



**Hewlett Packard  
Enterprise**

# **HPE 3PAR Service Processor Software 4.5 Release Notes**

## **Abstract**

The information in this document is intended for use by Hewlett Packard Enterprise customers, partners, and HPE support personnel. These release notes describe the features and known issues included in HPE 3PAR Service Console for Service Processor 4.5.

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# HPE 3PAR Service Processor Software 4.5.0 Release Notes

## Description

HPE 3PAR Service Processor Software 4.5.0 Release Notes include information about the base release of Service Processor (SP) 4.5.0. It is supported only as an intermediate step to update SP from 4.3 and 4.4 to SP 5.0 and to update HPE 3PAR OS from 3.2.1/3.2.2 to 3.3.1 GA/EGA.

## Update recommendation

Required for updating to SP-5.0.0.0.

Upgrading from SP 4.5.0 to SP-5.0.0.0 is only supported through SPMAINT. HPE service personnel must perform the update.



### CAUTION:

cpmaint does not allow you to convert from Secure Site to Secure Network Mode. To perform this operation, contact HPE Support.

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### WARNING:

The SP running 4.5.x does not support HPE 3PAR OS 3.3.1. The SP MUST be updated to SP 5.0.x immediately following the update to HPE 3PAR OS 3.3.1.

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## Supersede information

Supersedes: None

## Supported platforms and browsers

### Physical SPs (PSPs)

- HPE ProLiant DL320e (Gen8)
- HPE ProLiant DL360e (Gen8)
- HPE ProLiant DL120 (Gen9)

### Virtual SPs (VSPs)

- VMware ESXi 5.5/6.0
- Microsoft Hyper-V 2012/2012 R2

### Browsers

- Microsoft Internet Explorer 11
- Mozilla Firefox 50, 51

To access the most current version information, go to the Single Point of Connectivity Knowledge (SPOCK) for Hewlett Packard Enterprise Storage Products at <https://h20272.www2.hpe.com/SPOCK/>.

## Storage systems supported

- HPE 3PAR StoreServ 7000 Storage series (PSP and VSP)
- HPE 3PAR StoreServ 8000 Storage series (PSP and VSP)
- HPE 3PAR StoreServ 10000 Storage series (PSP)
- HPE 3PAR StoreServ 20000 Storage series (PSP)

## Operating systems

This release is supported on the HPE 3PAR OS version 3.2.1 for SP version 4.3 and 3.2.2 for SP version 4.4, including MUs.

## Languages

Languages supported for this release:

English

## Features

SP 4.5 is an interim step in the update to SP 5.0 and, as such, contains no additional features.

## Issues and workarounds

<b>Issue IDs:</b> 201201
<b>Issue summary:</b> Advance update from 3.2.2.290-EGA to 3.3.1 might not work resulting in the message "Could not get StoreServ-HP 3PAR OS-version."
<b>Affected platforms:</b> StoreServ 7000, StoreServ 8000, StoreServ 10000, StoreServ 20000
<b>Affected software versions:</b> 3.2.1, 3.2.2
<b>Issue description:</b> After the nodes are updated to OS-3.3.1 GA version, Service Processor is unable to get the StoreServ-HPE 3PAR OS-version which results in the update not completing.
<b>Symptoms:</b> The SP displays a message in the update log that the update to HPE 3PAR OS has encountered an issue. Follow the recovery steps listed below.
<b>Conditions of occurrence:</b> Online update, Advanced update
<b>Impact:</b> Low

Table Continued

**Customer circumvention:** None

**HPE Support Recovery steps:** After the nodes are updated to OS-3.3.1 GA version, if the Service Processor is unable to get StoreServ-HPE 3PAR OS-version which results in the update not completing, please follow these steps.

1. From the SPMAINT main menu, enter =4 . 7 . 1, and select the storage system.  
\*\*MESSAGE: HP 3PAR OS Upgrade finish. SP needs to do post-processing  
\*\*STATE:1
2. If the message returned indicates STATE:1, resume the update:
  - a. From the SPMAINT main menu, enter =4 . 7 . 3, and select the storage system to be updated.
  - b. Select same update type, and then press **Enter**.
  - c. Select the HPE 3PAR OS version that has been selected, and then press **Enter**.
  - d. To proceed with the update, enter **y** and enter the five digit number when prompted.

## Prerequisites for updating to SP 4.5

✓	<b>Verify that you have</b>
	SP running version 4.3 or 4.4.
	SP must be running in Secure Network Mode.
	If a storage system is attached, it must be running at least HPE 3PAR OS 3.2.1 GA.
	Physical SPs must be running on ProLiant servers.
	ESXi version 5.5 or 6.0 or Hyper-V 2012 / 2012 R2 (for Virtual Service Processors) .
	VSPs must have at least 4096 MB memory. <hr/> <b>⚠ IMPORTANT:</b> For Hyper-V, do not reconfigure virtual memory until the update to SP 4.5.0 is complete. <hr/>
	VSPs must have at least 4 CPU cores. <hr/> <b>⚠ IMPORTANT:</b> For Hyper-V, do not reconfigure CPU cores until the update to SP 4.5.0 is complete. <hr/>
	Created a snapshot of the VSP.

**WARNING:**

Update checks cannot determine the Windows Server version for Hyper-V VSPs. Do not continue update on Windows Server 2008 R2. SP 4.5 is supported only on Windows Server 2012 and Windows Server 2012 R2.

## Creating a snapshot of the VSP

If, before or during an HPE 3PAR OS update to HPE 3PAR OS 3.3.1, you want to return the SP to its original SP 4.3 or SP 4.4 version, you can use this snapshot to return the SP to the previous version. If you are unable to take a snapshot, then you must rebuild/rescue the SP to version 4.3 or 4.4 before attempting the update to version 4.5.

**ESXi**

In vSphere, right-click on the virtual machine name, select **Snapshot**, and then select **Take Snapshot**.

**Hyper-V**

In the Hyper-V Manager, right-click on the virtual machine name and select **Checkpoint**.

## Updating to SP 4.5

**Procedure**

1. Create a snapshot of the VSP.

If before or during an OS update to HPE 3PAR OS 3.3.1, it is necessary to return the SP to its original SP 4.3 or SP 4.4 version, you can use this snapshot to return the SP to the previous version. If you are unable to take a snapshot, then you must rebuild/rescue the SP to version 4.3 or 4.4 before attempting the update to version 4.5.

2. Stage the SP 4.5.0.GA package and then update the SP to 4.5.0.GA.
3. Update the HPE 3PAR OS from 3.2.1/3.2.2 to 3.3.1.GA.
4. The SP MUST now be updated to 5.0. See the *HPE 3PAR Service Processor Software 5.0 Release Notes* to perform this operation.



# HPE 3PAR Service Processor Software 4.5.0 P001 Full Image Release Notes

## Description

HPE 3PAR Service Processor Software 4.5.0 P001 Full Image Release Notes include information about the release of Service Processor (SP) 4.5.0 P001 Full Image. It is supported only as an intermediate step to update SP from 4.3 and 4.4 to SP 5.0 and to update HPE 3PAR OS from 3.2.1/3.2.2 to 3.3.1 GA/EGA. It has important fixes with respect to the operations performed by HPE service personnel.

## Update recommendation

Required for updating to SP 5.0.0.

Updating from SP 4.5.0.GA P001 Full Image to 5.0.0 is supported through SPMAINT only, and the update must be performed by HPE service personnel.



### **WARNING:**

The SP running 4.5.x does not support HPE 3PAR OS 3.3.1. The SP MUST be updated to SP 5.0.x immediately following the update to HPE 3PAR OS 3.3.1.

## Supersede information

Supersedes: SP 4.5.0 GA

## Description

HPE 3PAR Service Processor Software 4.5.0 Release Notes include information about the base release of Service Processor (SP) 4.5.0. It is supported only as an intermediate step to update SP from 4.3 and 4.4 to SP 5.0 and to update HPE 3PAR OS from 3.2.1/3.2.2 to 3.3.1 GA/EGA.

## Supported platforms and browsers

### **Physical SPs (PSPs)**

- HPE ProLiant DL320e (Gen8)
- HPE ProLiant DL360e (Gen8)
- HPE ProLiant DL120 (Gen9)

### **Virtual SPs (VSPs)**

- VMware ESXi 5.5/6.0
- Microsoft Hyper-V 2012/2012 R2

### **Browsers**

- Microsoft Internet Explorer 11
- Mozilla Firefox 50, 51

To access the most current version information, go to the Single Point of Connectivity Knowledge (SPOCK) for Hewlett Packard Enterprise Storage Products at <https://h20272.www2.hpe.com/SPOCK/>.

## Storage systems supported

- HPE 3PAR StoreServ 7000 Storage series (PSP and VSP)
- HPE 3PAR StoreServ 8000 Storage series (PSP and VSP)
- HPE 3PAR StoreServ 10000 Storage series (PSP)
- HPE 3PAR StoreServ 20000 Storage series (PSP)

## Operating systems

This release is supported on the HPE 3PAR OS version 3.2.1 for SP version 4.3 and 3.2.2 for SP version 4.4, including MUs.

## Languages

Languages supported for this release:

English

## Features

SP 4.5.0 P001 Full Image is an interim step in the update to SP 5.0 and, as such, contains no additional features.

## Modifications to the OS

The following issues have been addressed in this release.

<b>Issue IDs:</b> 203568
<b>Issue summary:</b> The SP 4.5.0.GA-37 to SP 5.0 update cannot be performed from a Secure Service Architecture remote session.
<b>Affected platforms:</b> StoreServ 7000, StoreServ 8000, StoreServ 10000, StoreServ 20000
<b>Affected software versions:</b> SP-4.5.0.GA-37
<b>Issue description:</b> During the update from SP 4.5 to 5.0 all SP services are stopped, including the Custodian Agent. When the update is initiated through a remote Secure Service Architecture session the session is broken when the Custodian Agent is stopped, causing the update process to terminate.
<b>Symptoms:</b> The update will stop after the "Stopping SP Processes" message is reported.

*Table Continued*

**Conditions of occurrence:** This happens when the 5.0 update is started from a Secure Service Architecture remote session.

**Impact:** High

**HPE Support circumvention:**

**NOTE:**

SP 4.5 to 5.0 upgrades are not performed by customers.

HPE Service must perform the 4.5 to 5.0 update from either the system console or from a SSH session on the SP's local network.

**HPE Support recovery steps:** None. The SP 5.0 update can be re-started from a local SSH session or from the system console.

**Issue IDs:** 203922

**Issue summary:** After updating a physical SP from SP 4.5.0.GA-37 to SP 5.0, the service network port (eth1) is not configured.

**Affected platforms:** StoreServ 7000, StoreServ 8000, StoreServ 10000, StoreServ 20000

**Affected software versions:** SP-4.5.0.GA-37

**Issue description:** After updating a physical SP from SP 4.5 to SP 5.0, the service network port (eth1) is not configured.

**Symptoms:** After a successful update to 5.0 on a physical SP, the service network port on ETH1 is not configured.

**Conditions of occurrence:** This will happen anytime a physical SP is migrated from SP 4.5 to SP 5.0.

**Impact:** High

**HPE Support circumvention:**

**NOTE:**

SP 4.5 to 5.0 updates are not performed by customers.

After a physical SP is updated to SP 5.0, HPE Support must access the system and manually configure the ETH1 port.

**HPE Support recovery steps:** After the SP 5.0 update, the Service Processor can only be accessed via the system console or the ETH0 port.

# Issues and workarounds

**Issue IDs:** 204089

**Issue summary:** SP-4.5 GA-37 + P001: SP update did not complete from SP-4.5 GA-37 to SP-4.5 GA-37 + P001(full image) displaying error to increase memory and CPU cores to 4GB.

**Affected platforms:** StoreServ 7000, StoreServ 8000, StoreServ 10000, StoreServ 20000

**Affected software versions:** SP-4.5.0.GA-37 + P001

**Issue description:** SP update shows the upgrade from SP-4.5.0.GA-37 to SP -4.5.0.GA-37 + P001 ( full image) was unsuccessful and displays a message to increase the memory and CPU cores to 4GB for the VSP.

**Symptoms:** SP update will be unsuccessful with the message to increase memory and CPU core by 4GB.

**Conditions of occurrence:** Whenever an update is performed on SP-4.5 GA-37.

**Impact:** Medium

**HPE Support circumvention:** Follow the prerequisites for updating the SP on version SP-4.5 GA-37.

**HPE Support recovery steps:** Once the SP is updated to 4.5, it must meet the 5.0 update requirements (4GB and 4 CPU cores for VSPs) for any further updates (SP/HPE 3PAR OS updates).

**Issue IDs:** 204301

**Issue summary:** After staging SP-4.5.0.GA-37.P001 Full Image, on the update page and in the Note post SP upgrade, the version is displayed as SP-4.5.0.GA-37 instead of SP-4.5.0.GA-37+P001.

**Affected platforms:** StoreServ 7000, StoreServ 8000, StoreServ 10000, StoreServ 20000

**Affected software versions:** SP-4.5.0.GA-37 + P001

**Issue description:** After staging the full image of SP-4.5.0.GA-37 P001, in the pre-loaded list, the breadcrumb bar on the update pages, the update available link at the SPOCC home page, and in the Note post SP update, the version is displayed as 4.5.0.GA-37 instead of 4.5.0.GA-37 + P001.

**Symptoms:** Once the full image SP -4.5.0.GA-37 + P001 is staged, the version information is not correct on the home page update available link, the versions in the pre-loaded list, the version listed on the breadcrumb bar on all update pages, and in the Note post SP update.

**Conditions of occurrence:** When SP-4.5.0.GA-37 P001 Full Image is staged, and the SP is updated to this version.

**Impact:** Low

**Customer circumvention:** None

**Customer recovery steps:** None

# Prerequisites for updating to SP 4.5 P001 Full Image

✓	<b>Verify that you have</b>
	SP running version 4.3 or 4.4.
	SP must be running in Secure Network Mode.
	If a storage system is attached, it must be running at least HPE 3PAR OS 3.2.1 GA.
	Physical SPs must be running on ProLiant servers.
	ESXi version 5.5 or 6.0 or Hyper-V 2012 / 2012 R2 (for Virtual Service Processors) .
	VSPs must have at least 4096 MB memory.
!	<b>IMPORTANT:</b> For Hyper-V, do not reconfigure virtual memory until the update to SP 4.5.0 P001 Full Image is complete.
	VSPs must have at least 4 CPU cores.
!	<b>IMPORTANT:</b> For Hyper-V, do not reconfigure CPU cores until the update to SP 4.5.0 P001 Full Image is complete.
	Created a snapshot of the VSP.



## **WARNING:**

Update checks cannot determine the Windows Server version for Hyper-V VSPs. Do not continue update on Windows Server 2008 R2. SP 4.5 is supported only on Windows Server 2012 and Windows Server 2012 R2.

## Creating a snapshot of the VSP

If, before or during an HPE 3PAR OS update to HPE 3PAR OS 3.3.1, you want to return the SP to its original SP 4.3 or SP 4.4 version, you can use this snapshot to return the SP to the previous version. If you are unable to take a snapshot, then you must rebuild/rescue the SP to version 4.3 or 4.4 before attempting the update to version 4.5.

### **ESXi**

In vSphere, right-click on the virtual machine name, select **Snapshot**, and then select **Take Snapshot**.

### **Hyper-V**

In the Hyper-V Manager, right-click on the virtual machine name and select **Checkpoint**.

# Updating to SP 4.5.0 P001 Full Image

## Procedure

1. Create a snapshot of the VSP.

If before or during an OS update to HPE 3PAR OS 3.3.1, it is necessary to return the SP to its original SP 4.3 or SP 4.4 version, you can use this snapshot to return the SP to the previous version. If you are unable to take a snapshot, then you must rebuild/rescue the SP to version 4.3 or 4.4 before attempting the update to version 4.5.

2. Stage the SP 4.5.0 P001 Full Image, and then update the SP to SP-4.5.0 P001 Full Image.
3. Update the HPE 3PAR OS from 3.2.1/3.2.2 to 3.3.1.GA.
4. The SP MUST now be updated to 5.0. See the *HPE 3PAR Service Processor Software 5.0 Release Notes* and the *HPE 3PAR Service Processor Software 4.3 and 4.4 to 5.0 Update Instructions* to perform this operation.

# HPE 3PAR Service Processor Software 4.5.0 MU1 Release Notes

## Description

HPE 3PAR Service Processor Software 4.5.0 MU1 Release Notes include information about the release of Service Processor (SP) 4.5.0 MU1. It is supported only as an intermediate step to update SP from 4.3 and 4.4 to SP 5.0.1 and to update HPE 3PAR OS from 3.2.1/3.2.2 to 3.3.1 MU1.

## Update recommendation

Required for updating to HPE 3PAR OS 3.3.1 and SP 5.0.1.

Updating from SP 4.5 MU1 to 5.0.1 is supported through SPMaint only, and the update must be performed by HPE service personnel.



### **WARNING:**

The SP running 4.5.x does not support HPE 3PAR OS 3.3.1. The SP MUST be updated to SP 5.0.x immediately following the update to HPE 3PAR OS 3.3.1.

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## Supersede information

Supersedes: SP-4.5.0 and SP-4.5.0+P001

### **More information**

**Supported platforms and browsers** on page 5

**Storage systems supported** on page 10

**Operating systems** on page 10

**Languages** on page 10

## Features

SP 4.5 MU1 is an interim step in the update to HPE 3PAR OS 3.3.1 and SP 5.0.1 and contains no additional features.

# HPE 3PAR Service Processor Software 4.5.0 MU2 Release Notes

## Description

HPE 3PAR Service Processor Software 4.5.0 MU2 Release Notes include information about the release of Service Processor (SP) 4.5.0 MU2. It is supported only as an intermediate step to update SP from 4.3 and 4.4 to SP 5.0.2 and to update HPE 3PAR OS from 3.2.1/3.2.2 to 3.3.1 MU1.

## Update recommendation

Required for updating to HPE 3PAR OS 3.3.1 MU1 and SP 5.0.2.

Updating from SP 4.5 MU2 to SP 5.0.2 is supported through SPMAINT only, and the update must be performed by HPE service personnel.



### **WARNING:**

The SP running 4.5.x does not support HPE 3PAR OS 3.3.1. The SP **MUST** be updated to SP 5.0.x immediately following the update to HPE 3PAR OS 3.3.1.

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## Supersede information

Supersedes: SP-4.5.0, SP-4.5.0+P001 and SP 4.5.0 MU1

### **More information**

**Supported platforms and browsers** on page 5

**Storage systems supported** on page 10

**Operating systems** on page 10

**Languages** on page 10

## Features

SP 4.5 MU2 is an interim step in the update to HPE 3PAR OS 3.3.1 and SP 5.0.2 and contains no additional features.



# HPE 3PAR Service Processor Software 4.5.0 MU2 P002 Full Image Release Notes

## Description

HPE 3PAR Service Processor Software 4.5.0 MU2 P002 Full Image Release Notes include information about the release of Service Processor (SP) 4.5.0 MU2 P002 Full Image. It is supported only as an intermediate step to update SP from 4.3 and 4.4 to SP 5.0.2.1 and to update HPE 3PAR OS from 3.2.1/3.2.2 to 3.3.1 EMU1.

## Update recommendation

Required for updating to HPE 3PAR OS 3.3.1 EMU1 and SP 5.0.2.1

Updating from SP 4.5.0 MU2 P002 Full Image to SP 5.0.2.1 is supported through SPMAINT only, and the update must be performed by HPE service personnel.



### **WARNING:**

The SP running 4.5.x does not support HPE 3PAR OS 3.3.1. The SP MUST be updated to SP 5.0.x immediately following the update to HPE 3PAR OS 3.3.1.

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## Patch details

SP patches are cumulative.

### **More information**

**Supported platforms and browsers** on page 17

**Storage systems supported** on page 10

**Operating systems** on page 10

**Languages** on page 10

## Supported platforms and browsers

### **Physical SPs (PSPs)**

- HPE ProLiant DL320e (Gen8)
- HPE ProLiant DL360e (Gen8)
- HPE ProLiant DL120 (Gen9)

### **Virtual SPs (VSPs)**

- ESXi 5.5/6.0
- Hyper-V 2012/2012 R2

### **Browsers**

- Internet Explorer 11
- Firefox 53/54

To access the most current version information, go to the Single Point of Connectivity Knowledge (SPOCK) for Hewlett Packard Enterprise Storage Products at <https://h20272.www2.hpe.com/SPOCK/>.

## Features

SP 4.5.0 MU2 P002 Full Image is an interim step in the update to HPE 3PAR OS 3.3.1 and SP 5.0.2.1 and contains no additional features.

# Related information

The latest documentation for HPE 3PAR Service Processor 5.0 is available at the [\*\*Hewlett Packard Enterprise Support Center\*\*](#) website.

Available documents include:

- *HPE 3PAR Service Processor Software 5.0 Release Notes*
- *HPE 3PAR Service Console and StoreServ Management Console 3.1 Quick Setup Guide*
- *HPE 3PAR Service Processor Software 5.0 User Guide*
- *HPE 3PAR Service Processor Software 4.3 and 4.4 to 5.0 Upgrade Instructions*
- *HPE 3PAR Service Processor Software 5.0 Rebuild Instructions*

# Documentation feedback

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# Firewall and proxy server configuration

Firewall and proxy server configuration must be updated on the customer network to allow outbound connections from the Service Processor to the existing HP servers and new HPE servers.

HP and HPE server host names and IP addresses:

- Collector:
  - <https://storage-support.glb.itcs.hpe.com> (16.248.72.63)
  - <https://storage-support1.itcs.hpe.com> (16.248.72.63)
  - <https://storage-support2.itcs.hpe.com> (16.250.72.82)
  - <https://s54t0109g.sdc.ext.hpe.com> (15.203.174.94)
  - <https://s54t0108g.sdc.ext.hpe.com> (15.203.174.95)
  - <https://s54t0107g.sdc.ext.hpe.com> (15.203.174.96)
  - <https://g4t8660g.houston.hpe.com> (15.241.136.80)
  - <https://s79t0166g.sgp.ext.hpe.com> (15.211.158.65)
  - <https://s79t0165g.sgp.ext.hpe.com> (15.211.158.66)
  - <https://g9t6659g.houston.hpe.com> (15.241.48.100)
- HPE Remote Support Connectivity Global Access Servers (GAS):
  - <https://c4t18808.itcs.hpe.com> (16.249.3.18)
  - <https://c4t18809.itcs.hpe.com> (16.249.3.14)
  - <https://c9t18806.itcs.hpe.com> (16.251.3.82)
  - <https://c9t18807.itcs.hpe.com> (16.251.4.224)
- HP Remote Support Connectivity Global Access Servers (GAS):
  - <https://g4t2481g.houston.hp.com> (15.201.200.205)
  - <https://g4t2482g.houston.hp.com> (15.201.200.206)
  - <https://g9t1615g.houston.hp.com> (15.240.0.73)
  - <https://g9t1616g.houston.hp.com> (15.240.0.74)

After the upgrade, Service Processors configured in Secure Network Mode are automatically reconfigured to connect to the new HPE servers.