

HPE 3PAR Service Processor Software 4.4.x Release Notes

Abstract

These release notes are for storage administrators of the HPE 3PAR Storage System. This document is cumulative and includes subsequent updates relating to the latest HPE 3PAR Service Processor Software 4.4.0.

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1 Introduction

The HPE 3PAR Service Processor Software SP-4.4.0 Release Notes document is cumulative and includes information about the base release of 3PAR Service Processor Software SP-4.4.0 and subsequent updates. Read this entire document before you install the SP-4.4.0 software.

Related Documentation

The following documents provide information related to HPE 3PAR StoreServ Storage systems and the HPE 3PAR Operating System.

These documents are available on the Hewlett Packard Enterprise Storage Information Library:

http://www.hpe.com/info/storage/docs

For information about	Read the
Using the Command Line Interface (CLI) to configure and administer 3PAR StoreServ Storage	3PAR Command Line Interface Administrator's Manual and Command Line Interface Reference
Using the HPE 3PAR StoreServ Management Console graphical user interface to configure and administer 3PAR Storage systems	3PAR StoreServ Management Console User Guide 3PAR StoreServ Management Console Administrator Guide
HPE 3PAR Storage system concepts and terminology	3PAR StoreServ Storage Concepts Guide
Using Remote Copy	HPE 3PAR Remote Copy Software User's Guide
Determining HPE 3PAR storage system hardware specifications, installation considerations, power requirements, networking options, and cabling	HPE 3PAR StoreServ 10000 Storage Physical Planning Manual HPE 3PAR StoreServ 7000 and 7000c Storage Site Planning Manual HPE 3PAR StoreServ 7450 and 7450c Storage Site Planning Manual HPE 3PAR StoreServ 8000 Storage Site Planning Manual HPE 3PAR StoreServ 20000 Storage Site Planning Manual HPE 3PAR StoreServ 20000 Storage Site Planning Manual
Using the service processor to communicate with the 3PAR Storage system	3PAR Service Processor Software User Guide
Performing a customer self-upgrade of the Service Processor software or HPE 3PAR OS	3PAR Customer Self Update Instructions

See the HPE 3PAR Service Processor Support Matrix on the HPE Storage Single Point of Connectivity Knowledge (SPOCK) website at: http://www.hpe.com/storage/spock. Select 3PAR under the Other Hardware menu. Locate Other 3PAR Support Matrices.

2 Supported Platforms

See the Storage Single Point of Connectivity Knowledge (SPOCK) website at http://www.hpe.com/storage/spock for 3PAR OS hardware support information.

NOTE: The physical Service Processor and virtual Service Processor (VSP) are supported only on English-locale platforms.

The following table describes the Service Processors supported with release level 4.4.0.

Service Processor	Platform type	Supported models
Virtual Service Processor	Virtual	ESXi 5.0 ESXi 5.1 ESXi 5.5
Virtual Service Processor	Virtual	Hyper-V Server 2008 R2 Hyper-V Server 2012 Hyper-V Server 2012 R2
HPE ProLiant	Physical	DL120 DL320e DL360 and DL360e
Supermicro	Physical	Supermicro II

NOTE: ESXi 6.0 is supported with SP-4.4.0 MU1 (SP-4.4.0.GA-30) or later release.

3 Service Processor Software SP-4.4.0.GA-22 Release

The following release notes are for the 3PAR Service Processor (SP) Software 4.4.0 release. The software build number of the SP-4.4.0 release is SP-4.4.0.GA-22.

What's New in the Service Processor

HPE 3PAR Service Processor functions as the communication interface between the customer's IP network and 3PAR Central by managing all service-related communications in both directions. The Service Processor leverages the industry-standard HTTP over Secure Socket Layer (HTTPS) protocol to secure and encrypt data communication.

NOTE: Upgrading will cause the Service Processor to restart to activate changes. It may take up to 5 minutes for the Service Processor to become available. You will be disconnected and must log in to the Service Processor once the restart completes. The StoreServ continues to serve data during the SP restart.

This release includes the following enhancements:

- Support added for HPE 3PAR StoreServ Storage arrays belonging to a Federation.
- Support added for DL120e physical platforms.

NOTE: Port 2 on the DL120 is reserved for maintenance by Hewlett Packard Enterprise service personnel only.

- Support added for the 3PAR StoreServ 8000 Storage and 3PAR StoreServ 20000 Storage array families.
- Support added for importing a CA Certificate for SPOCC, using the SP Certificate option
 on the Support

 Service Processor screen. A CA Certificate eliminates the untrusted
 certificate warning that appears when a web browser connects to the SP using the default
 self-signed certificate.
- Support added to accommodate a 10-character StoreServ serial number.
- Support added to the Service Processor to accommodate Russian DST changes in the HPE 3PAR Management Console OS.
- Support added for retrieving log files in spmaint for multiple crash dumps.
- Time out value updated to 1800 seconds for simple upgrades where File Persona is active and added error message for offline and advanced upgrade.
- Subject lines for Local Notification alert emails from the Service Processor were modified to include "3PAR" and the serial number of the 3PAR StoreServ Storage system
- Commands showvvolvm -sc sys:all -d and showvvolsc added in InSplore, as well as the showvvolsc command in the cli get config for weekly capture.
- Added the execution of cli checkupgrade -revertnode while reverting the nodes during an Advanced upgrade of the 3PAR OS.

Modifications to the Service Processor

The following issues have been addressed in this release.

Issue ID	Description
97378	SP was supporting only self-signed certificates through version SP-4.3.0.GA-24. SP-4.4 supports CA-signed certificates.
101864	Blank screen appeared after executing a command using the Execute a command on node option in SPOCC using Microsoft Internet Explorer 10. SP-4.4 addresses this issue.
102395	Older releases of 3PAR OS packages appeared as new updates. SP-4.4 addresses this issue.
109813	A staged SP package appears available even after it is deleted using manual clean up. SP-4.4 addresses this issue.
116068	SP-4.4 addresses various potential, low-risk vulnerabilities identified with httpd and openssl.
122673	The SSH daemon configuration file on SP was modified to remove weak ciphers and MAC (media access control) addresses in the SP-4.4 release.
125546	Following an all nodes down node rescue, it is now possible to reload the network configuration via the node console. Following an all nodes down node rescue, the system must reload the network configuration. Users can now select the console option Finish SP-to-node rescue procedure to do this.
139166	Error in network configuration while using StorageSetupWizard to install SP-4.3.0.GA-24. StorageSetupWizard shows a networking error when the command to set new IP address on the StoreServ times out. If the command fails, SP retries the command after 15 seconds. SP-4.4 resolves this issue.
142082	SP unable to clean up old splor files. The remove_oldfiles script failed to clean up old splor files on SP because of incorrect directory path. This has been fixed with SP 4.4.
143402	Addresses a security issue in the Service Processor software.

Known Issues with the Service Processor

Issue ID	Description
129529	A fresh installation of the SP software fails when an .iso image is created on CD-R media. Use only DVD+R or DVD-R media if you create your own media from downloaded 3PAR Service Processor or 3PAR OS updates. The media must be closed after burning the DVD.
131725	After upgrading to SP-4.4.0, connection to SP or SPMAINT fails with the message No compatible cipher. The server supports these ciphers: aes256-ctr, aes192-ctr, aes128-ctr, arcfour256. Beginning with SP-4.4.0, 3PAR has removed support for some weak ciphers, which causes this message to appear. This is expected behavior. • AES-256-CTR • AES-128-CTR
133365	With FP (File Persona) enabled systems, an OS upgrade failure can cause the FP nodes to remain in upgrading state. While the FP nodes are in upgrading state, SP might fail to collect the File Services logs from StoreServ and fail to transfer FS logs to HQ. The FS logs will be available on the StoreServ. They must be manually copied and made available for troubleshooting the upgrade failure. 1. Log in to the StoreServ node console. 2. Log in to VM node console. 3. Collect the logs and archive them in /local directory. 4. Log out the VM node console. 5. SCP the logs from VM node to /common on StoreServ node. Example: scp nodelfs:/local/ <archived logs=""> /common</archived>

Issue ID	Description
	6. Repeat the steps preceding steps for the remaining VM nodes.7. SCP all the VM node logs from StoreServ to an external server.
133520	 When adding a StoreServ on Microsoft Hyper-V platforms, dynamic memory issues can cause the add/remove process to fail repeatedly. This is a Hyper-V memory issue. As a workaround for this issue, perform the following: 1. On the Hyper-V Manager Admin console, select the SP VM and shut down the SP. 2. Select the SP VM, right-click, and launch the Settings Configuration option. 3. In the Settings window, click the Memory tab. 4. On the Memory Management pane, change the Memory Management mode from the default, Dynamic, to Static. 5. Set the RAM size to 2048 MB. NOTE: 2048 MB is the recommended value. However, if memory is a constraint, the RAM size can be set to the default value of 1024 MB, but will result in slow performance of the Service Processor.
135417	If a checkupgrade is not healthy while performing an advanced upgrade of the 3PAR OS when all nodes are in old state, the user has the option of entering n to abort the upgrade. However, doing so does not abort the upgrade; nodes remain in the old state. To abort the upgrade use upgradesys—abort from an SPMAINT CLI session. NOTE: Advanced upgrades are performed by service personnel only.
139954	When performing an Advanced upgrade of the 3PAR OS, a 15 minute wait is expected for each node reboot. If the reboot is successful, the upgrade will proceed automatically. If the reboot has not succeeded or has exceeded 15 minute wait time, further prompts are displayed, along with the error log.
141019	Executing the starttask admithw -ni command from the Interactive CLI option in SPMaint results in permission denied errors. The workaround is to connect to SPOCC and navigate to SPMaint—Storage System Product Maintenance—Run admithw.
141035	When performing a Simple, Advanced, or Offline upgrade of the SP software, upgrade checks can take up to 2 minutes to complete without progress messages appearing to alert the user.
141419	In SPMAINT, the Update Drive Code menu option on the StoreServ Product Maintenance Menu does not work.
142127	When using SmartStart to initialize the SP, the SP setup wizard browser does not close automatically at the completion of the SP setup. Manually close the browser and resume the remaining setup using SmartStart.
142618	Caution: Before starting the StoreServ initialization and setup, ensure the SP and the StoreServ are connected to a reliable network for completing this process.
	While initializing the StoreServ using Storage System Setup Wizard, setup system volumes normally takes 10 minutes to 2 hours, depending on the configuration. During this time, if a network issue occurs, this can cause the system to hang without a pop-up window that prompts for retry or offers any help. If this condition persists for more than 2 hours, contact your authorized support provider for assistance.
142877	While initializing the StoreServ using Storage System Setup Wizard, if a network issue occurs during the Setup System Volumes step, a pop-up window might appear that describes the network issue and prompts for a retry or cancel. Clicking Retry does not always work. If this condition persists, contact your authorized support provider for assistance.
144889	When performing the online upgrade of the 3PAR OS using SPOCC, if the upgrade does not complete and the same upgrade failure message keeps appearing for over 10 minutes, please contact Hewlett Packard Enterprise Support. After fixing the 3PAR OS issue, click the Update tab, and then click Update 3PAR OS to retry the upgrade.
145070	Towards the end of the Storage System Setup wizard, an error message might appear stating that the storage system was not added to the Service Processor. If this happens, click Retry to fix the issue. If the issue persists, click Ignore and follow the instructions in the error message.

4 Service Processor Software SP-4.4.0.GA-22 P002 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software 4.4.0.GA-22 P002 release.

SP-4.4.0.GA-22 P002 is a mandatory patch for SP-4.4.0.GA-22.

Modifications to the Service Processor

HPE domain names are changed from hp.com to hpe.com. This patch ensures that the SP will connect to the new HPE domain.

Before performing the upgrade to the Service Processor patch SP-4.4.0.GA-22 P002, ensure that there are no customer firewall restrictions to the existing HP servers and new HPE servers on port 443. Firewall and proxy server configuration must be updated to allow outbound connections from the Service Processor to the existing HP servers and new HPE servers.

The following are the details of the HP and HPE server host names and IP addresses:

- Collector Server:
 - 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)
- 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://q4t2482g.houston.hp.com (15.201.200.206)
 - <u>https://q9t1615g.houston.hp.com</u> (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 servers.

△ CAUTION: Failure to modify the firewall settings to accommodate the new HPE servers might result in the loss of the file transfer to HQ. Other operations like remote operations and package deployment might be affected.

The following issue is addressed in this release:

Issue ID	Description
171156	Issue with the automatic and regular package deployment via Secure Service Architecture is resolved and now it depends on the Customer Control Access (CCA) settings on the SP.
	SP and HPE 3PAR OS Software updates from HPE are allowed only when bidirectional option is selected and automatic software downloads is enabled in the CCA settings.

5 Service Processor Software SP-4.4.0.GA-30 (MU1) Release

The following release notes are for the HP 3PAR Service Processor (SP) Software 4.4.0 MU1 release.

The software build number of the SP-4.4.0 MU1 release is SP-4.4.0.GA-30.

What's New in the Service Processor

This release includes the following enhancements:

- For 3parcust users, downgrade of the HPE 3PAR Operating System software on HPE 3PAR StoreServ 7000 and 8000 systems using SPOCC is not supported.
- Installation on the Hyper-V platform creates a Virtual SP with 2 GB static memory instead of 1 GB minimum dynamic memory.

Modifications to the Service Processor

Issue ID	Description
131813	Resolved an issue where StoreServ Setup Wizard fails to detect StoreServ.
133520	Resolved an issue where after adding a StoreServ on Microsoft Hyper-V platforms, dynamic memory issues can cause the add/remove process to fail repeatedly.
141871	Service Processor firewall allows DNS queries over UDP protocol and TCP protocol.
142301	A 3parcust user cannot downgrade StoreServ 7xxx and 8xxx Storage systems after upgrading to SP 4.4 MU1.
149358	Installation on the Hyper-V platform creates a Virtual SP with 2 GB static memory instead of 1 GB minimum dynamic memory.
150306	SP legacy mode option is removed only from SP MOB using console. To configure SP from SNM to legacy mode, use CPMaint option.

Known Issues with the Service Processor

Issue ID	Description
145070	Towards the end of the Storage System setup wizard, it might fail to add the Storage system to Service Processor and display an error message. Workaround: Click Retry to try the operation again. If the issue still persists, click Ignore and follow the instruction in the error message.
147508	The configure and verify remote support connectivity step fails.
	Workaround: If the configure and verify remote support connectivity step fails, follow the troubleshooting recommendation shown in the ***warning*** window and click retry. If it does not resolve the issue, click Continue and finish the SP initialization. Then logon to SPOCC and select SPmaint →option 2 (Connection Portal Control)→option 7 (Test 3PAR Secure Service Collector Server) and ensure that the ping test is successful. If the ping test fails, then contact HPE support.
155293	If the DNS server is down or an invalid or non-responding DNS IP address is entered, the SPOCC page takes time to load.
	 Workaround: Resolve the DNS server issue and reload the SPOCC page. If resolving the DNS server issue does not resolve SPOCC page loading issue, do the following: 1. Login to SPMAINT console as 3parcust user. 2. Select 2 - Network configuration→9 - Change DNS configuration. 3. Enter: none. Do not enter any value other than none.

Issue ID	Description
	When a valid DNS IP address is available, add the DNS server via SPOCC. Launch SPOCC and click SPMaint from the left navigation pane. Select 2 - Network configuration → 9 - Add DNS server option.
	NOTE: If the SP IP address is not responding, reboot might resolve the issue. There might be a delay in the reboot.
	If the issue still exists, contact HPE support.
154796	While performing an HP 3PAR OS upgrade using the IE browser, the text or the host data title bar might appear distorted on the check host page.
	Workaround: To resolve this issue, change the default IE compatibility mode.
	To change the IE Compatibility mode:
	1. Do one of the following:
	• Press F12 .
	 Press Alt and then select Tool→Developer Tools.
	2. From the compatibility mode list, select any browser mode except 7. 7 is the default browser mode.
	NOTE: There is no impact on the OS upgrade due to browser compatibility mode.
156010	When configuring IP address for a physical SP using SetIpAddress wizard:
	• If the wizard fails and displays error message Configuring IP address failed with the following error: Failed to set SP IP address., wait for 10 minutes and then click the Retry button.
	 If the wizard becomes unresponsive after Configuring IP address step and no message is displayed for more than 10 minutes, close the browser and launch the SetIpAddress wizard again.

6 Service Processor Software SP-4.4.0.GA-30 (MU1) P001 Release

The following release notes are for the HP 3PAR Service Processor (SP) Software 4.4.0 MU1 P001 release.

SP-4.4.0.GA-30 P001 is a mandatory patch for SP-4.4.0.GA-30.

Modification to the Service Processor

HPE domain names are changed from hp.com to hpe.com. This patch ensures that the SP will connect to the new HPE domain.

Before performing the upgrade to the Service Processor patch SP-4.4.0 MU1 P001, ensure that there are no customer firewall restrictions to the existing HP servers and new HPE servers on port 443. Firewall and proxy server configuration must be updated to allow outbound connections from the Service Processor to the existing HP servers and new HPE servers.

The following are the details of the HP and HPE server host names and IP addresses:

- Collector Server:
 - 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)
- 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://q4t2482g.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 servers.

△ CAUTION: Failure to modify the firewall settings to accommodate the new HPE servers might result in the loss of the file transfer to HQ. Other operations like remote operations and package deployment might be affected.

7 Service Processor Software SP-4.4.0.GA-30 (MU1) P003 Release

The following release notes are for the HP 3PAR Service Processor (SP) Software 4.4.0 MU1 P003 release.

SP-4.4.0.GA-30 P003 is a mandatory patch for SP-4.4.0.GA-30 and SP-4.4.0.GA-30 P001.

HPE 3PAR Service Processor (SP) Software 4.4.0.GA-30 (MU1) P003 is cumulative and includes updates from SP 4.4.0.GA-30 (MU1) P001.

Modification to the Service Processor

Column Head	Column Head
171148	Issue with the automatic and regular package deployment via Secure Service Architecture is resolved and now it depends on the Customer Control Access (CCA) settings on the SP.
	SP and HPE 3PAR OS Software updates from HPE are allowed only when bidirectional option is selected and automatic software downloads is enabled in the CCA settings.

8 Service Processor Software SP-4.4.0.GA-53 (MU2) Release

The following release notes are for the HP 3PAR Service Processor (SP) Software 4.4.0 MU2 release.

The software build number of the SP-4.4.0 MU2 release is SP-4.4.0.GA-53.

NOTE: HPE 3PAR Service Processor 4.4.0.GA-53 (MU2) provides support for HPE 3PAR OS 3.2.2 MU3 only.

What's New in the Service Processor

This release includes the following enhancements:

- Restricts cpmaint account to cpmaint menu only. Shell access is not provided to cpmaint user.
- Provides an option to the 3parcust user to change the cpmaint password.
- Provides connectivity to the new HPE domains as HP domain names are changed from hp.com to hpe.com.

Before performing the upgrade to the Service Processor SP-4.4.0 MU2, ensure that there are no customer firewall restrictions to the existing HP servers and new HPE servers on port 443. Firewall and proxy server configuration must be updated to allow outbound connections from the Service Processor to the existing HP servers and new HPE servers.

The following are the details of the HP and HPE server host names and IP addresses:

- Collector Server:
 - 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)
- 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)
 - <u>https://g9t1615g.houston.hp.com</u> (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.

CAUTION: Failure to modify the firewall settings to accommodate the new HPE servers might result in the loss of the file transfer to HQ. Other operations like remote operations and package deployment might be affected.

Modifications to the Service Processor

Issue ID	Description
142127	Resolved an issue where Firefox browser does not close automatically after clicking finish button in SP Setup Wizard.
154102	The minimum Secure CRT version required to connect to SP is 7.3.7.
154661	Resolved an issue which puts restriction on the characters that can be used in some fields for Certificate Signing Request (CSR) generation. Now, all the fields accept spaces, periods, and other valid characters.
155862	When an invalid DNS is set through SPOCC, an error message is displayed.
155926	When the same IP address is used to configure the DNS server again, an error message is displayed.
156804	A maximum of three DNS servers can be configured.
157777	HPE certificate is updated for new HPE AXEDA-ITG servers.
159756	The SPMAINT menu does not provide option to change connection portal parameters. This functionality is available in CPMAINT menu only.
161018	Provides connectivity to the new HPE domains as HP domain names are changed from hp.com to hpe.com.
164781	SPOCC allows patch installation for all the patches which have dependent patches listed either in active patch installation list or which are installed on StoreServ.
170834	Issue with the automatic and regular package deployment via Secure Service Architecture is resolved and now it depends on the Customer Control Access (CCA) settings on the SP.
	SP and HPE 3PAR OS Software updates from HPE are allowed only when bidirectional option is selected and automatic software downloads is enabled in the CCA settings.

Known Issues with the Service Processor

Issue ID	Description
166788	When the revert last patch option is used to revert the last installed patch, it reverts the last installed patch. However, SPOCC output shows an incorrect patch number for the patch reverted if the patch reverted is earlier in sequential order than currently staged patch.
177923	Service Processor upgrade on Hyper-V virtual Service Processor (VSP) cannot proceed when SP DVD Drive option is selected.
	Workaround: Use ISO option on SPOCC to upgrade the SP package on Hyper-V VSP.
	Sometimes, Service Processor upgrade for physical Service Processor (PSP) cannot proceed when SP DVD Drive option is selected and ISO is mounted from iLO.
	Workaround : Use ISO option on SPOCC or physical DVD in the DVD drive to upgrade the SP package on PSP.