Abstract
This guide provides instructions for customers to update the HPE 3PAR Operating System 3.3.1 MU3 software and the HPE 3PAR Service Processor 5.0.5 software using the HPE 3PAR Service Console.
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Revision history

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<tr>
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<th>Publication date</th>
<th>Edition</th>
<th>Summary of changes</th>
</tr>
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<tr>
<td>QL226-10034</td>
<td>April 2019</td>
<td>1</td>
<td>• Review the HPE 3PAR Service Processor Release Notes</td>
</tr>
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Update overview

This guide provides instructions to update your HPE 3PAR Operating System (OS) 3.3.1 MU3 software and your HPE 3PAR Service Processor (SP) 5.0.5 software without the assistance of an authorized service provider. You update the HPE 3PAR OS and HPE 3PAR SP software using the HPE 3PAR Service Console (SC).

⚠️ IMPORTANT: If update assistance is needed, contact your Hewlett Packard Enterprise sales representative or HPE Channel Partner to purchase HPE Deployment services.

Customer guidelines

- If your HPE 3PAR StoreServ is under warranty and there is a service contract, Hewlett Packard Enterprise or an authorized service provider can perform the update. A service technician can update the storage system software onsite with physical media or deploy and update remotely.

- If your HPE 3PAR StoreServ storage system is running HPE 3PAR OS 3.2.2 or earlier, for assistance with the update, contact the Hewlett Packard Enterprise global deployment center at 3par-sps@hpe.com and include the HPE 3PAR StoreServ Storage system serial number in the subject line.

- To access software updates and to install the HPE 3PAR OS, Maintenance Update (MU) releases, or patches, you must maintain an active Hewlett Packard Enterprise support contract and product entitlement.

- If the Allow software downloads option is enabled through the Service Console, the HPE 3PAR OS package is staged on your storage system. A grouped low urgency email notification and an alert inform you that a new update is available.

Customer responsibilities

- Review all the relevant documentation for the HPE 3PAR OS and HPE 3PAR SP before performing the update. The following documents, and others referenced in this document, are available on the Hewlett Packard Enterprise Information Library:

  [http://www.hpe.com/info/storage/docs](http://www.hpe.com/info/storage/docs)

  - HPE 3PAR OS 3.3.1 Release Notes
  - HPE 3PAR OS Upgrade Tools Release Notes
  - HPE 3PAR Service Processor Software 5.x Release Notes
  - HPE 3PAR Upgrade Planning Guide
  - HPE 3PAR Service Processor Software 5.0.x User Guide

- Ensure that the host and SAN environment is supported and compliant with Hewlett Packard Enterprise recommendations. Resolve any problems with the host and SAN environment prior to upgrading the HPE 3PAR OS and HPE 3PAR SP software.

  - See the HPE 3PAR host implementation guides on the Hewlett Packard Enterprise Information Library:
NOTE: Host and SAN components that might require an update have their own warranty policies. Refer to the documentation for those products for this information.

- To determine supported HPE 3PAR OS software and HPE 3PAR SP software update paths, see the HPE 3PAR StoreServ 3PAR OS 3.3.1 Support Matrix and the HPE 3PAR Service Processor Support Matrix. These documents are available on SPOCK:
  http://www.hpe.com/storage/spock
- Do not perform SP tasks during an SP update. Unpredictable results may occur.

Update by Hewlett Packard Enterprise or an HPE Authorized Service Provider

To arrange for Hewlett Packard Enterprise to perform the update, contact the Hewlett Packard Enterprise global deployment center at 3par-sps@hpe.com and include the HPE 3PAR StoreServ Storage system serial number in the subject line. The email service is available 24 hours a day, 7 days a week. If you have a service contract with an HPE authorized service provider, contact the authorized service provider to schedule a HPE 3PAR OS software update.

Downloading software product updates

Procedure

1. Confirm that you have your Service Agreement ID (SAID).
   
   Your support agreement outlines your support coverage for your software product. Your 12 digit SAID number is located in your support agreement. If you need assistance, contact your Hewlett Packard Enterprise representative.

   
   a. Log in with your HPE Passport user ID. Create an HPE Passport account if you do not have one.
   
   b. Enter your SAID. If you linked SAIDs to your profile on Hewlett Packard Enterprise Support Center, you can select the SAID from the list.
   
   c. Accept the terms and conditions.

3. Download updates for your product.
   
   a. Click View available products.
   
   b. Enter the product name or number in the search box. Updates for the product are listed.
   
   c. Select one or more updates and click Get software updates.

Supported browsers

The following browsers are supported when connecting to the HPE 3PAR Service Console:
Logging in to the HPE 3PAR Service Console

**Prerequisites**
Ensure that browser pop-ups are allowed.

**Procedure**

1. **Browse to the SP IP address:** `https://<sp_ip_address>:8443`
2. **Enter the user name and password, then click Login.**
   - The Service Processor Overview view is displayed by default.
Updating HPE 3PAR Service Processor 5.x software

1. Review the HPE 3PAR Service Processor Release Notes on page 7
2. Update the HPE 3PAR SP on page 8

Review the HPE 3PAR Service Processor Release Notes

Procedure

1. Log in to the Service Console.
2. Open the Service Console main menu and select Service Processor.
3. Select the Update link that appears in the General section, or on the Actions menu, select Update.

The 'Install Service Processor Updates' dialogue opens:
4. In the **Available Updates** section, click on the [Release Notes] icon that appears in the listed SP updates:

5. Download the **HPE 3PAR Service Processor Software 5.x Release Notes**.

6. Review the release notes for the SP version you will use for the update to:
   - Understand the enhancements and fixes
   - Verify minimum supported versions
   - Identify known issues

**Update the HPE 3PAR SP**

This procedure is the same for installing SP patches and maintenance updates.

**IMPORTANT:** Service Processor software updates may automatically restart the Service Processor to activate changes. It can take up to 5 minutes before the Service Processor is available again and you will be disconnected during that time. StoreServ data availability is not affected during the time that the Service Processor is restarting. To determine if the version you are installing will restart the Service Processor, see the **HPE 3PAR Service Processor Software 5.x Release Notes**.

**Prerequisites**

- If the SP software version you want to install is not yet available on the SP, you must download the Service Processor software. See **Downloading software product updates** on page 5.

- To determine supported update paths for SP software, review the **HPE 3PAR Service Processor Support Matrix**, which is available on SPOCK:
Procedure

1. Log on to the Service Console.
2. Open the Service Console main menu and select **Service Processor**.
3. Select the **Update** link that appears in the General section, or on the **Actions** menu, select **Update**.

The 'Install Service Processor Updates' dialogue opens.

4. Use one of the following methods to select the HPE 3PAR SP update package.
   - **Use a ready SP update package**—Select the Service Processor update that shows as **Ready** in the **Available updates** list.
The ready list contains HPE 3PAR SP software versions that were either automatically loaded for you from Hewlett Packard Enterprise or previously staged from an ISO image or DVD.

The update details include a link to release notes which are specific to the update.

### Install Service Processor Update

**Update Package**

Current Service Processor version: 5.0.5.0-

**Available Updates**

<table>
<thead>
<tr>
<th>Update</th>
<th>Priority</th>
<th>Synopsis</th>
<th>Install Time</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.0.5.0-xxx</td>
<td>Recommended</td>
<td>HPE 3PAR Service Processor build SP-5.0.5.0-xxx</td>
<td>—</td>
<td>Ready</td>
</tr>
<tr>
<td>5.0.8.0-xxx</td>
<td>Recommended</td>
<td>This package contains an update to the HPE 3PAR Service Processor.</td>
<td>&lt;10 Minutes</td>
<td>Downloadable</td>
</tr>
</tbody>
</table>

[Load Package](#)

- **Load a downloadable update package**—If the SP package that you have to install is not listed as a ready package in the **Available update package(s)** list, select a downloadable update and then select **Load package**. In the “Load Update Package” dialogue, select the downloadable update, and click **Load**.
NOTE: Infosight is the default option in the 'Load Update Package' dialogue which allows you to select and load the downloadable update.

- **Load a local (different) update package**: To load your own update package (available as a local resource), choose Load Package in the 'Install Service Processor Update' dialogue. Then select one of the following options:
  - **ISO image**—Either drag and drop the image file in the file drop box or select Choose File to browse the local system for the file. When the file appears in the box, click Start upload.
  - **Service Processor DVD drive**—Import the update from the physical media drive of the Service Processor. Insert the media into the Service Processor media drive and click Start upload.

For all options, once selected, the software package is displayed as the default in Available updates.

5. Click Install. Then click Yes, update in the confirmation dialogue that appears. The update progress is displayed on the Service Processor Update page.

**More information**

[Logging in to the HPE 3PAR Service Console](#) on page 6
1. **Review the HPE 3PAR OS update details** on page 12
2. **Verify the HPE 3PAR SP 5.x requirements** on page 12
3. **Verify the HPE 3PAR OS requirements** on page 12
4. **Perform a health check on the storage system** on page 13
5. **Stage the Upgrade tool** on page 13
6. **#unique_20**
7. **Review the HPE 3PAR OS update results** on page 25
8. **Perform a health check on the storage system** on page 13

**Review the HPE 3PAR OS update details**

**Procedure**

1. Download the release notes for the HPE 3PAR OS version to which you are updating. Release notes are available on the Hewlett Packard Enterprise Information Library:
   
   http://www.hpe.com/info/storage/docs

2. Review the release notes to:
   
   • Understand the enhancements and fixes
   • Verify minimum supported versions
   • Identify known issues

**Verify the HPE 3PAR SP 5.x requirements**

**Procedure**

1. Open the Service Console main menu and select **Service Processor**.

2. In the **General** panel on the **Service Processor Overview** view, verify that the **Current Version** field displays the minimum SP version listed in the applicable HPE 3PAR OS release notes.

   If the HPE 3PAR SP version is not at the minimum version required, you must update the HPE 3PAR SP before upgrading the HPE 3PAR OS.

**More information**

Update the HPE 3PAR SP on page 8

**Verify the HPE 3PAR OS requirements**

⚠️ **CAUTION:** It is highly recommended that the array has all available and applicable patches applied before beginning an update.
**Procedure**

1. Open the Service Console main menu and select **Systems**. Only one available storage system is displayed in the list.

2. Select the storage system. An overview of the storage system is displayed.

3. In the **General** panel on the **Overview** view, verify that the current HPE 3PAR OS version for the selected storage system is at the minimum level listed in the applicable HPE 3PAR OS release notes.

**Perform a health check on the storage system**

**Procedure**

1. Open the Service Console main menu and select **Systems**. Only one available storage system is displayed in the list.

2. Select the storage system. An overview of the storage system is displayed.

3. Click **Actions**, then select **Check health**.

4. Verify that the storage system does not have any issues.

5. Resolve any issues found by the check health action before proceeding.

6. Click **Close**.

**Stage the Upgrade tool**

**Prerequisites**

- Review information on the Upgrade tool in the HPE 3PAR OS Upgrade Tools Release Notes on the Hewlett Packard Enterprise Information Library:
  
  [http://www.hpe.com/info/storage/docs](http://www.hpe.com/info/storage/docs)

- Download the Upgrade tool to a local file. See **Downloading software product updates** on page 5.

- If needed, review HPE 3PAR Service Console options in the *HPE 3PAR Service Processor Software 5.0.x User Guide* on the Hewlett Packard Enterprise Information Library:
  
  [http://www.hpe.com/info/storage/docs](http://www.hpe.com/info/storage/docs)

**Procedure**

1. Log in to the Service Console.

2. Open the Service Console main menu and select **Systems**. Only one available storage system is displayed in the list.

3. Select the storage system. An overview of the storage system is displayed.

4. On the **Actions** menu, select **Update HPE 3PAR OS**. The **Update** window appears.

5. Load the Upgrade tool. Always load the Upgrade tool for both patch and non-patch updates. If the Upgrade tool package is not listed in the **Available update package(s)** list, from the **Select Update** view, of the **Update** dialog, select **Load a different update package**. Then select one of the following options:
• **ISO image**—Either drag or drop the image file in the file drop box or select **Choose File** to browse the local system for the file. When the file appears in the box, click **Start upload**.

• **Service Processor DVD drive**—Import the software package from the physical media drive of the Service Processor. Insert the media into the Service Processor media drive and click **Start upload**.

For all options, once selected, the software package is displayed as the default in **Available update package(s)**.

**NOTE:** At this point, you have only loaded the Upgrade tool. Selecting the **Run Checks** option during the update of the HPE 3PAR OS will automatically install the Upgrade tool.

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### More information

[Logging in to the HPE 3PAR Service Console](#) on page 6

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## Update the HPE 3PAR OS

To update the HPE 3PAR OS, follow the below procedure:

### Prerequisites

- **Stage the Upgrade tool** on page 13.

  **IMPORTANT:** For every OS update, always download and stage the latest version of the Upgrade tool.

If you enable the **Allow software downloads** option through the Service Console, the Upgrade tool is not automatically downloaded.

The Upgrade tool is only staged in the Service Console and does not require installation.

- If the OS software version you want to install is not yet available on the SP, you must download the HPE 3PAR OS software package. See [Downloading software product updates](#) on page 5.

- Stop or allow the following system administration activities to complete before initiating an online update. These activities must remain stopped until the online update is completed.
  - Provisioning
  - Physical or Virtual Copy
  - Snap Removal
  - Dynamic Optimization

You do not have to stop Remote Copy and Remote Copy groups.

- If needed, review HPE 3PAR Service Console options in the *HPE 3PAR Service Processor Software 5.0.x User Guide* on the Hewlett Packard Enterprise Information Library:

  [http://www.hpe.com/info/storage/docs](http://www.hpe.com/info/storage/docs)

### Procedure

1. Log in to the Service Console.

2. Open the Service Console main menu and select **Systems**. Only one available storage system is displayed in the list.

3. Select the storage system.
4. Click on the **Update** link in the General section, or click on **Actions > Update HPE 3PAR OS**, or in the **Overview** drop-down, select **Update**.

The Update page opens as shown below:
1 **OS Summary**  Summary of applicable updates with 'severity'.

2 **Update Overview**  Ongoing or last update status

3 **Available Updates**  All applicable updates to this array with details.

4 **Load Package**  Download the updates from HPE HQ to array.

5 **Update History**  History of updates.

6 **Revert**  Revert the version if needed.

7 **Install**  Install the updates.

8 **x**  Remove package on the array.

9 **Launches specific release notes.**

10 **Yellow bar**  Updates availability alerts with severity.
NOTE: The state of an update can have the following values:

- **Ready**: The package has staged on the array and is ready to be installed. SP version compatibility is met.
- **Not ready**: The package has staged on the array, but there is an SP version mismatch.
- **Downloadable**: The package can be manually downloaded from HPE.
- **Blacklisted**: The package is blacklisted for this array version.

5. Go through the release notes of the listed update packages by clicking on the (Release Notes) icon. This way you can do a comparative analysis of the available updates.

6. See the below references to proceed further:

- To stage a downloadable update on the array, see Stage a downloadable update
- To stage a local update on the array, see Stage a different update
- To install a ready patch update, see Install a ready patch update
- To install a major/maintenance update, see Install a major (maintenance) update
- To revert an update, see Revert an update

### Stage a downloadable update

**Prerequisites**
You have followed steps 1 to 5 of the procedure Update the HPE 3PAR OS.

**Procedure**

1. On the Update page, select the downloadable patch update or major update that you need to load (stage on the array) from the available updates section. Then click on Load Package.

   The 'Load Update Package' dialogue opens:
2. Select the update and click on **Load**.

The update is downloaded and gets listed in the Available Updates section of the Update page in the **Ready** state.

**NOTE:** Infosight is the default option in the 'Load Update Package' dialogue which allows you to select and load the downloadable update. Other options are not to be used in this procedure.

---

### Stage a different update

**Prerequisites**

You have followed steps 1 to 5 of the procedure **Update the HPE 3PAR OS**, and your required update package is not listed in the Available Updates section on the system's Update page.

**Procedure**

1. In the Available Updates section, click on **Load Package**.

   The 'Load Update Package' dialogue opens.

2. Select one of the following options:

   - **ISO Image**: Either drag or drop the image file in the file drop box or select **Choose File** to browse the local system for the file. When the file appears in the box, click **Start upload**.

   - **Service Processor DVD drive**: Import the update from the physical media drive of the Service Processor. Insert the media into the Service Processor media drive and click **Start upload**.

Once uploaded, the software package is displayed as a ready update in **Available Updates** section of the Update page.
NOTE: If you want to re-stage the package, click **Load Package** and repeat step 2. However, there must be no ready/not-ready package selected in the ‘Available Updates’ section when you click Load Package. If the package is selected already, click the row again to de-select it, and then proceed with re-staging via Load Package.

## Install a ready patch update

### Prerequisites

- You have not disabled the following highlighted properties in your Service Processor settings:

<table>
<thead>
<tr>
<th>Service Processor Settings</th>
<th>Service Processor Firewall</th>
<th>?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Processor Firewall</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Support</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Show advanced settings</td>
<td>Enabled</td>
<td></td>
</tr>
<tr>
<td>Send support data to HPE</td>
<td>Enabled</td>
<td></td>
</tr>
<tr>
<td>Scrub private information from support data</td>
<td>Disabled</td>
<td></td>
</tr>
<tr>
<td>HPE remote support access</td>
<td>Enabled</td>
<td></td>
</tr>
<tr>
<td>Receive update recommendation</td>
<td>Enabled</td>
<td></td>
</tr>
<tr>
<td>Allow software downloads</td>
<td>Enabled</td>
<td></td>
</tr>
<tr>
<td>Remote support proxy</td>
<td>Enabled</td>
<td></td>
</tr>
<tr>
<td>Protocol</td>
<td>HTTP</td>
<td></td>
</tr>
<tr>
<td>Proxy name/IP</td>
<td>web-proxy.ind.hp.com</td>
<td></td>
</tr>
<tr>
<td>Proxy Port</td>
<td>8080</td>
<td></td>
</tr>
<tr>
<td>Proxy authentication</td>
<td>Disabled</td>
<td></td>
</tr>
<tr>
<td>Send email notifications of system alerts</td>
<td>Enabled</td>
<td></td>
</tr>
<tr>
<td>Mail host name/IP</td>
<td>smtp.hp.com</td>
<td></td>
</tr>
<tr>
<td>Mail host domain</td>
<td>hpe.com</td>
<td></td>
</tr>
<tr>
<td>From Email</td>
<td><a href="mailto:sp152756085@hpe.com">sp152756085@hpe.com</a></td>
<td></td>
</tr>
<tr>
<td>Send test email</td>
<td>Disabled</td>
<td></td>
</tr>
</tbody>
</table>

**Checked: Show advanced settings**

[OK] [Cancel]
NOTE: These properties are enabled by default. If you disable them, you will not receive software downloads or update recommendations from the HPE headquarters.

- You have followed steps 1 to 5 of the procedure **Update the HPE 3PAR OS**.

**Procedure**

1. On the Update page, select the ready patch update that you need to install from the available updates section. Then click on **Install**.
   
   The 'Install Storeserv OS Update' dialogue opens.

2. Select the check-box which says 'I have read the release notes and understand the implications of installing the update'.

3. Click on the **Check** for system readiness.

   The installation pre-checks are run. Once the pre-checks are complete, the following message appears on the screen: "You can now initiate an update on the StoreServ system."

**NOTE**: The **Update Firmware** option appears if a firmware update has to be installed for the update package. It is enabled by default. If you disable this option, you must use the 'Update Firmware' action on the Update page soon after applying the patch update.

4. Click on **Install**.

   The update installation completes and the **Update Overview** is updated according to the update results. The update history is also updated.

**NOTE**: The installer information (e.g. admin) appears in Update overview and the Update history only if 3PAR OS patch 3.3.1 MU3 + P62 or greater is installed.

**Update Overview**

<table>
<thead>
<tr>
<th>Status</th>
<th>Current version</th>
<th>Target version</th>
<th>Installer</th>
<th>Estimated Time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3.3.1(MU3)+P02,P03,P04,P05</td>
<td>3.3.1(MU3)+P02,P03,P04,P07</td>
<td>admin</td>
<td></td>
</tr>
</tbody>
</table>

Otherwise for any versions of 3PAR OS prior to 3.3.1 MU3 + P62, ",-" is displayed instead of the installer name.

**NOTE**: Following are the possible status values of update:

- **Running**: Update is in progress.
- **Completed**: Update completed successfully.
- **Failed**: Update has failed.
- **Stopped**: Update can be resumed or aborted. **Resume** and/or **Abort** link appears next to the status based on the type of update. Patch updates can only be resumed if stopped.
NOTE:

- The Upgrade tool is automatically installed when you click Check from the System Readiness view of the Update dialog. The Upgrade tool version is listed in the Upgrade Check Scripts field in the showversion -a -b output.
- Installing a software patch does not require restarting the controller nodes.
- Updating the HPE 3PAR OS can cause a restart of the affected OS components. When components are restarted, events and alerts are generated, which is an expected behavior. The system continues to serve data, but existing CLI or SSMC sessions could be interrupted.

Install a major (maintenance) update

Prerequisites

- You have not disabled the following highlighted properties in your Service Processor settings:
NOTE: These properties are enabled by default. If you disable them, you will not receive software downloads or update recommendations from the HPE headquarters.

- You have followed steps 1 to 5 of the procedure **Update the HPE 3PAR OS**.

**Procedure**

1. On the Update page, click on the major update (MU) listed in the Available Updates section. Then click **Install**.
NOTE: If the MU is in the downloadable state, first bring it to the Ready state using the **Load Package** option.

The Install Storeserv OS Update dialogue opens.

2. Select the check-box which states "I have read the release notes and understand the implications of installing the update".

3. Change the update method to **Advanced Online update**.
No connectivity is lost during an advanced online update.

4. Click on Install.

Revert an update

Prerequisites
You have an Update History with minimum one major/maintenance update (MU) on the Systems' Update page.

Procedure
1. In the Update History on the Update page, click on Revert that appears next to the latest MU.
   The 'Revert StoreServ OS update' dialogue opens.
2. Click on Check.
   The SP performs system readiness checks. After the checks are completed, you get a message that "You can now initiate an update on the StoreServ system".
3. Click on **Install**. In the warning dialogue that appears, confirm that you have read and understood the requirements and consequences of reverting an update by selecting the check-box, and click **Yes, update**.

4. Click **Agree** on the Customer Self Update agreement.

   The update is reverted and the revert-details are displayed in the Update overview section on the Update page. The Update History is also modified in accordance.

**Review the HPE 3PAR OS update results**

Perform the following steps after the update completes and the `admithw` command runs.

**Procedure**

1. Open the Service Console main menu and select **Systems**. Only one available storage system is displayed in the list.

2. Select the storage system. An overview of the storage system is displayed.

3. Perform one of the following to verify the update version. For a patch update, verify that the patch is installed by checking the patch number displayed.

   - In the **General** panel of the **Overview** view, verify the OS version listed under **Current**. You can also verify the OS release version and patches by selecting the **Software** view.
   
   - Click **Actions**, then select **Start CLI session**. Enter `showversion -a -b` in the CLI command field and verify the update version.

<table>
<thead>
<tr>
<th>Release version x.x.x.xxx</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patches: Pxx,Pxx</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Component Name</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLI Server</td>
<td>x.x.x.xxx</td>
</tr>
<tr>
<td>CLI Client</td>
<td>x.x.x.xxx</td>
</tr>
<tr>
<td>System Manager</td>
<td>x.x.x.xxx</td>
</tr>
<tr>
<td>Kernel</td>
<td>x.x.x.xxx</td>
</tr>
<tr>
<td>TPD Kernel Code</td>
<td>x.x.x.xxx</td>
</tr>
</tbody>
</table>

**Perform a health check on the storage system**

**Procedure**

1. Open the Service Console main menu and select **Systems**. Only one available storage system is displayed in the list.

2. Select the storage system. An overview of the storage system is displayed.

3. Click **Actions**, then select **Check health**.

4. Verify that the storage system does not have any issues.

5. Resolve any issues found by the check health action before proceeding.

6. Click **Close**.
Complete post HPE 3PAR OS update tasks

Procedure

1. If Admit hardware on completion was not selected for the update, do the following to manually run admithw. This action admits new hardware into the system and updates firmware on new and existing hardware.
   b. Click Actions, then select Admit Hardware.
   c. Click Yes, Admit Hardware.

2. Apply any additional relevant patches.
   Hewlett Packard Enterprise recommends installing patches in the same sequence they are released, unless instructed otherwise.
Websites

Hewlett Packard Enterprise general websites:
Information Library
   www.hpe.com/info/EIL
Customer Self Repair Services Media Library
   www.hpe.com/support/sml-csr
InfoSight
   infosight.hpe.com
Safety and Compliance
   www.hpe.com/support/Safety-Compliance-EnterpriseProducts
Software Depot
   www.hpe.com/support/softwaredepot
Software License Manager
   enterpriselicense.hpe.com/
Software updates and licensing
   www.hpe.com/downloads/software
Support Center
   www.hpe.com/support/hpesc
SPOCK
   www.hpe.com/storage/spock
White papers and analyst reports
   www.hpe.com/storage/whitepapers

Hewlett Packard Enterprise storage websites:
Data Storage
   www.hpe.com/info/storage
Information Library Storage
   www.hpe.com/info/storage/docs
Support and other resources

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:
  http://www.hpe.com/assistance
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:
  http://www.hpe.com/support/hpesc

Information to collect
- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates:
  Hewlett Packard Enterprise Support Center
  www.hpe.com/support/hpesc
  Hewlett Packard Enterprise Support Center: Software downloads
  www.hpe.com/support/downloads
  Software Depot
  www.hpe.com/support/softwaredepot
- To subscribe to eNewsletters and alerts:
  www.hpe.com/support/e-updates
- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center More Information on Access to Support Materials page:
  www.hpe.com/support/AccessToSupportMaterials
IMPORTANT: Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Passport set up with relevant entitlements.

Customer self repair

Hewlett Packard Enterprise customer self repair (CSR) programs allow you to repair your product. If a CSR part needs to be replaced, it will be shipped directly to you so that you can install it at your convenience. Some parts do not qualify for CSR. Your Hewlett Packard Enterprise authorized service provider will determine whether a repair can be accomplished by CSR.

For more information about CSR, contact your local service provider or go to the CSR website:

http://www.hpe.com/support/selfrepair

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.

Remote support and Proactive Care information

HPE Get Connected
  www.hpe.com/services/getconnected
HPE Proactive Care services
  www.hpe.com/services/proactivecare
HPE Proactive Care service: Supported products list
  www.hpe.com/services/proactivecaresupportedproducts
HPE Proactive Care advanced service: Supported products list
  www.hpe.com/services/proactivecareadvancedsupportedproducts

Proactive Care customer information

Proactive Care central
  www.hpe.com/services/proactivecarecentral
Proactive Care service activation
  www.hpe.com/services/proactivecarecentralgetstarted

Warranty information

To view the warranty for your product or to view the Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products reference document, go to the Enterprise Safety and Compliance website:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional warranty information

HPE ProLiant and x86 Servers and Options
  www.hpe.com/support/ProLiantServers-Warranties
HPE Enterprise Servers
  www.hpe.com/support/EnterpriseServers-Warranties
Regulatory information

To view the regulatory information for your product, view the Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products, available at the Hewlett Packard Enterprise Support Center:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

www.hpe.com/info/reach

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

www.hpe.com/info/ecodata

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

www.hpe.com/info/environment

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