

Hitachi Storage Replication Adapter 2.1 for VMware® vCenter Site Recovery Manager™ Deployment Guide

FASTFIND LINKS

Contents

Product version

Getting help

MK-09RM6745-09

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Preface

This document provides deployment and implementation information for VMware® vCenter Site Recovery Manager™ 5.x/ 6.0 using Hitachi Storage Replication Adapter 2.1.

Please read this document carefully to understand the deployment requirements for the VMware vCenter Site Recovery Manager, and maintain a copy for reference.

This preface includes the following information:

- Intended audience
- Product version
- Document revision level
- Changes in this release
- Document conventions
- Document conventions
- Convention for storage capacity values
- Getting help
- Comments

Preface **V**

Intended audience

This document is intended for VMware and Hitachi Data Systems (HDS) storage administrators who are involved in the deployment of the VMware vCenter Site Recovery Manager.

This document assumes the following:

- The user has a working knowledge of Hitachi Data Systems storage management tools including Hitachi Command Control Interface (CCI) software.
- The user has an understanding of Windows systems, and if a Linux server is intended for use as a CCI server, working knowledge of Linux system administration.

Product version

This document applies to the Storage Replication Adapter version 2.1, which has a subcomponent, RAID Manager Storage Replication Adapter (RMSRA20) versions 02.01.0, 02.01.03, and 02.01.04.

Document revision level

Revision	Date	Description
MK-09RM6745-00	April 2009	Initial release
MK-09RM6745-01	May 2009	Supersedes and replaces revision 00.
MK-09RM6745-02	September 2011	Supersedes and replaces revision 01.
MK-09RM6745-03	October 2011	Supersedes and replaces revision 02.
MK-09RM6745-04	September 2012	Supersedes and replaces revision 03.
MK-09RM6745-05	November 2012 Supersedes and replaces revision 04.	
MK-09RM6745-06	February 2013	Supersedes and replaces revision 05.
MK-09RM6745-07	September 2013	Supersedes and replaces revision 06.
MK-09RM6745-08	April 2014	Supersedes and replaces revision 07.
MK-09RM6745-09	April 2015	Supersedes and replaces revision 08.

Changes in this release

- Support for Hitachi Virtual Storage Platform G200, G400, G600 is added in the following:
 - Hitachi storage and replication software products on page 1-2
 - Requirements on page 2-2
 - Test options on page 2-4
 - Using the S-VOL for testing on page 2-4
 - Using a copy of the S-VOL for testing on page 2-5
- Support for Hitachi Thin Image is included in Configuring SRA for testing on page 3-14.
- Support for SSH secure protocol is included in Setting environment variables on page 3-12 and About SSH on page 3-13.

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Document conventions

This document uses the following icons to draw attention to information:

Icon	Meaning	Description	
<u> </u>	Note	Calls attention to important and/or additional information.	

Convention for storage capacity values

Physical storage capacity values (e.g., disk drive capacity) are calculated based on the following values:

```
1 KB = 1,000 bytes

1 MB = 1,000^2 bytes

1 GB = 1,000^3 bytes

1 TB = 1,000^4 bytes

1 PB = 1,000^5 bytes
```

Logical storage capacity values (e.g., logical device capacity) are calculated based on the following values:

```
1 KB = 1,024 bytes

1 MB = 1,024 KB or 1,024<sup>2</sup> bytes

1 GB = 1,024 MB or 1,024<sup>3</sup> bytes

1 TB = 1,024 GB or 1,024<sup>4</sup> bytes

1 PB = 1,024 TB or 1,024<sup>5</sup> bytes

1 block = 512 bytes
```

Getting help

If you need to call the Hitachi Data Systems Support Center, make sure to provide as much information about the problem as possible, including:

- The circumstances surrounding the error or failure.
- The exact content of any messages displayed on the host or Storage Navigator.
- Service information messages (SIMs), including reference codes and severity levels, displayed by Storage Navigator.

See Collecting information before contacting customer support on page 4-12 for more information.

The Hitachi Data Systems customer support staff is available 24 hours a day, seven days a week. If you need technical support, please call:

- United States: +1 (800) 446-0744
- Outside the United States: +1 (858) 547-4526

Comments

Please send us your comments on this document:

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doc.comments@hds.com

Include the document title, number, and revision, and refer to specific sections and paragraphs whenever possible.

Thank you! (All comments become the property of Hitachi Data Systems Corporation.)

viii Preface

Overview

This chapter describes Hitachi Storage Replication Adapter (SRA) 2.1 and the VMware® vCenter Site Recovery Manager $^{\text{TM}}$ 5.x/6.0 disaster recovery solution when used with Hitachi storage. The following topics are discussed:

- ☐ About Hitachi Storage Replication Adapter and Site Recovery Manager
- ☐ Hitachi Command Control Interface (CCI)
- $\hfill\Box$ How the VMware \hfill vCenter SRM \hfill VSRA solution works

About Hitachi Storage Replication Adapter and Site Recovery Manager

VMware® vCenter Site Recovery ManagerTM 5.x/6.0 (VMware® vCenter SRMTM) is a VMware application that automates the disaster recovery process using storage-based replication.

Storage Replication Adapter 2.1 (SRA) is the Hitachi interface that integrates Hitachi storage systems and replication software with VMware® vCenter SRM $^{\text{\tiny TM}}$ processes.

Used together, VMware® vCenter SRM $^{\text{\tiny TM}}$ and Hitachi storage and software provide an automated and seamless disaster recovery solution within the VMware vCenter infrastructure.

VMware vCenter infrastructure

The VMware® vCenter SRM™/Hitachi SRA solution on the VMware side consists of the following:

- VMware vSphere, the virtualization platform with data center infrastructure. vSphere consists of:
 - VMware ESX/ESXi host, which is a virtualization platform that provides a data center infrastructure in which many virtual machines share hardware resources from a single physical machine. The ESX/ESXi host loads directly on a physical server.
 - vCenter Server, which provides management of one or multiple vSphere environments.

These vSphere elements are used on the protected and recovery sites.

 VMware® vCenter SRM[™], which provides a disaster recovery solution that reduces planned and unplanned downtime of the vSphere infrastructure.

Hitachi storage and replication software products

The Storage Replication Adapter (SRA) links VMware® vCenter SRM $^{\text{\tiny TM}}$ and Hitachi storage and replication software. The SRA/VMware® vCenter SRM $^{\text{\tiny TM}}$ solution supports:

- Hitachi Virtual Storage Platform G1000 (VSP G1000)
- Hitachi Virtual Storage Platform G200, G400, G600
- Hitachi Virtual Storage Platform (VSP)
- Hitachi Unified Storage (HUS)
- Hitachi Unified Storage VM (HUS VM)
- Universal Storage Platform V/VM (USP V/VM)
- Adaptable Modular Storage 2000 Family (AMS).



NOTE: A separate Hitachi NAS SRA is available for environments using NFS datastores. View related documentation by clicking: http://www.hds.com/assets/pdf/hitachi-storage-replication-adapter-for-hitachinas-platform.pdf

1–2 Overview

Hitachi remote and in-system replication are key features of the solution. Remote replication is used to backup protected site data at the recovery site in a remote location. In-system replication is used on the remote site to create a clone volume for testing the VMware® vCenter SRM^{TM} -SRA solution.

The following remote replication products are supported:

- Hitachi Universal Replicator, which provides long distance asynchronous replication across any distance without significant impact on host performance.
 - Universal Replicator is used with VSP G1000, VSP G200, G400, G600, VSP, HUS VM, and USP V/VM.
- Hitachi TrueCopy Remote Replication, which provides synchronous remote replication.
 - TrueCopy Synchronous is used with VSP G1000, VSP G200, G400, G600, VSP, HUS, HUS VM, USP V/VM, and AMS.
- Hitachi TrueCopy Extended Distance (TCE), which provides asynchronous remote replication.
 - TCE is used with HUS.

The following in-system replication products are supported for creating a clone of the recovery site volume for testing.

- Hitachi ShadowImage In-System Replication, which creates RAID-protected duplicate volumes within VSP G1000, VSP G200, G400, G600, VSP, HUS, HUS VM, USP V/VM, and AMS systems. With ShadowImage, you create a clone of the remote backup volume in the remote storage system.
- Hitachi Thin Image, which creates a virtual backup of a production volume from a point in time "snapshot". Thin Image is used on the VSP G1000, VSP G200, G400, G600, VSP and HUS VM remote systema.

Hitachi users manage storage and data replication operations using Hitachi Command Control Interface (CCI), a command line interface.

The following figure shows basic VMware® vCenter SRM™/SRA components.

Overview **1–3**

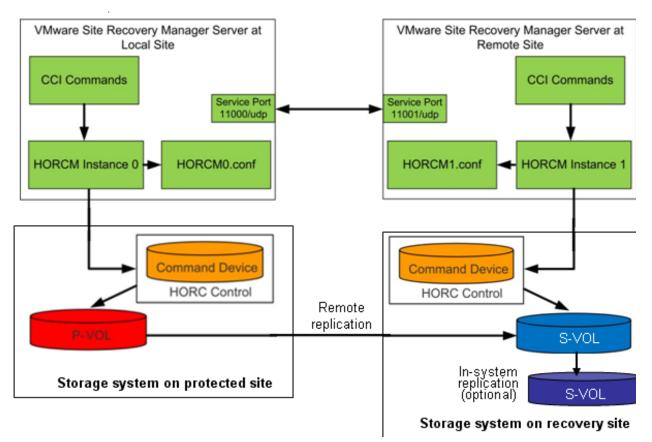


Figure 1-1: VMware® vCenter SRM™ and Hitachi components

1–4 Overview

Hitachi Command Control Interface (CCI)

Hitachi's remote and in-system replication software require CCI to manage the pairs. The adapter plug-in links CCI with Site Recovery Manager.

There are two CCI components:

- Command devices, which reside on the storage systems. CCI uses the command device as the interface to the storage system from the host. The command device accepts commands from the host and executes them on the storage system. The command device is a dedicated logical volume.
- Hitachi Open Remote Copy Manager (HORCM), which resides on the CCI server. HORCM operates as a daemon process. When activated, HORCM refers to CCI configuration definition files, also located on the server. The HORCM instance communicates with the storage system and remote servers.

HORCM definition files describe the storage systems, pair volumes, and data paths. When a user issues a command, CCI uses the information in the HORCM files to identify which volumes are the targets of the command.

Two HORCM files are needed for each pair. One file describes the primary volumes (P-VOLs), which are also referred to as "protected volumes", and the other describes the secondary volumes (S-VOLs), which are also referred to as "recovery volumes".

Figure 1-1 on page 1-4 shows a two-server, two-HORCM instance setup with optional in-system test copy.

How the VMware® vCenter SRM™/SRA solution works

VMware® vCenter SRM $^{\text{TM}}$ coordinates process with Hitachi storage and replication so that in a recovery condition, the virtual machines at the protected site are shut down and the replicated virtual machines are powered up. Recovery is guided by a recovery plan in which you have specified an order that virtual machines are to be started up.

After a recovery is performed, the running virtual machines are no longer protected. VMware® vCenter SRM™ provides a reprotect operation, which runs after the original protected site is back up. Reprotect activates CCI operations that reverse-synchronize data in the storage systems from recovery site to protected site.

Finally, VMware® vCenter SRM™-supported failback (VSP G1000, VSP G200, G400, G600, VSP, HUS VM, and USP V/VM only) and reprotect operations allow you to restore protection back to the original configuration, with data flow from the protected site to the recovery site.

VMware® vCenter SRM™ lets you test recovery plans using an in-system copy of the replicated data without disrupting ongoing operations at either site.

Overview **1–5**

Requirements, planning, and prerequisites

You share responsibilities for planning and deploying Hitachi SRA 2.1 with the Hitachi Data Systems account team, which will assist you as needed throughout the process. The account team coordinates Hitachi Data Systems resources to ensure a successful installation and deployment. Before you begin planning, it might be useful to review the deployment workflow in Chapter 3, Deployment.

This chapter provides requirements and planning information in the following topics:

Requirements
SRA/VMware® vCenter SRM™/CCI location options
Test options
Configurations with protected and recovery VMs on the same site
Consistency groups and VM failover groups
Consistency groups and same-time split operations
About the TrueCopy fence level, "Never"
AMS 2000 host group options

Requirements

This section lists hardware and software requirements.

Table 2-1: Required hardware and software

Item	Description	
Storage Replication Adapter version	 SRA 02.01.04—VMware® vCenter SRM™ 5.x/6.0. Supports SSH connections Supports VMware® vCenter SRM™ on one array in loopback mode, for testing only in non-production environments. Requires HITACHI_RMHTCSRA_X64-02.01.4.exe. 	
Supported Hitachi storage systems and microcode levels	 SRA 02.01.04—VMware® vCenter SRM™ 5.x/6.0. VSP G200, G400, G600 firmware 83-00-xx or later VSP G1000 microcode 80-00-xx or later VSP microcode 70-05-xx or later USP-VM microcode 60-07-xx or later TagmaStore USP/NSC: 50-09-xx or later HUS firmware 0930/A-H or later HUS VM microcode 73-01-xx AMS firmware 08C3/E or later 	
Supported operating systems VMware	 Windows 2003 or later Linux Solaris Solaris/x86 HP-UX AIX 	
infrastructure	 Protected site: VMware vCenter Server ESX/ESXi host Datastore on the ESX/ESXi host Site Recovery Manager* Recovery site: VMware vCenter Server ESX/ESXi host No datastore required. However, two volumes with the same capacity as the datastore of the primary ESX/ESXi host are required. The volumes must be mapped to the recovery ESX/ESXi host only. Do not install datastores on these volumes. Site Recovery Manager* * Can also be installed on a physical server. 	
CCI	 Version: 01-27-03/04. Supported for all Hitachi storage systems. CCI must be installed on protected and recovery sites of Windows or UNIX systems. If Windows is used, CCI and VMware® vCenter SRM™ must be installed on the sam server. For more information, see SRA/VMware® vCenter SRM CCI location options on page 2-4. 	

Table 2-1: Required hardware and software

Item	Description	
Remote replication	 When using VSP G1000, VSP, VSP G200, G400, G600, HUS VM, and USP V/VM, use one of the following: TrueCopy Remote Replication Universal Replicator When using HUS, use one of the following: TrueCopy Remote Replication TrueCopy Extended Distance When using AMS 2000 Family, use TrueCopy Remote Replication. 	
In-system replication license key	 ShadowImage or Copy-on-Write. Used for testing. Optional for VSP G1000, VSP G200, G400, G600, VSP, USE V/VM, and HUS testing Required for AMS testing 	

SRA/VMware® vCenter SRM™/CCI location options

The VMware® vCenter SRM™ array manager configuration for SRA 2.0 or SRA 2.1 varies depending on the location of CCI.

- If the Windows version of CCI is used, CCI must be installed on both protection and recovery sites. This means that CCI, VMware® vCenter SRM™, and SRA 2.0 or SRA 2.1 must be installed on the same servers. SRA 2.0 or SRA 2.1 will communicate locally with CCI.
- If the UNIX version of CCI is used, VMware® vCenter SRM™ array managers can be configured using telnet to remotely communicate with CCI instances. VMware® vCenter SRM™ and SRA must be installed on the same server, and CCI can run on separate (remote) UNIX hosts. This allows you to run a centralized UNIX CCI host instead of running UNIX CCI hosts for each site (protection and recovery). Hitachi Data Systems does not recommend running a centralized CCI host for redundancy reasons.

Test options

SRA/VMware® vCenter SRM $^{\text{m}}$ recovery takes place automatically. To ensure that recovery occurs as expected, the recovery processes must be tested manually.

- For VSP G1000, VSP G200, G400, G600, VSP, USP V/VM, and HUS, testing is done using either the remote S-VOL, or using a copy of the S-VOL (recommended).
- For AMS, testing can only be done using a copy of the S-VOL.

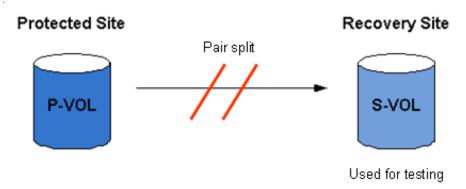
Using the S-VOL for testing

If your storage system is a VSP G1000, VSP G200, G400, G600, VSP, USP V/VM, or HUS, VMware® vCenter SRM™ can use the S-VOL on the remote site for test failover. However, note the following important restrictions:

- Testing with the S-VOL disrupts replication from the primary to the secondary volumes.
 - You can avoid disruption to replication if you test during planned outages.
- The S-VOL is not available for an actual failover should the need arise.
- After testing, the pair is resynchronized with data that was stored in a bitmap. The updates are out of order, rendering the S-VOL unavailable for an actual failover should the need arise, until resynchronization is completed.

Required configuration for testing with S-VOL

The TrueCopy or Universal Replicator pair must be split in order to test using the S-VOL. The following figure shows the VMware® vCenter SRM™ configuration during test failover using the S-VOL.



To enable SRA to allow the split and to test with the S-VOL, you must set two environment variables on the host. For instructions, see Configuring SRA for testing on page 3-14.

Using a copy of the S-VOL for testing

You can test failover with no disruption to replication between primary secondary systems using a point-in-time copy of the remote system S-VOL.

During test failover, the remote replication pair remains in PAIR status, and therefore protection continues uninterrupted.

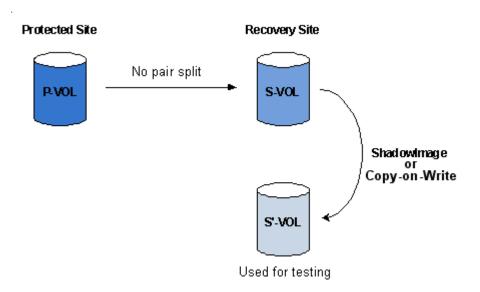
ShadowImage and Copy-on-Write are Hitachi in-system replication products available for creating copies of the S-VOL on the remote site. Both are supported for the SRA/VMware® vCenter SRM™ solution on the VSP G1000, VSP G200, G400, G600, VSP, USP, HUS, and AMS storage systems.

Required configuration for testing with a copy of S-VOL

The in-system S-VOL must be assigned an MU#. By default, SRA looks for MU#0 to test with. When you use MU#0, then no further configuration is necessary for testing.

If you specify a different MU#, then you must set environment variables on the host to enable SRA to use it. For instructions, see Configuring SRA for testing on page 3-14.

The following figure shows an example of test failover using a ShadowImage copy.



ShadowImage port requirement

The ShadowImage S-VOL must be presented on the same Fibre Channel or iSCSI port as the ShadowImage P-VOL. Otherwise the UUID on the datastore changes. ESX/ESXi cannot attach the UUID to the shadow virtual machine for test failover unless the UUID matches.

Configurations with protected and recovery VMs on the same site

SRA/VMware® vCenter SRM™ supports a configuration in which both protected and recovery VMs are present on the local and remote sites, thus providing protection for each site. For more information, see Appendix A, Configurations with both sites active.

Consistency groups and VM failover groups

CCI consistency groups are used to perform a single pair operation on a grouping of pairs with similar or the same kind of data. This ensures that all the pairs are managed in a consistent status. Consistency groups are defined in the HORCM definition files and are assigned when you create the pairs.

This is done before setting up your protection group. All virtual machines in a protection group store their files within the same datastore group, and all failover together.

Consistency groups must be aligned with the VM failover groups. This means that the LUNs associated with VMs that will be failed over as a group must be included in a single consistency group. Failure to do this can cause the recovery plan to fail.

Also, adding LUNs that are associated with different VMs or physical hosts to a consistency group not associated with those VMs or hosts can cause an outage on these additional VMs or hosts.

Consistency groups and same-time split operations

P-VOLs in the same CCI consistency group are split at the same time. In addition, you can specify a time that a split operation is to be performed on the consistency group. This CCI operation is called At-Time Split. Data consistency is guaranteed across the consistency group when you perform the At-Time Split operation.

The At-Time Split can only be performed on the pairs in a CCI consistency group.

Hitachi recommends assigning P-VOLs in a protected group to the same CCI consistency group, and warns against placing a protected group's P-VOLs in multiple consistency groups.

See the TrueCopy or Universal Replicator user guide for your storage system for information about using consistency groups and the At-Time Split operation.

About the TrueCopy fence level, "Never"

Using "Never" for the fence level for TrueCopy pairs causes the internal horctakeover to fail; the command returns with EX_VOLCUR. This occurs because "Never" cannot completely guarantee data consistency.

However, the VMware® vCenter SRM™/VMware goal of Failover/ testFailover is booting the VM's. This makes the fence level "Never" acceptable despite the horctakeover return of EX_VOLCUR.

If you use "Never", remember that the recovery will be on APP (SQL/Exchange/Oracle/..).

AMS 2000 host group options

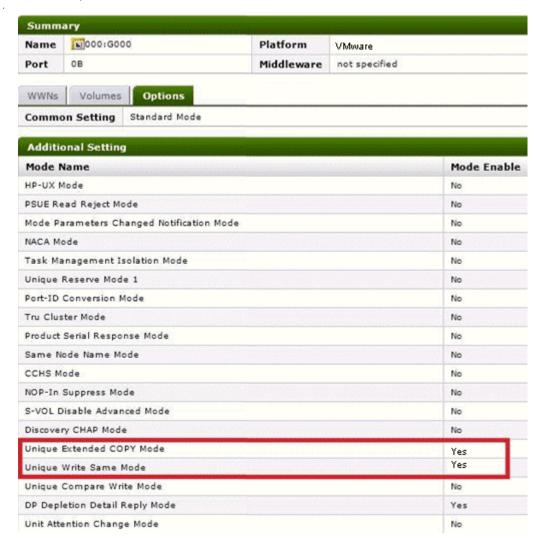
When using an AMS 2000 Family storage system, the host group options listed in the following procedure must be enabled in Storage Navigator2.

To set host group options

1. Navigate to Arrays > Groups > Host Groups > Options tab.



- 2. Ensure that the following are specified or not specified as listed:
 - Platform: VMware
 - Middleware: Not specified
 - Common Setting: Standard Mode
 - Additional Setting: Enable only Unique Extended copy mode and Unique write same mode.



Deployment

This chapter provides instructions for deploying Hitachi Storage Replication Adapter 2.0. The following topics are discussed:

- Deployment workflow
- Installing CCI
- Creating and configuring a command device
- ☐ Setting up HORCM configuration definition files
- ☐ Starting HORCM instances, creating pairs
- Setting environment variables
- Configuring SRA for testing
- SRA installation
- Configuring array managers
- Performing reprotect and failback

Deployment workflow

The following workflow shows a basic order for setting up the Hitachi SRA/ VMware® vCenter SRM™ solution. When a task is outside the scope of this document, a reference is provided to the appropriate documentation.

Table 3-1: Workflow for deploying

Task	How to
Review requirements and planning considerations.	See Requirements on page 2-2.
2. Configure the storage area network	See the Hitachi whitepaper, Deploying VMware Site Recovery Manager 5.0 with VMware vSphere 5.0 on Hitachi Virtual Storage Platform, Implementation Guide (3/2012).
3. Configure Hitachi remote replication using Storage Navigator. Includes storage, pair volume, port, logical path, and data path setup.	See the appropriate TrueCopy or Universal Replicator user guide for instructions.
4. (Optional). Configure in-system replication for testing SRA/VMware® vCenter SRM™.	See the appropriate ShadowImage or Thin Image user guide for information.
5. Install Command Control Interface (CCI) to manage storage replication.	See Installing CCI on page 3-2.
6. Create and map a command device.	See Creating and configuring a command device on page 3-3.
7. Set up CCI HORCM files with pair and path information.	See Setting up HORCM configuration definition files on page 3-6.
8. Create pairs.	See Starting HORCM instances, creating pairs on page 3-11.
9. Ensure VMware® vCenter SRM™ 2013 and VMware® vCenter SRM™ databases are installed.	See VMware vCenter Site Recovery Manager Documentation
10. Install SRA 2.0 or SRA 2.1.	See SRA installation on page 3-15.
11. Connect protected and recovery sites.	See VMware vCenter Site Recovery Manager Documentation
12. Configure SRA in Site Recovery Manager.	See Configuring array managers on page 3-18.
13. Set up inventory mappings, protection group, recovery plan, perform test recovery.	See VMware vCenter Site Recovery Manager Documentation

Installing CCI

Command Control Interface (CCI) is a collection of executable files that you use to manage replication and data protection operations. You run CCI commands from a command line or use scripts consisting of a series of commands that automate several related processes.

SRA 2.0/2.1 requires CCI version 01-24-03/13 or later. See the *Hitachi Command Control Interface Installation Guide* for your storage system for installation or upgrade instructions.

If CCI is installed on the VMware® vCenter SRM™ host, Hitachi Data Systems recommends that you run HORCM as a service. (HORCM is described in Setting up HORCM configuration definition files on page 3-6.)

Creating and configuring a command device

A command device (CMD) is a dedicated logical device on the storage system used by CCI for communications between the host and the storage system. The CMD allows the CCI software to send commands using in-band protocol to the storage system. One CMD is required by CCI per storage system.

Do not use the CMD to store user data. Define and configure it as a raw device with no file system and no mount operation.

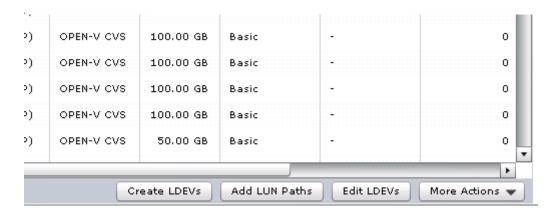
In the following procedure, you will create an LDEV, assign it as a CMD in the storage system, map it to a physical server or Windows virtual machine on the ESXi host—where VMware® vCenter SRM $^{\text{TM}}$ and CCI are installed, and configure it.

To create a command device

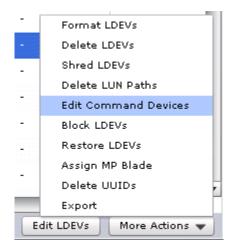
1. In Storage Navigator tree, select **Logical Devices.**



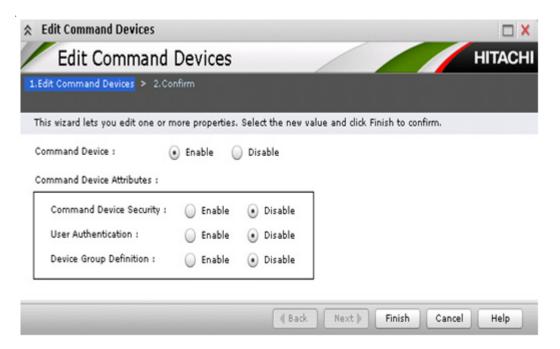
2. On the **LDEV** tab—lower right, click the **Create LDEVs** button to create a new volume to be used as a command device.



- Proceed through the Create LDEVs wizard, keeping the following in mind:
 - The CMD LDEV can be from a regular parity group or an HDP pool.
 - The CMD LDEV can be small, but with a minimum of 47MB.
- 4. On the **LDEV** tab, select the newly created LDEV, then click **More Actions** > **Edit Command Devices**.



5. In the **Edit Command Devices** wizard, select **Enable for Command Device**. Leave the Command Device Attributes disabled.



- 6. Click Finish.
- 7. Now map the CMD volume to the CCI server (virtual or physical). If the CCI server is a virtual server, map the CMD to the ESX/ESXi host where the VM resides.
- 8. From the VMware vSphere client, add the CMD LDEV to the VMware® vCenter SRM™ virtual machine as a physical RDM virtual disk.
- 9. Configure the command device in the guest operating system as follows:
 - a. In Microsoft Windows 2008, from the Server Manager menu, point to Storage and click **Disk Management**.
 - b. Right-click the RDM disk and click **Online**.
 - c. Right-click the RDM disk and click Initialize Disk.
 - d. Click MBR (Master Boot Record) as the partition style.
- 10. Present a CMD volume from the primary VSP to the primary ESX/ESXi server, and another CMD volume from the recovery VSP to the recovery ESX/ESXi server.

Setting up HORCM configuration definition files

You will need two HORCM definition files to define the pair relationship: one file describes the primary volumes (P-VOLs), the other describes the secondary volumes (S-VOLs).

A third HORCM file is required if you use a ShadowImage or Copy-on-Write copy of the remote site S-VOL for testing.

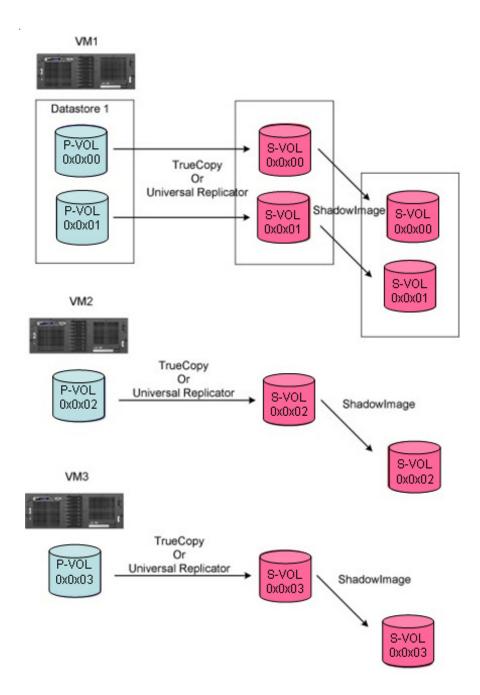
Figure 1-1 on page 1-4 provides a configuration example that shows HORCM files on the local and remote servers.

Editing HORCM.conf files

HORCM files are used to identify the target volumes of a CCI command. You can copy and modify the HORCM files included with the remote replication bundle. You will identify your pair volumes and data paths in the these files.

Note the following when editing HORCM.conf files:

- Use a text editor to edit HORCM files. Default HORCM.conf files are located in:
 - Hitachi TrueCopy Remote Replication bundle files
 - · Hitachi Universal Replicator files
 - (Optional) Hitachi ShadowImage Heterogeneous Replication files
- Save a copy of the HORCM.conf files on the local and remote CCI servers in the C:\Windows folder.
- HORCM files must be named horcm#.conf, where "#" represents the HORCM instance.
 - The instance on the primary site is usually 0. In this case, the HORCM file on the primary site would be named, horcm0.conf.
 - The # of the secondary instance must be the primary instance number plus 1. Thus, if the primary instance is 0, the HORCM file on the secondary site would be named, horcm1.conf.
 - Likewise, the # of ShadowImage or Copy-on-Write S-VOL instance must be the secondary instance number plus 1. Thus, if the secondary instance is 1, the HORCM file for the in-system S-VOL would be named horcm2.conf.
 - It is best practice to name devices the same as the datastore contained in the LU. The following figure shows example device naming schemes.



HORCM examples are provided in the following sections for the primary site, secondary site, and an optional secondary-site test pair.

Primary HORCM file

Figure 3-1 shows an example of the HORCM file for the primary storage system.

HORCM MON #ip_address service poll(10ms) timeout(10ms) 172.17.46.38 horcm0 1000 3000 HORCM CMD #dev name \\.\CMD-64015 HORCM DEV Serial# CU:LDEV(LDEV#) #dev group dev name MU# 01A 01B 64015 00:1A TC UR SRM1 HORCM INST #dev group ip address service 172.17.46.39 TC UR SRM1 horcm1

Figure 3-1: Example HORCM0.conf for primary site remote replication pair

The configuration files consist of the following sections:

- HORCM_MON Information for monitoring the HORCM instance.
 Includes the IP address of the primary server, HORCM instance or service, polling interval for monitoring paired volumes, and timeout period for communication with the remote server.
- **HORCM_CMD** Command device from the protected storage system. Replace the number with the serial number of the primary storage system.
- HORCM_LDEV Consists of the following:
 - **#dev_group** is the group name for the pairs, which allows you to run a pair operation against the pairs in the group.
 - dev_name is the pair name (example uses P-VOL_S-VOL).
 - Serial# is the storage system's serial number.
 - CU:LDEV(LDEV#) is the LDEV ID of the P-VOL.
 - MU# is the mirror unit number—used for ShadowImage volumes only.
- HORCM INST Consists of the following:
 - #dev_group is the group name for the pairs.
 - **ip address** is the network address of the remote server.
 - **service** is the remote HORCM instance.

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Secondary HORCM file

Figure 3-2 shows an example of the HORCM file for the secondary storage system.

HORCM_MON #ip_address 172.17.46.39		_	timeout(10ms) 3000	
HORCM_CMD #dev_name \\.\CMD-64016				
HORCM_DEV #dev_group TC_UR_SRM1 SI_SRM1	01A_01B			MU#
HORCM_INST #dev_group TC_UR_SRM1 SI_SRM1	172.17.46	ss ser 5.38 ho: 5.39 ho:	rcm0	

Figure 3-2: Example HORCM1.conf for secondary site remote replication pair with in-system test pair

- HORCM_MON shows the IP address of the secondary server.
- **HORCM_CMD** shows the command device on the remote site. Note that the instance or service is increased from the primary instance by 1. Use the recovery storage system's serial number.
- **HORCM_LDEV** shows the same group and device name for the pair as used in the primary site HORCM file. The second entry in this section is a group for the ShadowImage pair used for testing. The remote pair's S-VOL is the in-system pair's P-VOL. When using ShadowImage for the in-system pair, make sure that the MU number is set for the P-VOL.
- **HORCM_INST** shows the pair's group name, and the IP address and service number of the primary host. The second entry for the in-system pair shows the secondary host IP address.

Notes:

- The TC or UR group must be defined before the SI group.
- Do not specify an MU# for TC or UR devices.
- The MU# for ShadowImage devices must be specified. If MU#1 or MU#2 are used, the environment variable RMSRATMU must be set. See Configuring SRA for testing on page 3-14 for instructions.

In-system test copy HORCM file

Figure 3-3 shows an example of the HORCM file for the test copy of the S-VOL. If you will not use a copy for testing, then you do not need to make an in-system copy HORCM file. For more information, see Using a copy of the S-VOL for testing on page 2-5.)

```
HORCM MON
#ip_address service poll(10ms) timeout(10ms)
172.17.46.39 horcm2 1000
                                   3000
HORCM CMD
#dev name
\\.\CMD-64016
HORCM DEV
                 dev name Serial# CU:LDEV(LDEV#)
#dev group
                                                      MU#
                             64016 00:1C
SI SRM1
                  01B 01C
HORCM INST
#dev group
                 ip address
                              service
                  172.17.46.39
SI SRM1
                               horcm1
```

Figure 3-3: Example HORCM2.conf for secondary site in-system test pair

- **HORCM_MON** requires the IP address of the secondary server. The service is increased from the secondary HORCM instance by 1.
- **HORCM_CMD** requires the command device on the remote site. Use the recovery storage system's serial number.
- **HORCM_LDEV** requires the device group, device name, and serial number for the in-system pair, and must match the values in horcm1.conf for this pair. The LDEV ID is the only value that is changed from horcm1, and is the second volume mapped to the remote server. This is the in-system pair S-VOL, requiring no MU#.)
- **HORCM_INST** shows the IP address and service number of the secondary host. The service number must match the service number in the horcm1 HORCM_MON.

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Starting HORCM instances, creating pairs

When the necessary HORCM files are edited and saved on the local and remote servers, start the HORCM instance on both servers and create the pair or pairs. (For additional information on CCI commands and expected output, see the *Hitachi Command Control Interface User Guide*.)

To start the HORCM instance and create pairs

1. On the primary and secondary vCenter servers, open a command prompt and enter the following:

cd c:\HORCM\etc

horcmstart.exe *

Substitute the HORCM instance number for the asterisk (*); for example, 0.

2. Verify the status of the pair volumes and systems. Initially, the volumes are in simplex (SMPL) status. Run the pairdisplay command on the primary server.

pairdisplay.exe -g <grp> -IH<HORCM instance #> -fcx

- 3. On the primary server, create the TrueCopy (TC) or Universal Replicator (UR) pair using the paircreate command:
 - For TC, use: paircreate.exe -g <grp> -vl -fg <fence> <CTGID>
 -IH<HORCM instance #>
 - For UR, use: paircreate.exe -g <grp> -vl -f async -jp <journal id> -js <journal id> -IH<HORCM instance #>
- 4. Use the pairdisplay command to check pair status. When status is PAIR, the data on the primary site is copied to the recovery site. If the P-VOL contains a large amount of data, completion may take longer than expected (the pairdisplay command shows the copy percentage).
- 5. Shut down the HORCM instance on both sites. VMware® vCenter SRM™ will start the instances again, but HORCM processes must be stopped for this.
 - On the primary server, run horcmshutdown.exe 0.
 - On the recovery server, run horcmshutdown.exe 1.

Creating a copy for testing on the recovery site

If you are using a copy of the remote replication S-VOL for testing, use the following procedure to start the HORCM instance and create the pair. If you are not using a copy for testing, skip this section.

Prerequisites

- For ShadowImage, assign the pair to a consistency group using the -m grp option.
- Split mode must be set to quick using the command option -fq quick.
- ShadowImage S-VOLs and P-VOLs must be mapped on the same Fibre Channel or iSCSI port.

To create the in-system test pair

1. On the remote site vCenter server, open a command prompt and enter the following to start the in-system HORCM instance:

cd c:\HORCM\etc

horcmstart.exe *

Substitute the HORCM instance number for the asterisk (*); for example, 2.

2. Verify the status of the pair volume and system using the pairdisplay command.

pairdisplay.exe -g <grp> -IM<HORCM instance #> -fcx

Initially, the volumes are in simplex (SMPL) status.

3. Create the pair using the following:

paircreate -g <grp> -vl -m grp -fq quick

- -m grp creates a consistency group for all LUNs in the pair group.
- -fq quick allows for ShadowImage quick split.
- For Copy-on-Write, do not use the -fq quick option.
- 4. Use the pairdisplay command to check the in-system pair's status. When status is PAIR, the data in the P-VOL (remote S-VOL) is copied to the insystem S-VOL.
- 5. Shut down the HORCM instance. VMware® vCenter SRM™ will start the instance at a later time, but HORCM processes must be stopped for this. Run horcmshutdown.exe 1 2.

Setting environment variables

RM SRA requires that the following system environment variables be defined in order to make certain parameters available. Command line examples are included. To define the variables using the GUI, see Defining environment variables using the GUI on page 3-13.

Table 3-2: Environment variables

Variable	Description	Command line example
HORCMROOT	Used to specify the installed HORCM directory if RAID Manager is on Windows. If RAID Manager is not used on either the local or remote system, the C: drive is used.	To set the directory to the E: drive C:\>setx HORCMROOT E: /m
	If RAID Manager is used on UNIX, HORCMROOT is not required.	
RMSRATOV	Used to specify the timeout value for failover using Universal Replicator. If not	To the set timeout value to 30 seconds
	specified on either the local or remote system, 60 seconds is the default.	C:\>setx RMSRATOV 30 /m
RMSRATMU	Used to specify MU# of the SI(BC) volume for testFailover. If not specified, then MU#0 is the default, if this variable is not specified on the remote.	To specify MU#1 C:\>setx RMSRATMU 1 /m
	on the remote.	

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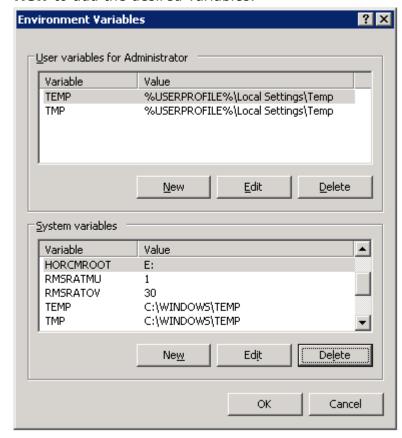
Table 3-2: Environment variables

Variable	Description	Command line example
RMSRA_MULT_CAP	Used to report support for SRM "Multiple Array".	C:\>setx RMSRA_MULT_CAP 1 /m
RMSRA_USE_SSH	Used to specify an SSH connection instead of Telnet. For more information, see About SSH on page 3-13.	C:\>setx RMSRA_USE_SSH 1 / m

Defining environment variables using the GUI

Define the variables using the GUI as follows.

- 1. In Windows Control Panel, open **System Properties**.
- 2. On the Advanced tab, select Environment Variables.
- 3. In the **Environment Variables** dialog, **System Variables** box, click **New** to add the desired variables.



4. Reboot Windows.

About SSH

The environment variable for SSH secure protocol must be defined for SRM/ SRA because the SSH library and command are not provided by Windows2008/2012.

The variable, **RMSRA_USE_SSH**, is used to specify an SSH connection instead of Telnet. For example, C:\>setx RMSRA_USE_SSH 1 /m.

You can install using \Program Files (x86)\PuTTY\plink.exe, or, putty-0.62-installer.exe, which is available at http://www.chiark.greenend.org.uk/~sqtatham/putty/download.html.

You can register using the fingerprint for executing the SSH command with the remote host, or by executing the following command one time for authentication: SRA install drive: \Program Files (x86)\PuTTY\plink.exe -ssh -l root -pw PASS HOST Is. (PASS: password, HOST: hostname for HORCM server).

Configuring SRA for testing

Testing requires an S-VOL on which to perform testFailover. The S-VOL used for testing is set up as follows. ShadowImage (SI), Hitachi Thin Image (HTI), and Copy-on-Write (COW) are supported on the respective HDS Storage platform for this use case.

- SRA automatically searches MU#0 to test with. If you have created the SI, HTI, or COW pair and set the S-VOL at MU#0, no further configuration is necessary.
- If you test using the remote replication pair, the pair must be split first. This requires the following environment variables on the host to be set:
 - **SplitReplication=True** (gives permission to use TC/HUR S-VOL)
 - **RMSRATMU=MUx**, where x is an unused MU number other than 0.

With these variables set, SRA would search for the SI, HTI, or COW S-VOL at MU#0, fail, and then continue the operation using the TC or UR S-VOL.

The CCI location determines where you set the environment variable when you have an MU# other than 0:

- If CCI is installed on the VMware® vCenter SRM™ host, then you set the environment variables on the VMware® vCenter SRM™ host.
- If CCI is installed on a UNIX host, then you set the environment variables on the UNIX host.

To set environment variables on the VMware® vCenter SRM™ host

- 1. On the VMware® vCenter SRM™ host, issue the following command to set the **SplitReplication** parameter to true:
 - setx SplitReplication true /m
- 2. Issue the following command to set the RMSRATMU parameter to 1: setx RMSRATMU 1/m
- Reboot the VMware® vCenter SRM™ host.
- 4. Verify that the variables are set correctly using the **Set** command.
- 5. Optional: If CCI is installed on another drive (e.g. E:), then use the HORCMROOTD variable:

setx HORCMROOT E: /m

6. Optional: The default timeout value for failover using UR/Async is 60sec. This can be changed using RMSRATOV variable:

setx RMSRATOV 120 /m

To set environment variables on a UNIX Host

VMware® vCenter SRM™ will telnet as root to the UNIX host to execute RMSRA (Hitachi SRA) commands. Use the root user profile to set these variables; that is, /root/.bash_profile for Linux or /.profile for HP-UX. Use the appropriate root user profile for your default shell. Insert the following lines in this file.

- SplitReplication=true
- export SplitReplication
- RMSRATMU=1
- export RMSRATMU

Log out and back in and use the env command to verify that these variables are set correctly.

Configuration is now complete. When testFailover is executed on virtual machine 1, the TrueCopy pairs are suspended and utilized for testing. When testFailover is done on virtual machine 2, the ShadowImage pairs at MU#1 are suspended and used for testing.

SRA installation

You can perform a new installation of Hitachi SRA 2.0 or SRA 2.1 or upgrade an existing version. This section discusses both options.

- If you are installing a new version of SRA 2.0 or SRA 2.1, continue to Installing SRA 2.0 or SRA 2.1.
- If you are upgrading an existing version of SRA 2.0 or SRA 2.1, you must remove it before continuing. See Removing an earlier version of SRA on page 3-16 for instructions.
- To check your SRA version, see Checking the SRA version on page 3-16.

Installing SRA 2.0 or SRA 2.1

Note the following before performing installation:

- Site Recovery Manager 2013 must be installed on both protected and recovery sites.
- Download one of the following versions of SRA 2.0 or SRA 2.1 from the VMware website:
 - If using VMware® vCenter SRM™ 5.x/6.0, download HITACHI_RMHTCSRA_X64-02.01.4.exe.
- If a previous version of SRA is installed, it must be removed before installing SRA 2.0 or SRA 2.1. See Removing an earlier version of SRA on page 3-16 for instructions.

- Install SRA on the VMware® vCenter SRM™ servers on the protected and recovery sites.
- Make sure the RMSRA executable in the CCI installation is the latest version.

To install SRA 2.0 or SRA 2.1

- Double-click RMHTCSRA.exe in the download folder.
- 2. Accept the terms of the license agreement and click **Next**.
- 3. Either accept or change the default installation path. The default location is C:\Program Files\VMware\VMware vCenter Site Recovery Manager.
- 4. Click **Install** and proceed through the wizard.
- 5. After SRA installation, restart the VMware® vCenter SRM™ service.
 - a. Right click on My Computer and select Manage.
 - b. Click on **Services and Application**, then select **Services**.
 - c. Locate VMware Site Recover Manager, then click Restart.

Removing an earlier version of SRA

If an earlier version of SRA is installed, it must be removed in order to upgrade to SRA 2.0 or SRA 2.1. If you are not sure, you can check the installed version; see Checking the SRA version on page 3-16.

To remove SRA 1.0

- 1. Open Windows Control Panel.
- 2. Click Add or Remove Programs.
- 3. Select **Hitachi Storage Replication Adapter** from the list of currently installed programs.
- 4. Click Remove.
- 5. Open an Explorer window.
- 6. Navigate to C:\Program Files\VMware\VMware vCenter Site Recovery Manager\storage\sra\RMHTC
- 7. Right-click on the Hitachi Storage Replication Adapter folder and click **Delete**.

SRA is removed.

Checking the SRA version

You can check your existing version of the Hitachi SRA on the following operating system servers:

- · Windows server
- Linux server

To check the SRA version on a Windows server

- 1. On the Windows server that is running VMware® vCenter SRM™ and CCI, log in as an administrator.
- Open a command prompt window.

- 3. Navigate to C:\Program Files\VMware\VMware vCenter Site Recovery Manager\storage\sra\RMHT.
- 4. Issue the following command:

rmsra20 -h

Note the version number information that is displayed. For example:

Ver&rev: 02.01.03

5. To display the RMSRA version number that was installed with SRA, issue the following command:

./rmsra20 -h

To check the SRA version on a Linux server

- 1. On the Linux CCI server, log in as root.
- 2. Navigate to the /HORCM/usr/bin directory.
- 3. Using FTP, copy the rmsra20.linux file from the SRA installation folder on the Windows VMware® vCenter SRM™ server to the /HORCM/usr/bin directory on the Linux server that is running CCI.
- 4. Issue the following commands to make the rmsra20.linux file executable:

chmod +x rmsra20.linux

mv rmsra20.linux rmsra20

5. Issue the following command to display the version number of RMSRA that was installed with the SRA:

./rmsra20 -h

Note the version number information that is displayed; for example:

Ver&Rev: 02.01.03

If the RMSRA version is newer than the rmsra20.linux version, no action is needed.

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Configuring array managers

After the remote replication pair is created, SRA is installed, and the protected and recovery sites are connected, you configure VMware® vCenter SRM $^{\text{\tiny TM}}$ to discover the replicated volumes and to manage recovery and testing. This is done by configuring the array managers on the local and remote sites.

Configuring array managers is typically done once. If connection information or credentials change, or different storage systems (arrays) are used, then the VMware® vCenter SRM $^{\text{\tiny TM}}$ array managers must be reconfigured.

Prerequisites

- CCI must be installed.
- All HORCM files must be defined.
- The remote replication pair must be created.
- VMware® vCenter SRM™ must be installed on the vSphere local and remote servers.
- Hitachi SRA must be installed on both servers.
- The local and remote sites must be paired in VMware® vCenter SRM™.

To configure protected and recovery site array managers

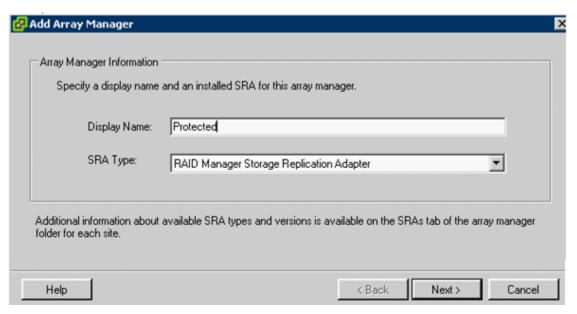
- 1. Open the vSphere client and connect to the vCenter server at the protected site.
- 2. Click the **Site Recovery** icon on the home page.
- 3. On the Summary tab, click the **Array Managers** line, and then click the protected site in the top-left frame.
- 4. On the SRA tab, make sure that the desired SRA displays.

If no SRA is listed, click the **Rescan SRAs** button at the top of the screen. If an SRA is still not listed, then no SRA has been installed on the VMware® vCenter SRM $^{\text{TM}}$ host. See the procedure in Installing SRA 2.0 or SRA 2.1 on page 3-15 for information.

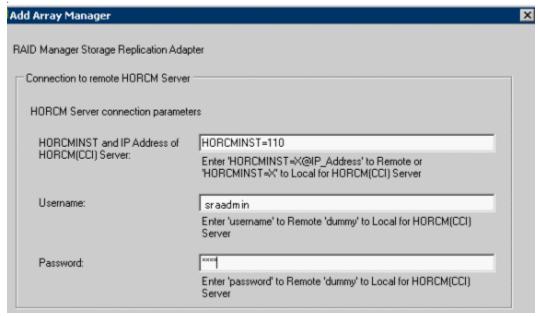


5. In the **Array Manager Information** box, for **Display Name**, enter a specific name for the array manager being added to the site.

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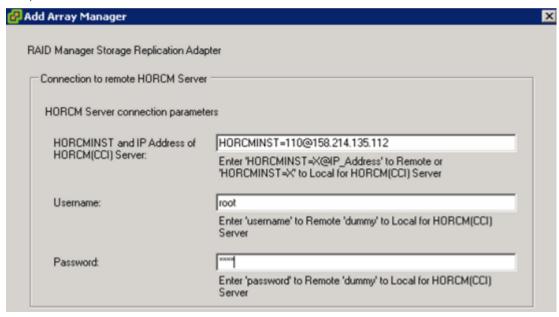
- 6. For SRA Type, select RAID Manager Storage Replication Adapter.
- 7. Click Next.
- 8. In the **Connection To Horcm Server** window for Site A, for **HORCMINST and IP Address of HORCM(CCI) Server**, enter one of the following:
 - If CCI and the HORCM instance are located on the VMware® vCenter SRM™ server, enter HORCMINST=X, where "X" is the instance number. For example, for HORCM0, enter HORCMINST=0. When adding array manager for the recovery site, this is the only option.



 If CCI and the HORCM instance are located on a remote UNIX server, enter one of the following.

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- If connecting to HORCMINST=X on the remote UNIX host, enter HORCMINST=X@Host-name.
- If connecting to the \$HORCMINST environment variable setting (Remote Login Environment) on a UNIX host, enter \$HORCMINST@Host-name.



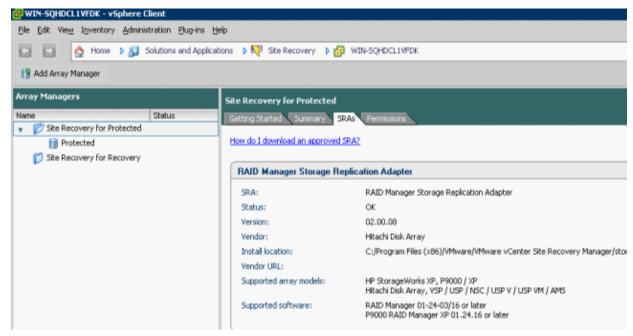
- 9. Enter a **Username** and **Password** as follows:
 - If CCI and the command device are located on the VMware®
 vCenter SRM™ server and user authentication is not configured on
 the command device, type any Username and Password.
 - If user authentication is configured on the command device, enter the required authentication Username and Password.
 - If CCI and the command device are located on a remote UNIX server and no root user is needed for telnet use, then you must have permission for using CCI commands. See the section on changing the CCI user in *Hitachi Command Control Interface (CCI) User and Reference Guide*.

If the remote host is Suse Linux that does not know "network" as terminal type, then the following variables must be set:

setx RMSRA_TEL_WAITS "/terminal type\? /i" /m setx RMSRA_TEL_RESPS vt100 /m

- 10. Click Next.
- 11.On the Summary tab, verify the connected SRA, **RAID Manager Storage Replication Adapter**.

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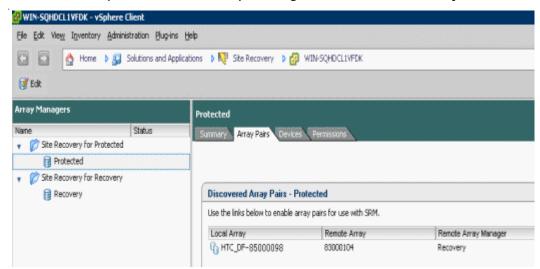
12. Repeat this procedure to configure an array adapter for the recovery site.

Enabling array managers

After you add protected and recovery site array managers, you must enable them.

To enable array managers

Select the protected site array manager then click the Array Pairs tab.



- 2. Verify that the **Local Array** ID and **Remote Array** ID are discovered on the Array Manager.
- 3. Click Enable.
- 4. Repeat this procedure for the recovery site array manager.

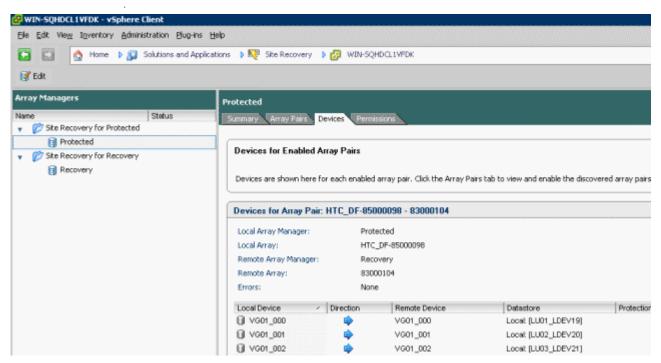
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Verifying devices

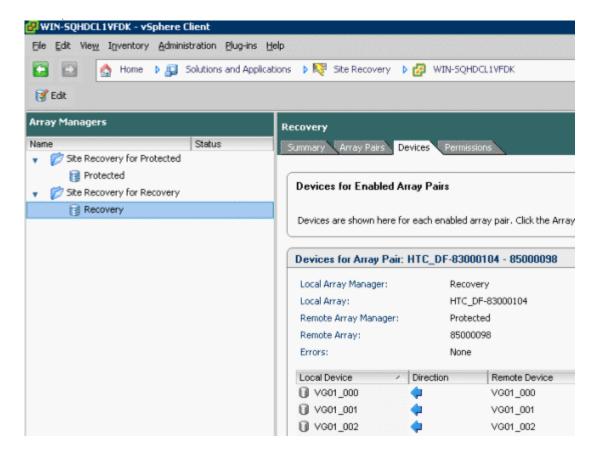
After enabling array managers, you must verify that the local and remote devices are discovered on VMware® vCenter SRM™.

To verify devices

1. Select the protected site array manager then click the **Devices** tab.



- 2. Verify discovered devices for the protected site as follows:
 - The Local Device and Remote Device are the dev_name on horcm*.conf.
 - The **Direction** is from **Local Device** to **Remote Device**.
 - The **Datastores** map to the P-VOLs.
- 3. Select the recovery site array manager and verify the discovered devices as follows:
 - The Local Device and Remote Device are the dev_name on horcm*.conf.
 - The **Direction** is from **Remote Device** to **Local Device**.
 - The **Datastores** map to the P-VOLs.



Performing reprotect and failback

When failure or abnormal termination occurs on the protected site, the recovery plan must be executed to initiate the failover operation. Failover moves production operations to the recovery site. The following actions are run automatically in an VMware® vCenter SRM^{TM} failover:

- 1. HBAs are rescanned
- 2. Datastores are mounted
- 3. VMs are registered
- 4. VMs are customized and powered on

After failover or planned migration, protect the recovery site against failure using the reprotect feature, which establishes synchronized replication back to the original protected site.

When reprotect has occurred, perform the failback operation to return the replication environment back to its original state at the protected site. Failback can be managed as a normal server migration process.

VMware® vCenter SRM™ supports reprotect and manual failback in the following scenarios:

- Failure at site A and migration to site B
- Planned host down (ESX/ESXi Server) at site A and migration to site B

To perform reprotect and manual failback

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- 1. Execute the reprotect operation on the recovery site.
- 2. Execute the failover or migration operation on the protected site.
- 3. Execute the reprotect operation on the protected site.

If these operations fail, proceed as follows:

• Ensure that the remote link and remote array are functional, using the pairdisplay -g <grp> command. If necessary, recover the remote link and remote array.



NOTE: With AMS arrays, you must delete the remote replication and then recreate it in the reverse direction. Issue a **pairsplit** -g <grp> -S to delete the pairs, then issue the paircreate command.

Re-execute the reprotect operation.



Troubleshooting

This chapter provides information and instructions for troubleshooting configuration problems. The following topics are discussed:

- □ Error messages on VMware® vCenter SRM™ log files
- □ Collecting information before contacting customer support

Error messages on VMware® vCenter SRM™ log files

RMSRA20 generates error messages in the following order in the VMware® vCenter SRM $^{\text{TM}}$ log files:

- XML errors received from VMware® vCenter SRM™
- Failure to launch scripts on page 4-8
- Test failover errors on page 4-9

You can remove the cause of the error by referring to "[RMSRA20]" and "SRM ERROR messages" in the VMware® vCenter SRM™ log files.

The VMware® vCenter SRM™ log is located in the following directory:

Windows 2003: C:\Documents and Settings\All Users\VMware\VMware vCenter Site Recovery Manager\Logs\

Windows 2008: C:\ProgramData\VMware\VMware vCenter Site Recovery Manager\Logs\

- Logs rollover after reaching 5 MB by default
- vmware-dr-index contains the most recent Log File number

XML errors received from VMware® vCenter SRM™

1002

- Cause: The HORCM instance could not start with the specified connection address.
- Action: Check whether the HORCM instance# specified in the connection address is correct, or whether the horcm*.conf file exists.

1003

- Cause: Authentication failed for User/Password for the specified connection address.
- Action: Check whether the User/Password for the connection address is correct.

1301 [RMSRA20][Time]: [command_main]: XML length over -> [XML parameter strings ...].

- Cause: A parameter in XML was input from VMware® vCenter SRM™ to the SRA, but it exceeds the defined length for the SRA specification.
- Action: Confirm that VMware® vCenter SRM™ received the appropriate parameters in XML from the VMware® vCenter SRM™ log message.

1302, 1303 [RMSRA20][Time]: [command_main]: Parameter in XML was NOT enough.

- Cause: A parameter in XML was input from VMware® vCenter SRM™ to the SRA but it could not be found in any parameters.
- Action: Confirm that VMware® vCenter SRM™ received the appropriate parameters in XML from the VMware® vCenter SRM™ log message.

1304 [RMSRA20][Time]: [command_discoverDevics]: NO ArrayId or No PeerArrayId in XML.

- Cause: A parameter in XML (discoverDevices) was input from VMware® vCenter SRM™ to the SRA but the array ID could not be found.
- Action: Confirm that VMware® vCenter SRM™ received the Array ID parameter in XML from the VMware® vCenter SRM™ log message.

1305 [RMSRA20][Time]: [command_naming] : NO ArrayId or NO DeviceKey and GroupKey in XML.

- Cause: A parameter in XML (naming) was input from VMware® vCenter SRM™ to the SRA, but could not be found in TargetDevice Key(LDEV# of TC_S-VOL) or Target Group Key(dev_group in HORCM).
- Action: Confirm whether VMware® vCenter SRM™ was passed the TargetDevice Key parameter in XML from the VMware® vCenter SRM™ log message.

1XXX: Shows ERROR CODE for "queryErrorDefinitions"

Naming: checkTestFailoverStart/ checkFailover/ testFailoverStart/ testFailoverStop/failover/

1305 [RMSRA20][Time]: [command_naming]: NO ArrayId or NO PeerArrayId or NO DeviceKey and GroupKey in XML.

- Cause: A parameter in XML (naming) was input from VMware® vCenter SRM™ to the SRA, but it could not be found in SourceDevice id(LDEV# of TC_S-VOL) or Consistency Group id(dev_group in HORCM).
- Action: Confirm whether VMware® vCenter SRM™ was passed the SourceDevice id parameter in XML from the VMware® vCenter SRM™ log message.

Naming: syncOnce/ querySyncStatus/ reverseReplication / restoreReplication/

1306 [RMSRA20][Time]: [command_naming]: Unsupported command 'command naming' in XML.

- Cause: A command naming was input from VMware® vCenter SRM™ to the SRA, but it could not be supported.
- Action: Confirm whether VMware® vCenter SRM™ was passed an appropriate command naming in XML from the VMware® vCenter SRM™ log message.

4-3

1251 [RMSRA20][Time]: [command_main]: Can't be connected to HORCMINST=X@... with error(0x000000fc).

- Cause: A connection address in XML was input from VMware® vCenter SRM™ to the SRA, but HORCM instance #X could not be found.
- Action: Check whether the HORCM instance# is running, or whether a connection address (IPaddress) specified in Array Manager configuration is appropriate.

RAID Manager command errors in rmsra20.exe

1307 [RMSRA20][Time]: ["XML OUTPUT file name"] : fopen : "system error message"

- Cause: A parameter in XML was input from VMware® vCenter SRM™ to the SRA, but "XML OUTPUT file name" could not be created.
- Action: Confirm that VMware® vCenter SRM[™] received the appropriate OutputFile in XML from the VMware® vCenter SRM[™] log message, or refer to the system error message.

1270 [RMSRA20][Time]: [system()]: "Command line": "system error message"

- Cause: An execution of "Command line" failed via system() call.
- Action: Confirm that RAID Manager is installed, that the path of "Command line" is correct, that %HORCMROOT% ENV has been set, or refer to the system error message.

1269 [RMSRA20][Time]: ["Command line"]: popen: "system error message"

- Cause: An execution of "Command line" failed via popen() call.
- Action: Confirm that RAID Manager is installed, that the path of Command line is correct, that %HORCMROOT% ENV has been set, or refer to the system error message.

1268[RMSRA20][Time]: [] : malloc : "system error message"

- Cause: Memory was insufficient for executing an RM SRA.
- Action: Increase system capacity of virtual memory, or terminate unnecessary programs or daemon processes that are running simultaneously.

1xxx [RMSRA20][Time]: []: "Command line" failed with RC=XXX.

- Cause: An execution of "Command line" failed with RC=XXX.
- Action: Check the RAID Manager error code and command error log messages below, then remove the cause of the error.

COMMAND ERROR: EUserId for HORC[24]: root (0) Thu Jul 17 18:38:55 2008

CMDLINE: pairdisplay -IH -d 64015 9 0 -CLI -l -fwe

18:38:55-41110-14817- ERROR:cm_sndrcv[rc < 0 from HORCM]

18:38:55-4c5e8-14817- Could not find a group on configuration file for this LDEV.(Port# ?,Seg# 64015,LDEV# 9,mun# 0)

18:38:55-51feb-14817- [pairdisplay][exit(239)]

[EX_ENOGRP] No such group

Cause: The group name which was designated or the device name doesn't exist in the configuration file, or the network address for remote communication doesn't exist.

Action: Confirm that the group name exists in the configuration file of the local and remote host.

Configuration and status errors

1256: 1258: 1260: [RMSRA20] [Time]: [qrysync_chk]: " Command line"? GRP = , P/S = , Status = , Fence = , PERCT = .

- Cause: The pair status of a source volume specified with syncOnce/ querySyncStatus is incorrect ('SMPL' or 'S-VOL' or 'PSUS').
- Action: Confirm that the volume status is correct (TC is 'P-VOL' and 'PAIR/COPY') using the pairdisplay command.

1266 : [RMSRA20][Time]: [qrysync_chk] : The output of "Command line" is missing.

- Cause: The correct format could not be found in the output of the "Command line" command via syncOnce/querySyncStatus.
- Action: Confirm that the RAID Manager version is correct and supports RM SRA.

1256: 1257: 1260 [RMSRA20][Time]: [failover_chk]: "Command line"? GRP = , P/S = , Status = , Fence =

- Cause: The pair status of a target volume specified with failover is inappropriate status ('SMPL' or 'P-VOL' or 'COPY').
- Action: Confirm that volume status is correct (TC is 'S-VOL' and 'PAIR') using the pairdisplay command.

1266 : [RMSRA20][Time]: [failover_chk] : The output of "Command line" is missing.

- Cause: The correct format could not be found in the output of the "Command line" command via failover.
- Action: Confirm that the RAID Manager version is correct and supports RM SRA.

4-5

1256: 1257: 1260 [RMSRA20][Time]: [testFailover_chk]: "Command line"? GRP = , L/R = , P/S = , Status = , CTG = .

- Cause: The pair status of a target volume specified with testFailover is incorrect ('SMPL' or 'P-VOL' or 'NOT PAIR').
- Action: Confirm that the volume status is correct (SI is 'S-VOL' and 'PAIR') using the pairdisplay command.

1266 : [RMSRA20][Time]: [testfailover_chk] : The output of "Command line" is missing.

- Cause: The correct format could not be found in the output of the "Command line" command via testFailover.
- Action: Confirm that the RAID Manager version is correct and supports RM SRA.

1272: [RMSRA20][Time]: [fov_group_exe]: invalid arrayId (...).

- Cause: A parameter in XML (naming) was input from VMware® vCenter SRM™ to the SRA, but the correct array ID could not be found.
- Action: Confirm whether VMware® vCenter SRM[™] was passed an array ID parameter in XML (failover) from the VMware® vCenter SRM[™] log message

Naming: checkTestFailoverStart/ checkFailover/ testFailoverStart/ testFailoverStop/failover/

: syncOnce/ querySyncStatus/ reverseReplication / restoreReplication/

1265 : [RMSRA20][Time]: [failover_chk] : Unknown LWWN.

- Cause: The LUN WWN could not be found in the output of the pairdisplay –fwe command with checkfailover/failover.
- Action: Confirm that the RAID Manager version is correct and supports RM SRA.

1265 : [RMSRA20][Time]: [testfailover_chk] : Unknown LWWN.

- Cause: The LUN WWN could not be found in the output of the pairdisplay –fwe command with checktestfailover/testfailover.
- Action: Confirm that the RAID Manager is the correct version supported by RM SRA.

Error codes for multiple errors

RMSRA20 defines an error code by an "OR" flag of 32 bits so you can identify multiple errors for a transaction from the XML data strings. For example:

[RMSRA20][Sun Aug 3 16:25:56 2008]: [command_main]: 'testFailover_start' failed with error(0x00002000) on arrayId(64015).

The following table describes these error codes.

Table 4-1: Error codes

Error Codes	Error Bits	Description
1200-1255	0x000000XX	XX : exit code returned from RAID Manager command Refer to the RAID Manager command error code.
1256	0x0000100	The volume is in SMPL status.
1257	0x00000200	The volume is inappropriate property as "P-VOL"
1258	0x00000400	The volume is inappropriate property as "S-VOL"
1259	0x00000800	undefined
1260	0x00001000	The volume pair status is not the correct status to run the operation.
1261	0x00002000	The volume has no CT group setting.
1262	0x00004000	undefined
1263	0x00008000	undefined
1264	0x00010000	The pairdisplay command has no PWWN in the output.
1265	0x00020000	The pairdisplay command has no LUN WWN in the output.
1266	0x00040000	The pairdisplay command does not support SRA.
1267	0x00080000	undefined
1268	0x00100000	Memory allocation error
1269	0x00200000	Popen() function of the system was returned with ERROR
1270	0x00400000	System() function of the system was returned with ERROR
1271	0x00800000	undefined
1272	0x01000000	Error in XML from VMware® vCenter SRM™
1273	0x02000000	undefined
1274	0x04000000	undefined
1275	0x0800000	undefined
1276	0x10000000	undefined
1277	0x20000000	undefined
1278	0x40000000	undefined
1279	0x80000000	undefined
1300	-	Memory allocation error for XML input
1301	-	Length error in XML parameter strings
1302	-	There is no parameter for a command in XML.

Table 4-1: Error codes

Error Codes	Error Bits	Description
1303	-	There is no connection parameter for a command in XML.
1304	-	There is no arrayID parameter for a command in XML.
1305	-	There is no arrayID or Device Key parameter for a command in XML.
1306	-	There is not a supported command name in XML.
1307	-	Open error for the specified file in XML
1308		Unexpected RM command error

Failure to launch scripts

If VMware vCenter Site Recovery Manager array manager configuration fails to launch the SRA 2.0, an error message appears as shown in Figure 4-1.

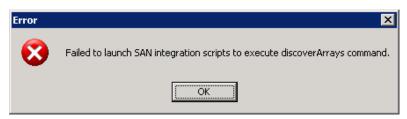


Figure 4-1: Error message

Correcting UNIX CCI server problems

- 1. Check that the HORCM instance is running using the command **ps -ef | grep horcm**.
- 2. If using telnet, check that telnet as root is allowed. From the VMware® vCenter SRM™ server, telnet to the CCI server as root.
- 3. Check that the correct version of RMSRA is installed using the following command:

/HORCM/usr/bin/rmsra20 -h

Ver&Rev: 02.01.01

4. Check that the Alias is entered correctly. For example: HORCMINST=X@<CCI server IP>.

Correcting Windows CCI server problems

If CCI is running on a Windows server, it must be installed together with VMware vCenter Site Recovery Manager on the same server. No remote communication is allowed on the Windows SRA.

- 1. Check that the horcm instance is running using the command horcmstart <instance number>.
- 2. Check the version of rmsra in the HORCM installation.

C:\HORCM\etc>rmsra20 -h

Ver&Rev: 02.01.01

Test failover errors

If test failover produces errors in **Prepare Storage** as shown in the history screen below, perform the steps in the following procedure.

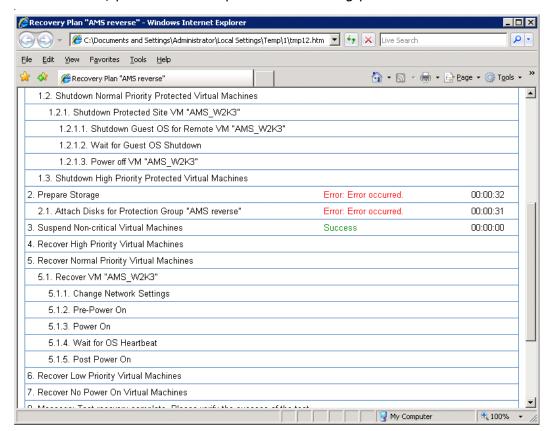


Figure 4-2: History screen

1. Check the VMware® vCenter SRM™ log on the recovery site (see the following example). Search for the XML code produced by the SRA.

Figure 4-3: Example VMware® vCenter SRM™ log

```
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [TF split] : true -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [RMSRASPLIT] : true -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [RMSRAVER] : 02.01.00 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML name]
                                                   : failover -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML con id] : HORCM REMOTE LOCAL
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML con addr] :
HORCMINST=0@172.17.26.90 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML outfile]
C:\Windows\TEMP\vmware-SYSTEM\sra-output-928-0 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML statfile] :
C:\Windows\TEMP\vmware-SYSTEM\sra-status-929-0 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML logdir]
C:\ProgramData\VMware\VMware vCenter Site Recovery
Manager\Logs\SRAs\RMHTC -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML loglvl] : verbose -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML arrayId] : 53011 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML peerId]
                                                     : -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [RMSRATOV]
                                                     : 60 sec -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [RMSRATMU]
                                                     : 0 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [TF split]
                                                    : -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML Con ID] : HORCM REMOTE LOCAL
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML Con ADR]
HORCMINST=0@172.17.26.90 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML DeviceKey] : 238 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML RecvPID]
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML DeviceKey] : 242 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML RecvPID]
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML DeviceKey] : 243 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML RecvPID] : -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML DeviceKey] : 246 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML RecvPID] : -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [horcmconn exe] : '/usr/bin/raidqry
-IH -l 2>/dev/null 1>/dev/null' returned with RC=0 on HORCMINST=0.
```



NOTE: In this case there is no ShadowImage or Copy-on-Write for test failover, therefore the SplitReplication parameter must be set to True. [RMSRASPLIT]:true is logged on both the VMware® vCenter SRM™ and UNIX servers (if UNIX is used for CCI in the UNIX server root profile—see Correcting UNIX CCI server problems on page 4-8 for more information).

2. [RMSRASPLIT]: false must be set. However, this must be changed to true both on the VMware® vCenter SRM™ server and the UNIX servers—if UNIX is used for CCI in the UNIX servers root profile. For more information, see Correcting UNIX CCI server problems on page 4-8.

After corrections are made, the test is complete. XML should be similar to the following example.

Figure 4-4: Example VMware® vCenter SRM™ log after correctoins

```
----->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [RMSRAVER] : 02.01.00 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML name] : failover -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML con id] : HORCM REMOTE LOCAL
-->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML con addr] :
HORCMINST=0@172.17.26.90 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML outfile] :
C:\Windows\TEMP\vmware-SYSTEM\sra-output-928-0 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML statfile] :
C:\Windows\TEMP\vmware-SYSTEM\sra-status-929-0 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML logdir]
C:\ProgramData\VMware\VMware vCenter Site Recovery
Manager\Logs\SRAs\RMHTC -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML loglvl] : verbose -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML arrayId] : 53011 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML peerId]
                                                   : -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [RMSRATOV]
                                                   : 60 sec -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [RMSRATMU]
                                                  : 0 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [TF split]
                                                  : -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML Con ID] : HORCM REMOTE LOCAL
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML Con ADR] :
HORCMINST=0@172.17.26.90 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML DeviceKey] : 238 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML RecvPID]
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML DeviceKey] : 242 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML RecvPID]
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML DeviceKey] : 243 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML RecvPID] : -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML DeviceKey] : 246 -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [XML_RecvPID] : -->
[RMSRA20] [Sun Aug 14 02:26:48 2011]: [horcmconn exe] : '/usr/bin/raidgry
-IH -l 2>/dev/null 1>/dev/null' returned with RC=0 on HORCMINST=0.
```

Collecting information before contacting customer support

Please collect the following information before contacting customer support.

VMware® vCenter SRM™/SRA local configuration

On Windows where VMware® vCenter SRM $^{\text{TM}}$ is running, perform the following procedures.

 Collect the VMware® vCenter SRM™ log file on Windows on both protection and recovery sites. Collect the following VMware® vCenter SRM™ log file including the error messages of "[RMSRA]" and "VMware® vCenter SRM™ ERROR messages" and the RAID Manager command error log.

%ALLUSERSPROFILE% \ Application Data\VMware\VMware Site Recovery Manager\Logs\vmware*.log

- Collect the outputs of the following command on HORCMINST=XX(instance# for SRA)
 - set
 - %HORCMROOT%\HORCM\etc\raidgry -I
 - %HORCMROOT%\HORCM\etc\raidgry -q
 - %HORCMROOT%\HORCM\etc\pairdisplay -IH -g ??? -CLI -l -fwe (where ??? is a group name shown by raidqry -g)
 - %HORCMROOT%\HORCM\etc\raidscan -IH -p port(i.e. cl1-a-0) -CLI (port where connecting to ESX/ESXi server)

If ShadowImage is installed,

• %HORCMROOT%\HORCM\etc\pairdisplay -g ??? -CLI -l -few -m cas (where ??? is a group name shown by raidqry -g)

VMware® vCenter SRM™/SRA remote configuration

On Windows where VMware® vCenter SRM™ is running, and on UNIX where RAID Manager is running, perform the following procedures.

- 1. Collect the VMware® vCenter SRM™ log file on Windows on both protection and recovery site.
- Collect the following VMware® vCenter SRM™ log file including the error messages of "[RMSRA]" and "SRM ERROR messages" and the RAID Manager command error log.

%ALLUSERSPROFILE%\ Application Data\VMware\VMware Site Recovery Manager\Logs\vmware*.log

- 3. Collect the outputs of the following command on HORCMINST=XX(instance# for SRA) on remot UNIX
 - env
 - raidqry -l
 - raidgry -g
 - pairdisplay -IH -g ??? -CLI -l -fwe (where ??? is a group name shown by raidqry -g)

• raidscan -IH -p port(i.e. cl1-a-0) -CLI (port where connecting to ESX/ESXi sever)

If ShadowImage is installed, collect the following:

• pairdisplay -g ??? -CLI -l -few -m cas (where ??? is a group name shown by raidqry -g)



Configurations with both sites active

This chapter describes configurations in which both protected and recovery VMs are present on the local and remote sites. The following topics are discussed:

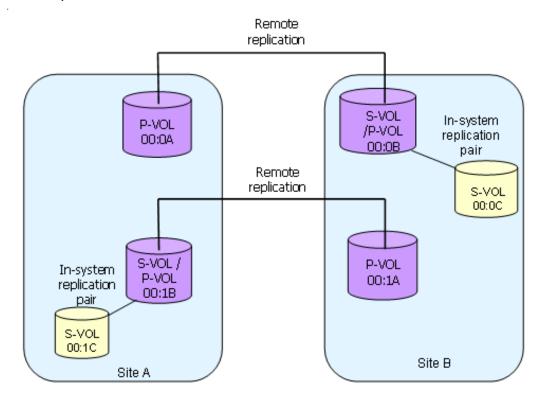
- Protecting both sites
- HORCM definition file setup

Protecting both sites

This document describes the typical SRM configuration with one protected site (A) and one recovery site (B). You create HORCM definition files explicitly defining protected and recovery volumes.

You can also set up a configuration in which both sites are active, thus providing protection for each site. In this scenario, some VMs on site A are protected with recovery on site B; and some VMs on site B are protected, with recovery on site A.

The following illustration shows a configuration with the protected and recovery sites active.



HORCM definition file setup

HORCM files must reflect your configuration. The following four figures show examples of the local and remote site HORCM configuration files (HORCM.conf) for the configuration shown in the preceding figure.

Site A horcm0

HORCM_MON			
) timeout(10ms)
172.17.46.38	horcm0	1000	3000
HORCM_CMD			
#dev_name			
\\.\CMD-64015			
HORCM_DEV			
#dev_group		dev_na	ne Serial#
CU:LDEV(LDEV#)			
# Replication S	Site A to S		
TC_UR_SRM1		01A_01B	64015
00:00A			
# Replication S	Site B to S		
TC_UR_SRM2		01B_01A	64015
00:01B			
# CoW or SI con	y for test		
SI_SRM2		SI_ 01	B_01C 64015
00:01B 0			
TODON THOM			
HORCM_INST			
#dev_group		ip_add	ress
service		46.00	,
TC_UR_SRM1			
TC_UR_SRM2	172.17.	.46.39	
SI_SRM2		172.17.46	.39 horcm3

Site A SI/CoW horcm3

HORCM_MON #ip_address 172.17.46.38			timeout(10ms) 3000
HORCM_CMD #dev_name \\.\CMD-64015			
HORCM_DEV #dev_group CU:LDEV(LDEV#) SI_SRM1 00:01C	MU#	dev_name SI_01B_01C	Serial# 64015
HORCM_INST #dev_group SI_SRM2		ip_address 172.17.46.38	service horcm0

Site B horcm1

HORCM_MON #ip_address 172.17.46.39	service horcml	poll(10m:	s) timeo 3000	
HORCM_CMD				
#dev_name \\.\CMD-64016				
HORCM_DEV				
#dev_group CU:LDEV(LDEV#)	MU#	dev_name	e Seri	al#
# Replication S		Site B		
TC UR SRM1		01A 01B	64016	00:00B
# Replication S		_		
TC UR SRM2		01B 01A	64016	
00:01A		_		
# CoW or SI cop	y for tes	tfailover		
SI SRM1	_		_01C 6401	6
00:00B	(_	
HORCM INST				
#dev group		ip add:	ress	service
TC UR SRM1	172.17			-
TC_UR_SRM2		.46.38		
si_srm1				horcm2

Site B SI/CoW horcm2

HORCM_MON #ip_address 172.17.46.39			timeout(10ms) 3000
HORCM_CMD #dev_name \\.\CMD-64016			
HORCM_DEV #dev_group CU:LDEV(LDEV#) SI_SRM1	MU#	dev_name	Serial# 64016 00:00C
HORCM_INST #dev_group SI_SRM1		ip_address 172.17.46.39	service horcm0

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Hitachi Data Systems

Corporate Headquarters

750 Central Expressway Santa Clara, California 95050-2627 U.S.A.

www.hds.com

Regional Contact Information

Americas

+1 408 970 1000 info@hds.com

Europe, Middle East, and Africa

+44 (0)1753 618000 info.emea@hds.com

Asia Pacific

+852 3189 7900 hds.marketing.apac@hds.com

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