagate	ISF5	Yes
K1JY9	2.5"	ST600MM0088	600 GB	10K	512n	Seagate	TS05	No
36RH9	2.5"	ST1200MM0088	1.2 TB	10K	512n	Seagate	TS05	No
43N12	2.5"	ST1800MM0018	1.8 TB	10K	512e	Seagate	TS27	No
YJ2KH	2.5"	ST300MM0008	300 GB	10K	512n	Seagate	TT31	No
R95FV	2.5"	ST600MM0088	600 GB	10K	512n	Seagate	TT31	No
WXPCX	2.5"	ST1200MM0088	1.2 TB	10K	512n	Seagate	TT31	No
FR6W6	2.5"	ST1200MM0198	1.2 TB	10K	512n	Seagate	UT71	No

Table 5. MD1400 and MD1420 supported drives (continued)

Part Number	Form Factor	Model	Capacity	Speed	Sector	Vendor	Firmware	SED
V2KWT	2.5"	ST1200MM0108	1.2 TB	10K	512n	Seagate	TSC9	Yes
WHR0G	2.5"	ST1800MM0078	1.8 TB	10K	512e	Seagate	TSE2	Yes
VJ7CD	2.5"	ST1800MM0168	1.8 TB	10K	512e	Seagate	2S24	No
RVDCJ	2.5"	ST1800MM0198	1.8 TB	10K	512e	Seagate	2T51	No
2M5JK	2.5"	ST300MM0078	300 GB	10K	512n	Seagate	BS05	No
D1F14	2.5"	ST600MM0238	600 GB	10K	512n	Seagate	BS05	No
XXTRP	2.5"	ST600MM0069	600 GB	10K	512n	Seagate	ST34	No
G2G54	2.5"	ST1200MM0099	1.2 TB	10K	512n	Seagate	ST34	No
JY57X	2.5"	DL1800MM0159	1.8 TB	10K	512e	Seagate	ST58	No
RWR8F	2.5"	DL2400MM0159	2.4 TB	10K	512e	Seagate	ST58	No
36YG1	2.5"	ST2400MM0159	2.4 TB	10K	4Kn	Seagate	ST76	No
CGKW9	2.5"	ST1800MM0159	1.8 TB	10K	4Kn	Seagate	ST76	No
DMP3R	2.5"	ST1200MM0069	1.2 TB	10K	512n	Seagate	SSC4	Yes
8YWH3	2.5"	ST2400MM0149	2.4 TB	10K	512e	Seagate	SSE8	Yes
1PR1M	2.5"	TB2400MM0159	2.4 TB	10K	512e	Seagate	SS81	No
9W5WV	2.5"	ST9500620SS	500 GB	7.2K	512n	Seagate	AS0D	No
55RMX	2.5"	ST91000640SS	1 TB	7.2K	512n	Seagate	AS0D	No
XKGH0	2.5"	ST91000642SS	1 TB	7.2K	512n	Seagate	ASFE	Yes
XY986	2.5"	ST2000NX0273	2 TB	7.2K	512e	Seagate	NS29	No
56M6W	2.5"	ST1000NX0453	1 TB	7.2K	512n	Seagate	NS02	No
FVX7C	2.5"	ST2000NX0433	2 TB	7.2K	512n	Seagate	NS02	Yes
D4N7V	2.5"	ST1000NX0473	1 TB	7.2K	512n	Seagate	NT32	No
TMVN7	2.5"	ST2000NX0463	2 TB	7.2K	512n	Seagate	NT32	No
GH86F	2.5"	ST2000NX0373	2 TB	7.2K	4Kn	Seagate	NT72	No
Y6W8N	2.5"	ST2000NX0453	2 TB	7.2K	512n	Seagate	NSF2	Yes
4GN49	2.5"	AL13SXB300N	300 GB	15K	512n	Toshiba	DF0B	No
990FD	2.5"	AL13SXB600N	600 GB	15K	512n	Toshiba	DF0B	No
0RVDT	2.5"	AL13SXB30EN	300 GB	15K	512n	Toshiba	DK05	No
DYDW0	2.5"	AL13SXB60EN	600 GB	15K	512n	Toshiba	DK05	No
GK6JN	2.5"	AL13SXB60ENY	600 GB	15K	512n	Toshiba	EC02	No
K786X	2.5"	AL13SXB60EA	600 GB	15K	4Kn	Toshiba	DL02	No
377CF	2.5"	AL14SXB30ENY	300 GB	15K	512n	Toshiba	EE07	No
1W7HC	2.5"	AL14SXB60ENY	600 GB	15K	512n	Toshiba	EE07	No
YKT0W	2.5"	AL14SXB90ENY	900 GB	15K	512n	Toshiba	EE07	No
85JRT	2.5"	AL14SXB90EAY	900 GB	15K	4Kn	Toshiba	EE07	No
TP2KW	2.5"	AL14SXB60EAY	600 GB	15K	4Kn	Toshiba	EE07	No
MTV7G	2.5"	AL13SEB300	300 GB	10K	512n	Toshiba	DE11	No

Table 5. MD1400 and MD1420 supported drives (continued)

Part Number	Form Factor	Model	Capacity	Speed	Sector	Vendor	Firmware	SED
5TFDD	2.5"	AL13SEB600	600 GB	10K	512n	Toshiba	DE11	No
GP3FR	2.5"	AL14SEB18EQ	1.8 TB	10K	512e	Toshiba	DN04	No
2TRM4	2.5"	AL14SEB18EQY	1.8 TB	10K	512e	Toshiba	EB04	No
383N9	2.5"	AL14SEB18EP	1.8 TB	10K	4Kn	Toshiba	DN04	No
3NKW7	2.5"	AL14SEB030N	300 GB	10K	512n	Toshiba	DM07	No
453KG	2.5"	AL14SEB060N	600 GB	10K	512n	Toshiba	DM07	No
N9VVV	2.5"	AL14SEB090N	900 GB	10K	512n	Toshiba	DM07	No
89D42	2.5"	AL14SEB120N	1.2 TB	10K	512n	Toshiba	DM07	No
GTYCR	2.5"	AL14SEB060N	600GB	10K	512n	Toshiba	DH02	No
ROMWH	2.5"	AL14SEB120N	1.2TB	10K	512n	Toshiba	DH02	No
FF02R	2.5"	AL14SEB030NY	300 GB	10K	512n	Toshiba	EA05	No
G3MWJ	2.5"	AL14SEB060NY	600 GB	10K	512n	Toshiba	EA05	No
3K30N	2.5"	AL14SEB120NY	1.2 TB	10K	512n	Toshiba	EA05	No
GWFRY	2.5"	AL15SEB030NY	300 GB	10K	512n	Toshiba	EF06	No
4WX8Y	2.5"	AL15SEB060NY	600 GB	10K	512n	Toshiba	EF06	No
01M0D	2.5"	AL15SEB120NY	1.2 GB	10K	512n	Toshiba	EF06	No
0WRRF	2.5"	AL15SEB18EQY	1.8 TB	10K	512e	Toshiba	EF06	No
F9NWJ	2.5"	AL15SEB24EQY	2.4 TB	10K	512e	Toshiba	EF06	No
DJY4Y	2.5"	AL15SEB18EPY	1.8 TB	10K	4Kn	Toshiba	EF06	No
K9GY7	2.5"	AL15SEB24EPY	2.4 TB	10K	4Kn	Toshiba	EF06	No
XP99D	3.5"	HUS726020ALS214	2 TB	7.2K	512e	HGST	KJ43	No
TX8WW	3.5"	HUS726040ALS214	4 TB	7.2K	512e	HGST	KJ43	No
VH6FW	3.5"	HUS726020ALS210	2 TB	7.2K	512e	HGST	KU43	No
X4FKY	3.5"	HUS726040ALS210	4 TB	7.2K	512e	HGST	KU43	No
PYM8J	3.5"	HUS726060AL5214	6 TB	7.2K	512e	HGST	KK43	No
X85RH	3.5"	HUS726060AL4214	6 TB	7.2K	4Kn	HGST	KK43	No
43V7V	3.5"	HUH728080AL5204	8 TB	7.2K	512e	HGST	GK23	No
KRDKK	3.5"	HUH721008AL5200	8 TB	7.2K	512e	HGST	LS20	No
07FPR	3.5"	HUH721010AL5200	10 TB	7.2K	512e	HGST	LS20	No
CDDMJ	3.5"	HUH721008AL4200	8 TB	7.2K	4Kn	HGST	LS20	No
YG2KH	3.5"	HUH721010AL4200	10 TB	7.2K	4Kn	HGST	LS20	No
9HXK6	3.5"	HUH721212AL5200	12 TB	7.2K	512e	HGST	NS09	No
0JHTD	3.5"	HUH721212AL5205	12 TB	7.2K	512e	HGST	NM09	No
THPV0	3.5"	HUH721212AL4200	12 TB	7.2K	4Kn	HGST	NS09	No
NT1X2	3.5"	HUS726T4TALS200	4 TB	7.2K	512n	HGST	PU06	No
XDN2G	3.5"	HUS726T6TAL5200	6 TB	7.2K	512e	HGST	PS06	No
N475Y	3.5"	HUS726T6TAL4200	6 TB	7.2K	4Kn	HGST	PS06	No

Table 5. MD1400 and MD1420 supported drives (continued)

Part Number	Form Factor	Model	Capacity	Speed	Sector	Vendor	Firmware	SED
44YFV	3.5"	HUS728T8TAL5200	8 TB	7.2K	512n	HGST	RS06	No
05WTN	3.5"	HUS728T8TAL4200	8 TB	7.2K	4Kn	HGST	RS06	No
FNW88	3.5"	ST1000NM0023	1 TB	7.2K	512n	Seagate	GS15	No
1P7DP	3.5"	ST2000NM0023	2 TB	7.2K	512n	Seagate	GS15	No
529FG	3.5"	ST4000NM0023	4 TB	7.2K	512n	Seagate	GS15	No
6P85J	3.5"	ST4000NM0063	4 TB	7.2K	512n	Seagate	GSFB	Yes
GWD7D	3.5"	ST1000NM0005	1 TB	7.2K	512n	Seagate	MS06	No
R7FKF	3.5"	ST2000NM0005	2 TB	7.2K	512n	Seagate	MS06	No
XWM1W	3.5"	ST4000NM0005	4 TB	7.2K	512n	Seagate	MS06	No
NWCCG	3.5"	ST6000NM0034	6 TB	7.2K	512e	Seagate	MS2E	No
W1C90	3.5"	ST6000NM0034	6 TB	7.2K	512e	Seagate	MS85	No
PRNR6	3.5"	ST6000NM0034	6 TB	7.2K	512e	Seagate	MS85	No
VRKN7	3.5"	ST6000NM0014	6 TB	7.2K	4Kn	Seagate	MSA5	No
DGNTV	3.5"	ST1000NM0045	1 TB	7.2K	512n	Seagate	DS04	No
K7VW5	3.5"	ST2000NM0045	2 TB	7.2K	512n	Seagate	DS04	No
YXG4K	3.5"	ST4000NM0025	4 TB	7.2K	512n	Seagate	DS04	No
H0R8N	3.5"	ST1000NM0085	1 TB	7.2K	512n	Seagate	DT34	No
7RCGV	3.5"	ST2000NM0155	2 TB	7.2K	512n	Seagate	DT34	No
5JH5X	3.5"	ST4000NM0295	4 TB	7.2K	512n	Seagate	DT34	No
98XDP	3.5"	ST1000NM0085	1 TB	7.2K	512n	Seagate	DT34	No
X2K8W	3.5"	ST2000NM0155	2 TB	7.2K	512n	Seagate	DT34	No
W5M2R	3.5"	ST4000NM0295	4 TB	7.2K	512n	Seagate	DT34	No
RHVWG	3.5"	ST6000NM0095	6 TB	7.2K	512e	Seagate	DS23	No
R69WP	3.5"	ST6000NM0105	6 TB	7.2K	4Kn	Seagate	DS44	No
FCHXF	3.5"	ST4000NM0135	4 TB	7.2K	512e	Seagate	DSF3	Yes
GKWHP	3.5"	ST8000NM0075	8 TB	7.2K	512e	Seagate	PS26	No
M40TH	3.5"	ST8000NM0185	8 TB	7.2K	512e	Seagate	PT54	No
VFP4M	3.5"	ST8000NM0185	8 TB	7.2K	512e	Seagate	PT54	No
KNYW0	3.5"	ST8000NM0195	8 TB	7.2K	4Kn	Seagate	PT74	No
DKGYV	3.5"	ST8000NM0195	8 TB	7.2K	4Kn	Seagate	PT74	No
PDFHC	3.5"	ST8000NM0135	8 TB	7.2K	512e	Seagate	PSE7	Yes
V7RN3	3.5"	ST8000NM0135	8 TB	7.2K	512e	Seagate	PSE7	Yes
YF87J	3.5"	ST10000NM0256	10 TB	7.2K	512e	Seagate	TT56	No
HV5CH	3.5"	ST10000NM0598	10 TB	7.2K	512e	Seagate	RSL3	No
YMN53	3.5"	ST12000NM0158	12 TB	7.2K	512e	Seagate	RSL3	No
DGDP0	3.5"	ST14000NM0168	14 TB	7.2K	512e	Seagate	RSL3	No
3YMV4	3.5"	DL10000NM0598	10 TB	7.2K	4Kn	Seagate	RSN3	No

Table 5. MD1400 and MD1420 supported drives (continued)

Part Number	Form Factor	Model	Capacity	Speed	Sector	Vendor	Firmware	SED
K6646	3.5"	ST8000NM015A	8 TB	7.2K	4Kn	Seagate	CSN9	No
H3PN0	3.5"	ST8000NM010A	8 TB	7.2K	512e	Seagate	CSF9	Yes
CVTK9	3.5"	ST6000NM035A	6 TB	7.2K	512e	Seagate	CSL9	No
0N660	3.5"	ST8000NM014A	8 TB	7.2K	512e	Seagate	CSL9	No
3323V	3.5"	ST4000NM015A	4 TB	7.2K	512n	Seagate	CSD7	Yes
32MDD	3.5"	ST1000NM005A	1 TB	7.2K	512n	Seagate	CSJ7	No
684JT	3.5"	ST2000NM013A	2 TB	7.2K	512n	Seagate	CSJ7	No
KRM6X	3.5"	ST4000NM017A	4 TB	7.2K	512n	Seagate	CSJ7	No
RJT6H	3.5"	ST10000NM011G	10 TB	7.2K	512e	Seagate	ESL3	No
7KT9W	3.5"	ST12000NM009G	12 TB	7.2K	512e	Seagate	ESL3	No
PY7WD	3.5"	ST14000NM013G	14 TB	7.2K	512e	Seagate	ESL3	No
CNXPV	3.5"	ST16000NM010G	16 TB	7.2K	512e	Seagate	ESL3	No
GPP3G	3.5"	MG03SCA100	1 TB	7.2K	512n	Toshiba	DG09	No
829T8	3.5"	MG03SCA200	2 TB	7.2K	512n	Toshiba	DG09	No
14X4H	3.5"	MG03SCA300	3 TB	7.2K	512n	Toshiba	DG09	No
12GYG	3.5"	MG03SCA400	4 TB	7.2K	512n	Toshiba	DG09	No
GDM8H	3.5"	MG04SCA20EN	2 TB	7.2K	512n	Toshiba	DS07	No
0F9W8	3.5"	MG04SCA40EN	4 TB	7.2K	512n	Toshiba	DS07	No
HHX14	3.5"	MG04SCA20ENY	2 TB	7.2K	512n	Toshiba	EG03	No
1MVTT	3.5"	MG04SCA40ENY	4 TB	7.2K	512n	Toshiba	EG03	No
M7D8Y	3.5"	MG04SCA20EN	2 TB	7.2K	512n	Toshiba	DJ01	No
HNX0W	3.5"	MG04SCA40EN	4 TB	7.2K	512n	Toshiba	DJ01	No
3PRF0	3.5"	MG04SCA60EE	6 TB	7.2K	512e	Toshiba	DR07	No
71JD0	3.5"	MG04SCA60EA	6 TB	7.2K	4Kn	Toshiba	DQ07	No
XXPPV	3.5"	MG06SCA600EY	6 TB	7.2K	512e	Toshiba	EH0B	No
FV725	3.5"	MG06SCA800EY	8 TB	7.2K	512e	Toshiba	EH0B	No
14YYC	3.5"	MG06SCA10TEY	10 TB	7.2K	512e	Toshiba	EH0B	No
NC3NR	3.5"	MG06SCA600AY	6 TB	7.2K	4Kn	Toshiba	EH0B	No
XX7MT	3.5"	MG06SCA800AY	8 TB	7.2K	4Kn	Toshiba	EH0B	No
GCY3C	3.5"	MG06SCA10TAY	10 TB	7.2K	4Kn	Toshiba	EH0B	No
KFJ7G	3.5"	MG07SCA12TEY	12 TB	7.2K	512e	Toshiba	EI0B	No
XXFFG	3.5"	MG07SCA14TEY	14 TB	7.2K	512e	Toshiba	EI0B	No
Y4F7T	3.5"	MG07SCA12TAY	12 TB	7.2K	4Kn	Toshiba	EI0B	No
DK7C9	3.5"	MG07SCA12TEY	12 TB	7.2K	512e	Toshiba	EI0B	No
8MG73	3.5"	MG08SCA16TEY	16 TB	7.2K	512e	Toshiba	EJ07	No
24HF9	3.5"	MG08SCA16TEY	16 TB	7.2K	512e	Toshiba	EJ07	No
4N7V0	3.5"	MG08SCA16TEY	16 TB	7.2K	512e	Toshiba	EJ07	No

Table 5. MD1400 and MD1420 supported drives (continued)

Part Number	Form Factor	Model	Capacity	Speed	Sector	Vendor	Firmware	SED
440RW	3.5"	WD1001FYYG	1 TB	7.2K	512n	WD	D1R7	No
37MGT	3.5"	WD2001FYYG	2 TB	7.2K	512n	WD	D1R7	No
202V7	3.5"	WD4001FYYG	4 TB	7.2K	512n	WD	D1R7	No
N38D8	3.5"	WUS721010AL4200	10 TB	7.2K	512e	WD	TS03	No
TC5WG	3.5"	WUS721010AL5200	10 TB	7.2K	4Kn	WD	TS03	No
K9CD3	3.5"	WUH721414AL5200	14 TB	7.2K	512e	WD	SS06	No
VF206	3.5"	WUH721816AL5200	16 TB	7.2K	512e	WD	US05	No
R20GG	3.5"	WUH721818AL5200	18 TB	7.2K	512e	WD	US05	No

Supported I/O cables

Only the following I/O cables are supported for use with MD1400 and MD1420 enclosures:

Table 6. MD1400 and MD1420 supported I/O cables

Part Number	Interface Speed	Length	Description
WTCFX	12 Gb SAS	0.5 m	0.5 m mini-SAS HD to mini-SAS HD Cable
GYK61	12 Gb SAS	2.0 m	2.0 m mini-SAS HD to mini-SAS HD Cable
85W3R	12 Gb SAS	4.0 m	4.0 m mini-SAS HD to mini-SAS HD Cable

Supported cabling configurations

You can cable MD1400 or MD1420 enclosures to host systems and to more storage enclosures in three different configurations:

- Single-port configuration
- Redundant configuration
- Multi-chain configuration

 **NOTE:** Clustering is not supported on MD1400 and M1420 enclosures. Only 0.5 m, 2 m, and 4 m mini-SAS HD cables are supported.

Topics:

- [Single-port configuration](#)
- [Redundant configuration](#)
- [Multi-chain configuration](#)

Single-port configuration

Single-port configuration supports up to four enclosures. The enclosures are daisy-chained with one of the enclosures connected to a single port on the controller card.

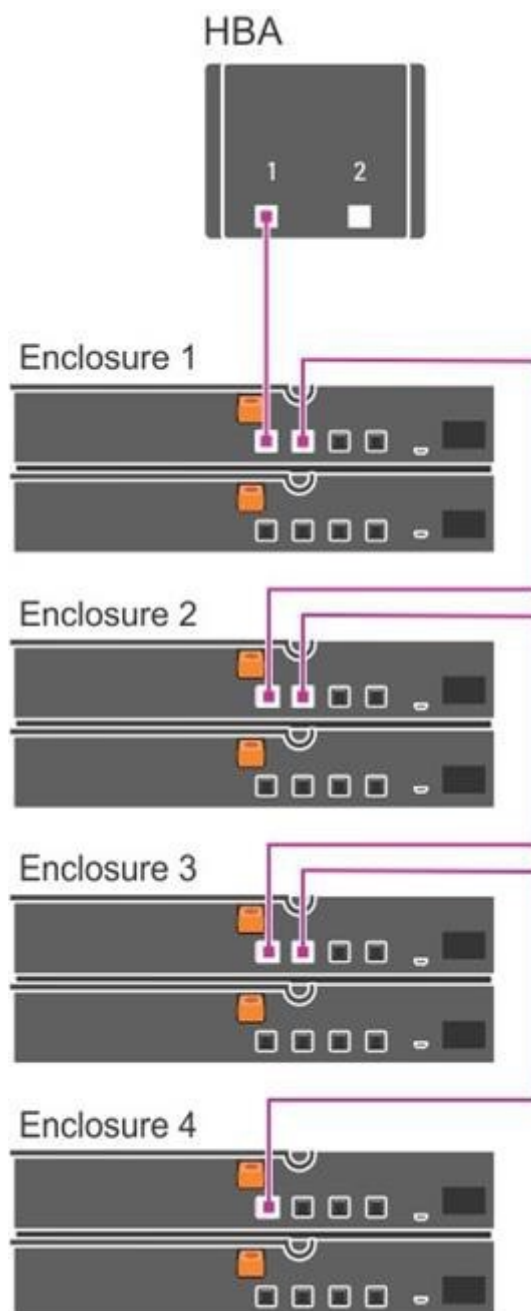


Figure 1. Single-port configuration

Redundant configuration

In Redundant configuration, the enclosures are daisy-chained with one of the enclosures connected to both the ports on the controller card.

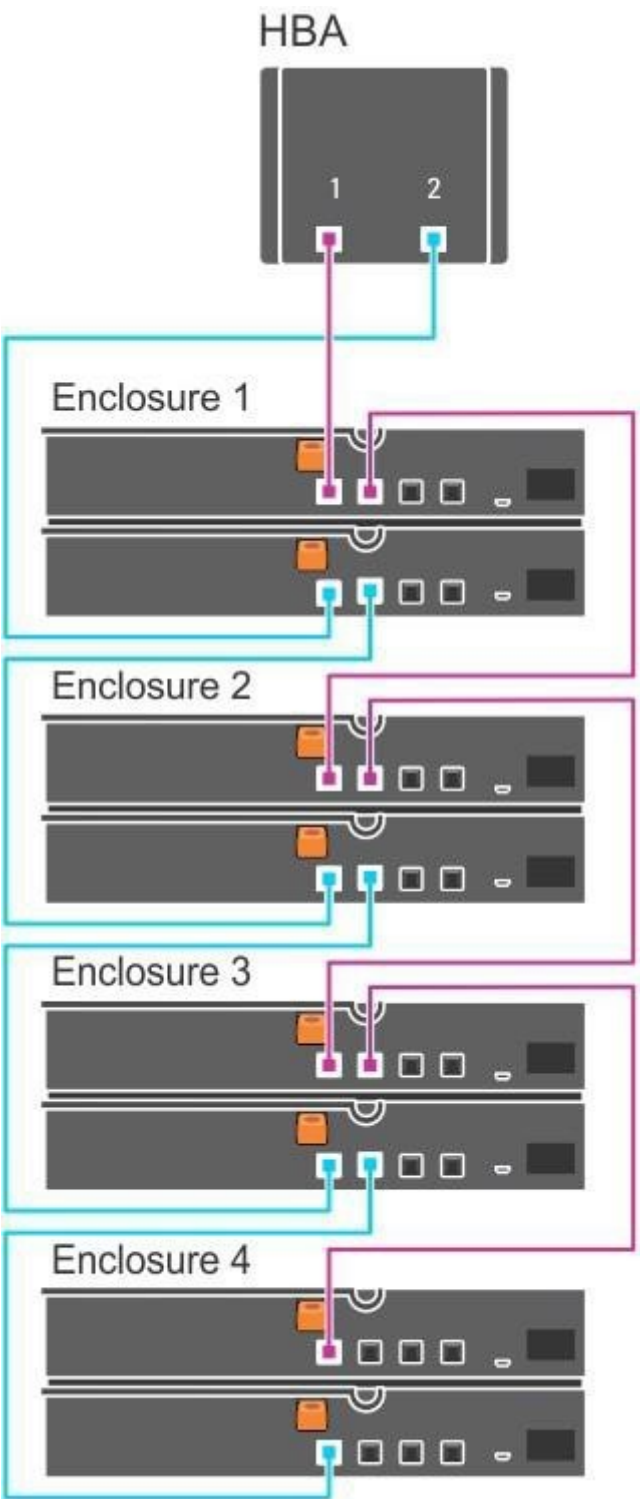


Figure 2. Redundant configuration

Multi-chain configuration

Multi-chain configuration supports up to eight enclosures. The first four enclosures are daisy-chained with one of the enclosures connected to a single port on the controller card. The second four enclosures are daisy- chained with one of the enclosures connected to the second port on the controller card

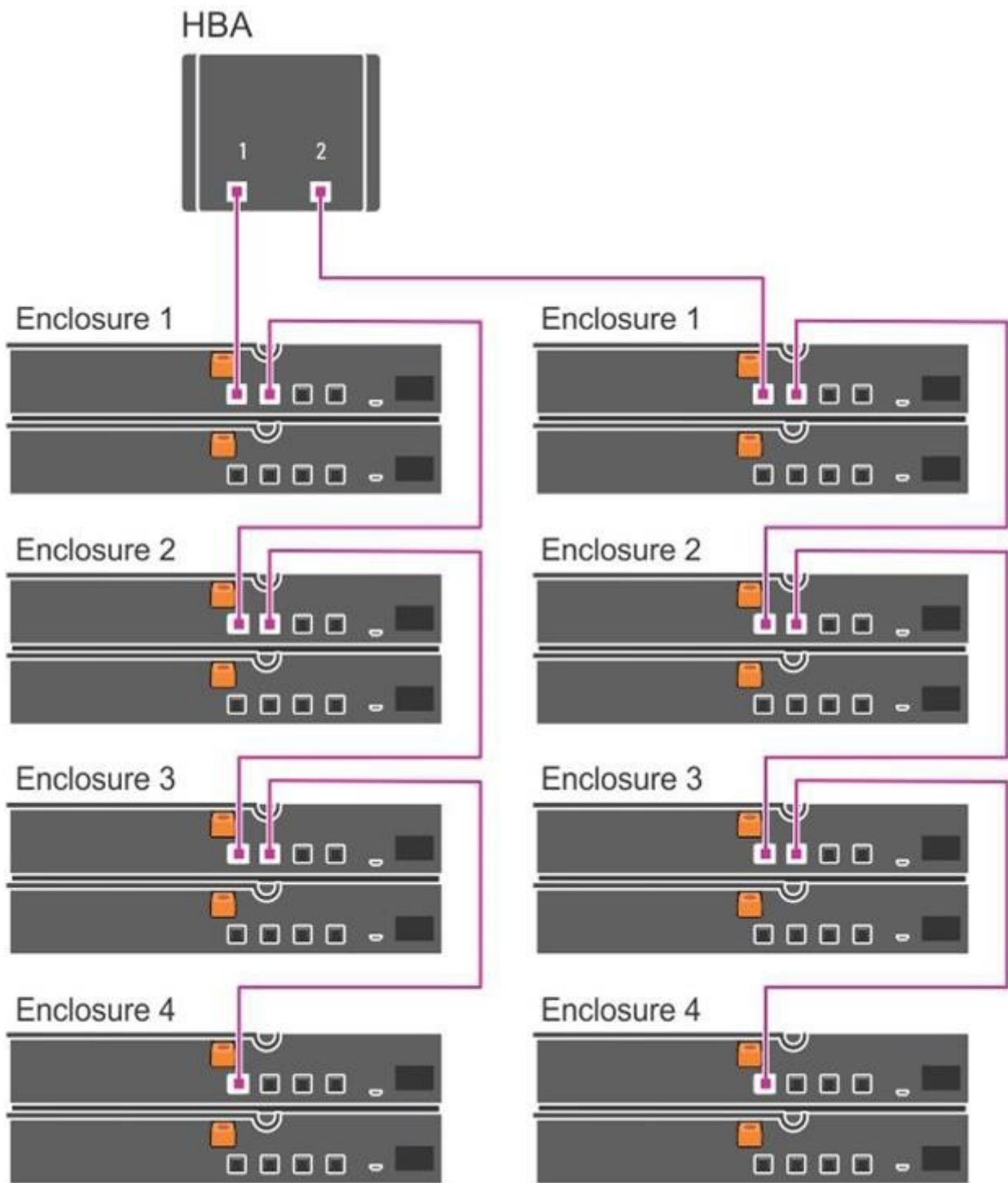


Figure 3. Multi-chain configuration

Dell EMC Storage Support Policy

Level 1: Full Contractual Support

For tested devices listed in this Support Matrix, (and for the specific version listed), Dell EMC will provide solution support, under an active support contract assuming that all other components in the storage solution are also under contracted support with their respective manufacturers and that documented recommended design best practices are followed.

Level 2: Conditional Support

In addition to the product versions tested by Dell EMC and listed in this Support Matrix, the compatibility of comparable hardware models and newer firmware versions can be projected based upon the results for the systems actually tested and will be designated as "conditionally supported".

Dell EMC will provide full contractual support for the storage solution under an active support contract, assuming that all components in the storage solution are also under contracted support with their respective manufacturers and that documented recommended design best practices are followed.

Resolution of functional and/or performance issues may be out of Dell EMC's control. In such cases, these issues will need to be addressed by the applicable device or software/firmware vendor. Dell EMC may require, in its sole discretion, as a condition of continuing support, that the customer replace the component with one that was tested and/or upgrade/downgrade to a supported software version.

Examples of Conditional Support situations include, but are not limited to:

- If a switch or server adapter shares the same underlying ASIC or chipset and is from the same vendor as a tested configuration, then it may produce similar results.
- If a component is an identical model of a component listed, but differs in firmware version, then it may produce similar results for any firmware and/or drivers that are newer than those listed. For example, if version X of firmware has been tested and is listed as compatible, then versions newer than version X are expected to continue to work.

Failure of a "conditionally supported" component to provide the same service level as the similar device listed, unless Dell EMC has communicated end of support or a specific incompatibility for a particular product, firmware or software version, would be treated as a bug that needs to be fixed by the device or software/firmware vendor.

Level 3: Commercially Reasonable Effort

For components not listed within this Support Matrix, OR where customer has not, or is not willing to apply accepted Dell EMC recommended best practices for the specific storage family's SAN design and implementation, as long as the customer has an active support contract with the appropriate vendor(s), and an active support contract, Dell EMC will provide storage solution support for any untested component of the configuration, until such time as it is determined, in Dell EMC's sole discretion, that a problem lies within the untested component(s) or the way they interoperate with Dell EMC.

Once an untested component has been determined to be the source of the issue, Dell EMC will only provide support for the storage solution on a Commercially Reasonable Effort (CRE) basis. CRE support may be limited to certain days of the week and during normal business hours only.

Dell EMC does not guarantee that issues undertaken on a CRE basis will be resolved in a timely fashion, or at all. There is a possibility that the customer would need to replace an untested component or take the affected system out of production to resolve the issues.