

Hitachi Storage Command Portal Software Version 6.4 Release Notes

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About This Document

This document (*Hitachi Storage Command Portal Version 6.4 Release Notes*) provides the latest information about the Hitachi Storage Command Portal version 6.4. It includes information that was not available at the time the technical documentation for this product was published, as well as a list of known problems and solutions.

Intended Audience

This document is intended for customers and Hitachi Data Systems partners who license and use the Hitachi Storage Command Portal (HSCP).

Getting Help

The Hitachi Data Systems Support Center staff is available 24 hours a day, seven days a week. To reach us, please visit the support Web site for current telephone numbers and other contact information:

<http://www.hds.com/services/support/>

If you purchased this product from an authorized HDS reseller, contact that reseller for support.

About This Release

These release notes cover Hitachi Storage Command Portal version 6.4. The HSCP 6.4 release is a major release that adds new HSCP features and fixes a variety of bugs.

New Features and Important Enhancements

This section lists the new features and enhancements in this release.

New and Enhanced Data Collection Features

- Collect data and report on Modular Storage Arrays.
- Enhance performance data collection for CLPR & Parity Group.
- Enhanced HNAS support:
 - Recognize HNAS clusters.
 - Collect performance data from HNAS nodes.
- Enable "sudo" access for data collection from Linux and Solaris platforms.

New and Enhanced Reports

- ESX Server Datastores
- ESX Server VMDKs
- Hyper-V Server
- HNAS Shares
- HNAS Filesystem
- HNAS Pool Summary
- Filesystem Load Trend [HNAS]
- Filesystem IO Trend [HNAS]
- Storage Utilization
- IO Utilization Trend
- SLO Status
- Storage Allocation
- Storage Allocation Trend
- Storage Response Time Trend
- Subsystem & Host SLOs
- Cache Write Pending %
- Volume Group Summary

New Application SLOs

- Data Transfer Rate SLO
- Total IOPS SLO
- Read Hit % SLO

New and Enhanced Subsystem & Host SLOs

Subsystem & Host SLOs are global in nature and therefore take only a single set of threshold values.

- Cache Write Pending %
- Parity Group Busy %
- Port Busy %

New System and Hardware Requirements

For the HSCP 6.4 server minimum requirements and supported platforms, see the *Hitachi Storage Command Portal Installation and Configuration Guide*. The following server requirements are described for Windows and Solaris platforms:

- License Server
- Tuning Manager Data Collector
- HSCP Server
- HSCS Host Data Collector

Upgrading From HSCP 6.3 to HSCP 6.4 (under Windows and Solaris)

You can upgrade to HSCP 6.4 directly from HSCP(6.3.0-00). The installer checks for any prior version of 6.3.0-00. If it does not locate HSCP(6.3.0-00), the upgrade process terminates.

Prerequisites

1. Make sure that the installed instances of Device Manager and Tuning Manager are version 6.2 or above.
2. Before starting the upgrade process, we recommend that you remove the 6.3 version of the Tuning Manager Data Collector from HSCP. The 6.3 version of the HTnM Data Collector will not work with HSCP 6.4.

To delete a Tuning Manager Data Collector from HSCP:

- a. Log into the Storage Command Portal with the Admin user role.
- b. On the Navigation Pane, click **Administration**.
- c. Under Command Portal Management, click **Data Collectors**.

d. Select the check box next to *Tuning Manager (HTnM) Data Collector*, and click **Delete**.

3. Install the Tuning Manager Data Collector:

- For Windows: See the *Hitachi Storage Command Portal Installation and Configuration Guide*, Chapter 2, "Installation," section "Installing the Tuning Manager Data Collector on Windows."
- For Solaris: See the *Hitachi Storage Command Portal Installation and Configuration Guide*, Chapter 2, "Installation," section "Installing the Tuning Manager Data Collector on Solaris."

To upgrade From HSCP 6.3 to HSCP 6.4:

1. Run HSCP 6.3.

2. Install HSCP 6.4 as described in the *Hitachi Storage Command Portal Installation and Configuration Guide* (PN: MK-98HSCP002-04), Chapter 2, "Installation."

When the HSCP 6.4 installers find a previous version of HSCP, it asks if you wish to upgrade to HSCP 6.4.

3. Select **Upgrade** and follow the wizard to complete the upgrade process.

Upgrading From HSCP 6.1 to HSCP 6.4 (under Windows and Solaris)

You cannot migrate directly from HSCP 6.1 to HSCP 6.4. You must first install HSCP 6.3 before you can upgrade to HSCP 6.4.

To upgrade from HSCP 6.1 to HSCP 6.4:

1. Install HSCP 6.3 as described in the *Hitachi Storage Command Portal Installation and Configuration Guide* (PN: MK-98HSCP002-03), Chapter 2, "Installation."

2. Upgrade from HSCP 6.3 to HSCP 6.4 as described in the previous section, "Upgrading from HSCP 6.3 to HSCP 6.4 (under Windows and Solaris)."

Known Problems

This section lists all known problems associated with HSCP release 6.4 that are not fixed with this release.

Issue	Workaround/Comments
192, 378: HSCP does not support generating scheduled reports in PDF format.	Removed PDF support.
251: When the HDvM Data Collector is removed from the HSCP Server, the HTnM Data Collector for the corresponding subsystem continues to send data to the HSCP Server.	Be sure to remove HDvM, HTnM, and HTSM Data Collectors associated with a given storage array if any one of them is removed.
649: It is possible to assign LDEVs using the GUI, but the assignments are not actually made since this feature is not supported yet.	No workaround.
650: When Host Storage Domains (HSD) in two or more subsystems have the same name, the subsystem is not displayed as part of the HSD name, making it impossible to determine to which subsystem a given HSD belongs.	No workaround.
665: When there is a difference in the clock setting between the HTnM Data Collector host and the HSCP Server host, performance metrics are not recorded using HSCP Server's host clock, but rather, the HTnM Data Collector host's clock.	No workaround.
666: There may be cases when SLO status time zone percentage calculations may not seem to be correct. This is because HSCP treats every data hole (i.e., no data is available) as green while doing SLO status calculations.	As designed.
742: The context (i.e., the application or folder) for a scheduled report is not displayed in the email header.	The context is displayed in the body of the email.
748: HSCP does not use the new time during Daylight Savings time switchover.	Manually change the local system time (+1).
807: SLO violations are reported for existing data even after SLO thresholds have been set, which would cause previous metrics to not be recorded as violations.	No workaround.
818, 849: When additional LDEVs are assigned to an application during a Monitoring Window, SLO violations are calculated as if the additional LDEVs were assigned to this application for the entirety of the Monitoring Window.	No workaround.
1058: Database backups sometimes fail when the Windows temp directory fills up.	Restart the "Hitachi Portal Database" service and clean "C:\windows\temp" directory. Restart the backup with the same name.
1080: When a new Data Collector has just been defined and is initializing, the Refresh button is not disabled.	The user should wait until the new Data Collector has finished initializing.
1150: Second-level popup reports featuring details, such as violation time details for SLO reports, cannot be exported and saved.	As designed.

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1235, 1421: When the subsystem data refresh occurs before the host data refresh and LDEV provisioning to a host has changed, the host-storage mapping will not reflect those changes until the next host data refresh. In this situation, the host name and other mapping details from the host may be missing from reports until the next host data refresh.	With correct practices, this scenario should not occur at the customer site.
1311: Volume Manager functionality of Solaris ZFS is not supported. No LDEV or volume information is available.	No support.
1314: In Windows, when a disk is mounted as a folder, the disk ID does not show up in the Host Storage Utilization report.	No workaround.
1330: A newly installed Host Data Collector cannot be started if there is a pre-existing Host Data Collector running.	Uninstall existing Host Data Collector before installing a new one.
1371: After uninstalling Host Data Collector, the folder "HDCUser" under C:\Documents and Settings is not removed.	Manually delete the HDCUser folder.
1413: When attempting to refresh data from a host that cannot be contacted, the solution suggested is "Please correct user name/password," however, the problem is that a connection to that host cannot be established.	No workaround.
1459: Reports shown for a host selected in the "Hosts" view are not automatically refreshed after a host data refresh.	The user must select a different node in any business view (e.g., "File Servers" view) and then select the original host for which the user was viewing the report.
1477: When upgrading the HSCP Server, License Server, or HTnM Data Collector, the installer creates an empty folder under ... \Start Menu\ Programs.	No workaround.
1478: When a Device Manager Data Collector is deleted, its associated Logical Groups are not removed.	No workaround.
1490: Users cannot edit the default Host Data Collector which is preconfigured on the HSCP server's subnet, however, the edit icon is not deactivated.	No workaround.
1526: License Server 6.3 is installed without uninstalling previously installed License Servers.	Prior to upgrading the License Server to version 6.3, uninstall any pre-existing License Server.
1560: Deleting a Storage Domain from the Tiered Storage Manager does not remove the corresponding tier information from HSCP reports.	No workaround.
1568: Host Data Collector mistakenly discovers Hyper-V instances as Windows systems.	For the Host Data Collector to use the correct username/password to log into the Hyper-V host, manually set this host's type to "Hyper-V." See "Modifying the Host Login Settings for Specific Hosts" in Chapter 8 of the <i>Hitachi Storage Command Portal User's Guide</i> .
1585: Whenever HSCP is not run in the GMT time zone, MySQL adds seconds to every timestamp. This issue may impact whether an SLO violation is raised during a specific 5-minute time window, but this would be inconsequential when looking at a 12-hour time window or longer.	No workaround.

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<p>1598: The host discovery process incorrectly identifies and classifies Hyper-V hosts as Windows hosts. Furthermore, once a host data refresh has occurred, the user cannot reclassify a Hyper-V host identified as a Windows host in the "Hosts" business view.</p>	<p>The only workaround is for the user to be aware of all Hyper-V instances in the environment and override the default "Windows" login settings for such hosts after they have been discovered and prior to the time the first data refresh occurs. See "Modifying the Host Login Settings for Specific Hosts" in Chapter 8 of the <i>Hitachi Storage Command Portal User's Guide</i>.</p>
<p>1601: Deleting hosts from the "Hosts" administration window does not remove them from the "Hosts" view.</p>	<p>No workaround.</p>
<p>1630: A space is not allowed as a valid character in passwords for gathering storage mapping data from Linux hosts.</p>	<p>No workaround.</p>
<p>1637: The default HSCS Host Data Collector is removed when an HSCP 6.1 database backup is restored on HSCP 6.3 and then on to HSCP 6.4.</p>	<p>After restoring the database backup, create a Host Data Collector instance.</p>
<p>1648, 1677: When a Volume Manager is used on the host, the total capacity of the DiskGroup may be over-reported if volumes are mirrored within the Volume Manager or when the DiskGroup is built from partitions of LDEVs rather than whole LDEVs.</p>	<p>Currently, HSCP only supports reporting on DiskGroups when they are built from complete LDEVs rather than partitions of LDEVs. Volume mirroring and RAID the only ones supported at this time for Windows and Solaris.</p>
<p>1656: : Storage Allocation report is not aggregated by the "Vol Type" attribute even though the "Vol Type" attribute is shown as an aggregation criteria. 1653: After aggregating the Storage Utilization Report by "FS type," the "FS type" column is no longer displayed in the report.</p>	<p>When using "Aggregate By" functionality, click somewhere on the "Aggregate By" word in the pull-down menu. If you click to the right of this word, the selected column will not appear in the resulting report.</p>
<p>1673: When Windows Volumes are mapped to two or more provisioned volumes, the provisioned volumes are represented as a DiskGroup with the hard-coded name of "DiskGroup."</p>	<p>There is no DiskGroup concept in Windows Volume Manager. But HSCP lists all the Windows volumes under a virtual DiskGroup named "Diskgroup" in the Volume Group report. This is just for display purposes.</p>
<p>1674: Volumes carved from a Solaris Volume Manager (SVM) DiskSet are missing "Volume Mgr," "Volume Mgr Type," and "Volume ID" attributes.</p>	<p>HSCP 6.4 does not support Solaris disksets.</p>
<p>1695: HSCP Server installer for Solaris does not detect an existing instance of the HSCS Host Data Collector on the same server.</p>	<p>Before installing the HSCS Host Data Collector on a Solaris system, check for the presence of an existing Host Data Collector instance and remove it if necessary.</p>
<p>1697: When installing the HSCS Host Data Collector standalone package, the installer displays a message indicating that an existing package has been installed even though no package has been installed.</p>	<p>When prompted with "Do you wish to uninstall HSCS Host Data Collector?" enter 2 to uninstall.</p>
<p>1715: HSCP starts up a turned-off RAID Agent when it needs to gather data.</p>	<p>No workaround.</p>
<p>1756: Datastore is only appearing under one ESX server even if the Datastore is shared between more than one server.</p>	<p>Shared Datastore is not supported on ESX servers.</p>

1861: User can wrongly uninstall HostDataCollector without deleting HostDataCollector from the HSCP server. 1936: Error message is not displayed while uninstalling HSCS registered with the HSCP Server.	Manually verify whether the Host Data Collector is being used by any HSCP Server.
2017: Unable to remove directory: C:\Program Files\Hitachi\Portal\...\HSCP_Backup	Please ignore the message. Manually remove the backup if the backup is absolutely not needed.
2036: License violation message in HSCP 6.3 cannot be removed after upgrading to HSCP 6.4.	Manually add the license to remove the violation message.
2052: On Windows 2008, HSCP errors out when a Hyper-V server is discovered through the Host Data Collector.	Manually update the setting to Hyper-V.
2054: Tuning Manager Data Collector installer may not be able to detect an existing Tuning Manager Data Collector package.	Manually uninstall the existing Tuning Manager Data Collector package.
2057, 2075: The product allows the user to double-click and rename nodes on the Hosts tree, causing host data anomalies.	Please refrain from renaming the nodes on the Hosts and Fileservers Tree. If you do rename these nodes, then make sure you rename those nodes back to the original value.

Documentation

Related Documents

This section lists the documents and their part numbers that were revised for this HSCP 6.4 release.

- *Hitachi Storage Command Portal Installation and Configuration Guide* (MK-98HSCP002-04)
- *Hitachi Storage Command Portal User's Guide* (MK-98HSCP004-03)

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