



Hewlett Packard
Enterprise

HPE 3PAR Service Processor Software

4.3.x Release Notes

Abstract

These release notes are for storage administrators of the HPE 3PAR Storage System. This document is cumulative and includes subsequent updates relating to the latest HPE 3PAR Service Processor Software SP-4.3.0.

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Introduction

The HPE 3PAR Service Processor Software SP-4.3.x Release Notes document is cumulative and includes information about the base release of HPE 3PAR Service Processor Software SP-4.3.x and subsequent updates. Read this document before you install the SP-4.3.x software.

Related Documentation

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

These documents are available on the HPE Storage Information Library:

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

For information about...	Read the...
Using the Command Line Interface (CLI) to configure and administer HPE 3PAR StoreServ Storage systems	<i>3PAR Command Line Interface Administrator's Manual</i> and <i>HP Command Line Interface Reference</i>
Using the HP 3PAR Management Console graphical user interface to configure and administer HP 3PAR storage systems	<i>3PAR Management Console User's Guide</i>
HP 3PAR storage system concepts and terminology	<i>3PAR StoreServ Storage Concepts Guide</i>
Using Remote Copy	<i>3PAR Remote Copy Software User's Guide</i>
Determining HP 3PAR storage system hardware specifications, installation considerations, power requirements, networking options, and cabling	<i>3PAR StoreServ 10000 Storage Physical Planning Manual</i> <i>3PAR StoreServ 7000 Storage Site Planning Manual</i> <i>3PAR StoreServ 7450 Storage Site Planning Manual</i>
Using the service processor to communicate with the HP 3PAR Storage system	<i>3PAR Service Processor Software User Guide</i>

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

Supported Platforms

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

NOTE:

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

The following table describes the Service Processors supported with release level SP-4.3.0.

Service Processor	Platform type	Supported models
Virtual Service Processor	Virtual	ESXi 4.x ESXi 5.0 ESXi 5.1 ESXi 5.5
Virtual Service Processor	Virtual	Hyper-V Server 2008 R2 Hyper-V Server 2012 Hyper-V Server 2012 R2
HP ProLiant	Physical	DL320e DL360e
Supermicro	Physical	Supermicro II

ⓘ IMPORTANT:

- 3PAR T-Class and 3PAR F-Class platforms are not supported with HPE 3PAR OS 3.2.1 and later.
 - On 3PAR StoreServ 7XX0c platforms do not attempt downgrading to HPE 3PAR OS versions 3.1.3 or 3.1.2 from HPE 3PAR OS 3.2.1 and later.
-

Prerequisites

The SP must be at a minimum version of SP-4.1.0.GA-97 before updating to SP-4.3.0.GA-17. Attempting to perform an update from a version below the minimum required version causes the update to fail and an error message to appear.

Service Processor Software SP-4.3.0.GA-17 Release

The following release notes are for the HPE 3PAR Service Processor Software SP-4.3.0.GA-17 release.

What's New in the Service Processor

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

This release includes the following enhancements:

- Upgrading to SP-4.3.0.GA-17 causes a Service Processor restart to activate changes. It may take up to 5 minutes for the Service Processor to become available. You will be disconnected and must log in to the Service Processor once the restart completes.
- The SPOCC home page now displays two new indicators which give space management information:
 - The **SP Storage Space Status** indicates disk space availability on the SP. Availability is **OK** when there is at least 7.5 GB or more of disk space available for storing software downloads. Availability is **Low** if there is less than 7.5GB of disk space available and a link appears to SP Cleanup. Finally, if availability is **Very Low** there is less than 5GB of disk space and downloads are suspended.
 - The **Automatic Software Downloads** indicator shows either **Enabled** or **Suspended due to insufficient storage space** when disk space becomes very low.
- Manual cleanup removes HPE 3PAR OS packages, SP packages, logs, message logs, files in staging directories, files in user directories, and old core dump files. When you use Manual Cleanup to delete files, files are deleted immediately.
- Automatic cleanup allows you to configure the settings for automatic cleanup of logs, message logs, files in the staging directory, files in the user directory, old core dumps, SP packages, and OS packages. Automatic cleanup runs hourly and files are deleted depending on the settings you choose.
 - Number of Days — Enter a number from 0 through 14 for the number of days you wish to keep logs and files in the staging directory.
 - Delete all pre-staged HPE 3PAR OS packages older than the currently installed version when SP space availability is low
 - Delete all pre-staged Service Processor packages older than the currently installed version when SP space availability is low
- Support was added for transferring files larger than 2 GB.
- Support was added to accommodate the HP 3PAR CA-Signed Certificate.
- A new option was added to run the `admithw` command using SPOCC.
- Support was added for new commands on Adaptive Flash Cache.
- Support was added for Hyper-V 2012 R2 with the VSP.
- Support for long passwords was added.

Modifications to the Service Processor

The following issues have been addressed in this release.

Issue ID	Item	Description
105400	New screen requires acknowledgement of responsibilities when using the SPOCC Update Wizard	A new screen was added with links to documentation and an acknowledgement button to confirm that the recommended documentation was reviewed.
102446	Time difference of an hour between the SP and StoreServ	If the SP and StoreServ are set up in a region that stops using daylight saving time, there appears to be a difference of one hour during the daylight saving time date range between the SP and the StoreServ.
111156	OS Validation checks failed at the time of installation of OS Patch using SPOCC	Attempting to perform an online install of a patch causes an error and validation seems to hang.

Known Issues with the Service Processor

Custom User is allowed to add new users from SPMaint but not from SPOCC (Issue 107416)

You must log in with 3parcust credentials to add new users.

SPOCC: A blank screen appears when running a command from Execute a Command on node (Issue 101864)

This behavior is observed with Internet Explorer, after clicking **Submit** the screen clears except for the left menu bar. Please wait while the command executes and do not attempt to cancel or select another option from the menu bar.

SPOCC menu table is not displayed properly when using FireFox 30.0 on Windows 8 (Issue 109236)

FireFox 28 and 29 are the only supported versions.

SPOCC: Incremental progress seems to stall at 95% when staging an update (Issue 100561)

When staging the HPE 3PAR OS for upgrade, progress seems to stall before reaching 100%.

This behavior is observed because of large file sizes. Do not attempt to cancel staging or start over.

Error staging HPE 3PAR OS (113760)

If staging an HPE 3PAR OS package fails, retry the operation. If the attempt fails again, contact HPE Support.

Blank page appears when running a Health Check (Issue 115056)

When running a Health Check from SPMaint, the screen might remain blank while information is gathered. This process could take more than one minute before displaying results. You might also see this behavior running a Health Check from SPOCC using Internet Explorer. Do not attempt to cancel or restart this function.

Validation checks fail after running Revert (Issue 115079)

After running the Revert function, validation checks might fail even though the Revert was successful.

The message, “System is not currently undergoing on online upgrade” appears during an online upgrade (115331)

During an online upgrade, while the status message shows **In Progress**, the detail portion of the screen shows the message `System is not currently undergoing on online upgrade`. This message can be safely ignored.

SPOCC allows entry of an invalid mailhost domain name (Issue 102123)

SPOCC will allow the entry of an invalid mailhost domain name.

Click **Test Mailhost** to validate the domain name entered before clicking **Update Mailbox**.

During an upgrade, after all nodes are rebooted the process seems to hang (Issue 114383)

This is a deliberate delay while post processing procedures are performed. Do not cancel the operation.

Online upgrade fails (Issue 115452)

An online upgrade might fail if the SP is unreachable. If this issue occurs, you must perform the upgrade again.

Clicking Kill Perf Analysis multiple times stops the httpd daemon (Issue 119527)

When you launch the Performance Analyzer and then click **Kill Perf Analysis** multiple times, the httpd daemon stops working and you cannot launch SPOCC.

When this happens, you must manually reboot the SP from SPMAINT:

1. Enter 1 for **SP Control/Status**.
2. Enter 2 for **Reboot SP**.

Clicking **Kill Perf Analysis** only once will not cause this issue.

Service Processor Software SP-4.3.0.GA-17 P001 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-17 P001 release.

SP-4.3.0.GA-17 P001 is a mandatory patch for SP-4.3.0.GA-17.

CAUTION:

At the end of the update, the Service Processor will restart. It may take up to 5 minutes before the SP is available after a restart and you will be disconnected during that time.

IMPORTANT:

Do not attempt an update to HPE 3PAR OS 3.2.1 MU1 from earlier versions before installing the SP-4.3.0.GA-17.P001 patch on SP-4.3.0.GA-17.

What's New in the Service Processor

This patch includes the following enhancements:

- Addresses the Shellshock Bash vulnerability (CVE-2014-6271 and CVE-2014-7169).
- Addresses the POODLE SSL vulnerability (CVE-2014-3566).
- Addresses DNS WatchDog to prevent the agent from restarting every 5 minutes.
- Addition of Deduplication support.

Known Issues

Clicking Kill Perf Analysis multiple times stops the httpd daemon (Issue 119527)

When you launch the Performance Analyzer and then click **Kill Perf Analysis** multiple times, the httpd daemon stops working and you cannot launch SPOCC.

When this happens, you must manually reboot the SP from SPMAINT:

1. Enter 1 for **SP Control/Status**.
2. Enter 2 for **Reboot SP**.

Clicking **Kill Perf Analysis** only once will not cause this issue.

Service Processor Software SP-4.3.0.GA-17 P002 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-17 P002 release.

HPE 3PAR Service Processor (SP) Software 4.3.0GA-17 P002 is cumulative and includes patch P001.

SP-4.3.0.GA-17 P002 is a mandatory patch for SP-4.3.0.GA-17.

⚠ CAUTION:

At the end of the update, the Service Processor will restart. It may take up to 5 minutes before the SP is available after a restart and you will be disconnected during that time.

ⓘ IMPORTANT:

Do not attempt an update to HPE 3PAR OS 3.2.1 MU1 from earlier versions before installing the SP-4.3.0.GA-17.P002 patch on SP-4.3.0.GA-17.

Modifications to the Service Processor

SP-4.3.0.GA-17.P002 addresses the following issues:

Issue ID	Item	Description
127049	Security enhancement	Eliminates potential low-risk security vulnerabilities.

Service Processor Software SP-4.3.0.GA-17 P005 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-17 P005 release.

HPE 3PAR Service Processor (SP) Software 4.3.0GA-17 P005 is cumulative and includes patches P001 and P002.

SP-4.3.0.GA-17 P005 is a mandatory patch for SP-4.3.0.GA-17 and SP-4.3.0.GA-17 + previous patches (P001, P002).

⚠ CAUTION:

At the end of the update, the Service Processor will restart. It may take up to 5 minutes before the SP is available after a restart and you will be disconnected during that time.

ⓘ IMPORTANT:

Do not attempt an update to HPE 3PAR OS 3.2.1 MU1 before installing the SP-4.3.0.GA-17.P005 patch on SP-4.3.0.GA-17.

Modifications to the Service Processor

SP-4.3.0.GA-17.P005 addresses the following issues:

Issue ID	Description
143782	Addresses a security issue in the Service Processor software

Service Processor Software SP-4.3.0.GA-17 P010 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-17 P010 release.

HPE 3PAR Service Processor (SP) Software 4.3.0GA-17 P005 is cumulative and includes patches P001, P002 and P005.

SP-4.3.0.GA-17 P010 is a mandatory patch for SP-4.3.0.GA-17 and SP-4.3.0.GA-17 + previous patches (P001, P002, P005).

⚠ CAUTION:

At the end of the update, the Service Processor restarts. It might take up to five minutes before the SP is available after a restart and you are disconnected during that time.

ⓘ IMPORTANT:

Do not attempt an update to HPE 3PAR OS 3.2.1 MU1 before installing the SP-4.3.0.GA-17.P010 patch on SP-4.3.0.GA-17.

Modifications to the Service Processor

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

Before performing the upgrade to the Service Processor patch SP-4.3.0 GA P010, ensure that there are no customer firewall restrictions to the existing HP servers and new HPE servers on port 443. Firewall and proxy server configuration must be updated to allow outbound connections from the Service Processor to the existing HP servers and new HPE servers.

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

- Collector Server:
 - <https://storage-support.glb.itcs.hpe.com>
(16.248.72.63)
 - <https://storage-support1.itcs.hpe.com>
(16.248.72.63)
 - <https://storage-support2.itcs.hpe.com>
(16.250.72.82)
- HPE Remote Support Connectivity Global Access Servers (GAS):
 - <https://c4t18808.itcs.hpe.com>
(16.249.3.18)
 - <https://c4t18809.itcs.hpe.com>
(16.249.3.14)
 - <https://c9t18806.itcs.hpe.com>
(16.251.3.82)
 - <https://c9t18807.itcs.hpe.com>

- (16.251.4.224)
- HP Remote Support Connectivity Global Access Servers (GAS):
 - <https://g4t2481g.houston.hp.com%20>
(15.201.200.205)
 - <https://g4t2482g.houston.hp.com>
(15.201.200.206)
 - <https://g9t1615g.houston.hp.com>
(15.240.0.73)
 - <https://g9t1616g.houston.hp.com>
(15.240.0.74)

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

⚠ CAUTION:

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

The following issue is addressed in this release.

Issue ID	Description
171414	<p>Issue with the automatic and regular package deployment via Secure Service Architecture is resolved and now it depends on Customer Control Access (CCA) settings on the SP.</p> <p>SP and HPE 3PAR OS Software updates from HPE are allowed only when bidirectional option is selected and automatic software downloads is enabled in the CCA settings.</p>

Service Processor Software SP-4.3.0.GA-24 (MU1) Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-24 (MU1) release.

SP-4.3.0 MU1 is a required maintenance release to support HPE 3PAR OS 3.2.1 MU2, which includes support of the File Persona feature.

The software build number of the SP-4.3.0 MU1 release is SP-4.3.0.GA-24.

NOTE:

The File Persona feature is only available on systems that support file services. A File Persona license is required.

What's New in the Service Processor

This release includes the following enhancements:

- Alert email messages now show priority in the subject line before the description.
- There is now an updated message in the Check Hosts screen for persistent port information.
- Additional checks and notification when Maintenance Mode is used
- Addresses security vulnerabilities on the SP.
- The message

`Generating Cluster Status: be patient, this may take a couple of minutes...`

appears while the Check Health function gathers information.

- Automatic exit from maintenance mode upon completion of updates on the SP.
- Addresses SP-4.2.0.GA-29 and P002 Nessus Scan security vulnerabilities.

Modifications

The following issues have been addressed in this release.

Issue ID	Item	Description
108678	Check upgrade is not performing the same checks as the UpgradeSys	Upgrade checks from SPOCC and SPMAINT do not perform the same checks.
114331	The Validate StoreServ readiness page shows an update is already in progress	When performing an HP 3PAR OS update from SPOCC, the Validate StoreServ readiness page shows the message <code>This Wizard cannot proceed since an update is already in progress.</code>

Table Continued

Issue ID	Item	Description
118665	Online update fails	Online update fails with the message File Services upgrade failed. (FAILED: Failed to update File Services after 900 secs.) .
119527	Clicking Kill Perf Analysis multiple times	When you launch the Performance Analyzer and then click Kill Perf Analysis multiple times, the httpd daemon stops working and you cannot launch SPOCC.

Known Issues

SP package clean up (109813)

A staged SP package appears available even after it is deleted using manual clean up.

Maintenance Mode remains ON when SPMAINT is forced to close (121694)

When SPMAINT is forced to close (including an automatic logout or expired session), Maintenance Mode remains ON for 4 hours unless it is manually turned off. Using Exit from SPMAINT does not cause this issue.

Service Processor Software SP-4.3.0.GA-24 (MU1) P003 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-24 (MU1) P003 release.

SP-4.3.0.GA-24 P003 is a mandatory patch for SP-4.3.0.GA-24.

SP-4.3.0.GA-24 P003 is a mandatory patch for SP-4.3.0.GA-24 and 3.2.1.MU3.

NOTE:

Patch SP-4.3.0.GA-24 (MU1).P003 is the first patch for this code release.

⚠ CAUTION:

At the end of the update, the Service Processor will restart. It may take up to 5 minutes before the SP is available after a restart and you will be disconnected during that time.

Modifications

The following issues have been addressed in this release.

Issue ID	Item	Description
97646	On the SPMAINT > StoreServ Product Maintenance page in SPOCC, the Run admithw link did not work.	The Run admithw link in SPOCC has been restored in this patch.
126613	Added support for File Persona	SPOCC and SPMAINT were updated in this patch to support the retrieval of File Persona information.
126632	Security enhancement	Eliminates potential low-risk security vulnerabilities.
128881	File Services upgrade failed. (FAILED: Failed to update File Services after 1800 secs.) error message updated to correct timeout value.	The timeout value referred to in this error message was increased from 900 seconds to 1800 seconds in the SP-4.3.0 MU1 release, but the error message was not changed. This patch addresses the issue.

Service Processor Software SP-4.3.0.GA-24 (MU1) P006 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-24 (MU1) P006 release.

HPE 3PAR Service Processor (SP) Software 4.3.0 MU1 P006 is cumulative and includes patch P003.

SP-4.3.0.GA-24 P006 is a mandatory patch for SP-4.3.0.GA-24 and SP-4.3.0.GA-24 P003.

⚠ CAUTION:

At the end of the update, the Service Processor will restart. It may take up to 5 minutes before the SP is available after a restart and you will be disconnected during that time.

Modifications

The following issue is addressed in this release.

Issue ID	Description
143781	Addresses a security issue in the Service Processor software

Service Processor Software SP-4.3.0.GA-24 (MU1) P008 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-24 (MU1) P008 release.

HPE 3PAR Service Processor (SP) Software 4.3.0 MU1 P008 is cumulative and includes patches P003 and P006.

SP-4.3.0.GA-24 P008 is a mandatory patch for SP-4.3.0.GA-24, SP-4.3.0.GA-24 P003, and SP-4.3.0.GA-24 P006.

△ CAUTION:

At the end of the update, the Service Processor restarts. It might take up to 5 minutes before the SP is available after a restart and you will be disconnected during that time.

Modification

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

Before performing the upgrade to the Service Processor patch SP-4.3.0 MU1 P008, ensure that there are no customer firewall restrictions to the existing HP servers and new HPE servers on port 443. Firewall and proxy server configuration must be updated to allow outbound connections from the Service Processor to the existing HP servers and new HPE servers.

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

- Collector Server:
 - <https://storage-support.glb.itcs.hpe.com>
(16.248.72.63)
 - <https://storage-support1.itcs.hpe.com>
(16.248.72.63)
 - <https://storage-support2.itcs.hpe.com>
(16.250.72.82)
- HPE Remote Support Connectivity Global Access Servers (GAS):
 - <https://c4t18808.itcs.hpe.com>
(16.249.3.18)
 - <https://c4t18809.itcs.hpe.com>
(16.249.3.14)
 - <https://c9t18806.itcs.hpe.com>
(16.251.3.82)
 - <https://c9t18807.itcs.hpe.com>
(16.251.4.224)
- HP Remote Support Connectivity Global Access Servers (GAS):
 - <https://g4t2481g.houston.hp.com%20>
(15.201.200.205)
 - <https://g4t2482g.houston.hp.com>

- (15.201.200.206)
- <https://g9t1615g.houston.hp.com>
- (15.240.0.73)
- <https://g9t1616g.houston.hp.com>
- (15.240.0.74)

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

△ CAUTION:

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

Service Processor Software SP-4.3.0.GA-24 (MU1) P009 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-24 (MU1) P009 release.

HPE 3PAR Service Processor (SP) Software 4.3.0 MU1 P009 is cumulative and includes patches P003, P006, and P008.

SP-4.3.0.GA-24 P009 is a mandatory patch for SP-4.3.0.GA-24, SP-4.3.0.GA-24 P003, SP-4.3.0.GA-24 P006, and SP-4.3.0.GA-24 P008.

⚠ CAUTION:

At the end of the update, the Service Processor restarts. It might take up to 5 minutes before the SP is available after a restart and you are disconnected during that time.

Modifications

The following issue is addressed in this release.

Issue ID	Description
170539	Issue with the automatic and regular package deployment via Secure Service Architecture is resolved and now it depends on the Customer Control Access (CCA) settings on the SP. SP and HPE 3PAR OS Software updates from HPE are allowed only when bidirectional option is selected and automatic software downloads is enabled in the CCA settings.

Service Processor Software SP-4.3.0.GA-24 (MU1) P012 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-24 (MU1) P012 release.

HPE 3PAR Service Processor (SP) Software 4.3.0 MU1 P012 is cumulative and includes patches P003, P006, P008 and P009.

SP-4.3.0.GA-24 P012 is a mandatory patch for SP-4.3.0.GA-24, SP-4.3.0.GA-24 P003, SP-4.3.0.GA-24 P006, SP-4.3.0.GA-24 P008 and SP-4.3.0.GA-24 P009.

⚠ CAUTION:

At the end of the update, the Service Processor restarts. It might take up to 5 minutes before the SP is available after a restart and you are disconnected during that time.

Modifications

Issue ID	Description
181701	The existing CCA (Customer Controlled Access) feature is enhanced to handle the outbound only and bidirectional settings. Depending on this setting, automatic software download option can be enabled or disabled.

Service Processor Software SP-4.3.0.GA-32 (MU3) Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-32 (MU3) release.

SP-4.3.0 MU3 is a required maintenance release to support HPE 3PAR OS 3.2.1 MU5.

SP-4.3.0 MU3 is a required maintenance release to support the DL120 platform.

The software build number of the SP-4.3.0 MU3 release is SP-4.3.0.GA-32.

What's New in the Service Processor

This release includes following enhancement:

- Support added for DL120e physical platforms.

NOTE:

Port 2 on the DL120 is reserved for maintenance by HPE service personnel only.

Modifications

Issue ID	Description
149189	Added support for DL120 platform.
152701	Declines upgrade from SP-4.3.0 MU3 to SP-4.4.0.GA-22.

Known Issues

Issue ID	Description
151857	<p>When using SPMAINT to perform all nodes down node rescue, the nodes are rescued successfully but an incorrect warning is displayed as follows:</p> <pre>WARNING: <inserv> node 0 is yet online, cannot check if a File Persona rescue is needed. The File Persona rescue process can be found in the HP 3PAR OS ddocumentation.</pre> <p>Workaround: To verify that all the nodes are rescued successfully, login to the StoreServ system and execute the following commands:</p> <ol style="list-style-type: none">1. <code>showversion -b</code> : Displays if all the nodes are rescued to the same version.2. <code>shownet</code> : Displays if the IP address is configured properly.3. <code>showsysmgr</code> : Displays that the system is operational.
152838	<p>When the SPMaint menu option 1.16.1 is used for SP upgrade from 4.3.0.GA-29 (MU2) to later versions, it fails for both - location path or DVD option.</p> <p>Workaround: Use either of the following options to upgrade SP:</p> <ul style="list-style-type: none">• Use the SPMaint menu option 1.16.1 and try the upgrade again by selecting the version to which SP is to be upgraded from the preloaded list.• First stage the package using SPMaint menu option 1.16.2. Then, select the package from the preloaded list using SPMaint menu option 1.16.1 and perform the upgrade. <p>This issue is observed only when SPMaint menu is used for the upgrade. When SPOCC menu is used for the upgrade, Location path, DVD, and ISO options work correctly.</p>

Service Processor Software SP-4.3.0.GA-32 (MU3) P007 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-32 (MU3) P007 release.

SP-4.3.0.GA-32 P007 is a mandatory patch for SP-4.3.0.GA-32.

CAUTION:

At the end of the update, the Service Processor restarts. It might take up to 5 minutes before the SP is available after a restart and you will be disconnected during that time.

Modification

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

Before performing the upgrade to the Service Processor patch SP-4.3.0 MU3 P007, ensure that there are no customer firewall restrictions to the existing HP servers and new HPE servers on port 443. Firewall and proxy server configuration must be updated to allow outbound connections from the Service Processor to the existing HP servers and new HPE servers.

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

- Collector Server:
 - <https://storage-support.glb.itcs.hpe.com>
(16.248.72.63)
 - <https://storage-support1.itcs.hpe.com>
(16.248.72.63)
 - <https://storage-support2.itcs.hpe.com>
(16.250.72.82)
- HPE Remote Support Connectivity Global Access Servers (GAS):
 - <https://c4t18808.itcs.hpe.com>
(16.249.3.18)
 - <https://c4t18809.itcs.hpe.com>
(16.249.3.14)
 - <https://c9t18806.itcs.hpe.com>
(16.251.3.82)
 - <https://c9t18807.itcs.hpe.com>
(16.251.4.224)
- HP Remote Support Connectivity Global Access Servers (GAS):
 - <https://g4t2481g.houston.hp.com%20>
(15.201.200.205)
 - <https://g4t2482g.houston.hp.com>
(15.201.200.206)
 - <https://g9t1615g.houston.hp.com>

(15.240.0.73)

- <https://g9t1616g.houston.hp.com>

(15.240.0.74)

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

△ CAUTION:

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

Service Processor Software SP-4.3.0.GA-32 (MU3) P011 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-32 (MU3) P011 release.

HPE 3PAR Service Processor (SP) Software 4.3.0 MU3 P011 is cumulative and includes patch P007.

SP-4.3.0.GA-32 P011 is a mandatory patch for SP-4.3.0.GA-32 and SP-4.3.0.GA-32 P007.

⚠ CAUTION:

At the end of the update, the Service Processor restarts. It might take up to 5 minutes before the SP is available after a restart and you will be disconnected during that time.

Modification

The following issue is addressed in this release.

Issue ID	Description
171415	Issue with the automatic and regular package deployment via Secure Service Architecture is resolved and now it depends on the Customer Control Access (CCA) settings on the SP. SP and HPE 3PAR OS Software updates from HPE are allowed only when bidirectional option is selected and automatic software downloads is enabled in the CCA settings.

Service Processor Software SP-4.3.0.GA-32 (MU3) P013 Release

The following release notes are for the HPE 3PAR Service Processor (SP) Software SP-4.3.0.GA-32 (MU3) P013 release.

HPE 3PAR Service Processor (SP) Software 4.3.0 MU3 P013 is cumulative and include patches P007 and P011.

SP-4.3.0.GA-32 P013 is a mandatory patch for SP-4.3.0.GA-32, SP-4.3.0.GA-32 P007 and SP-4.3.0.GA-32 P011.

⚠ CAUTION:

At the end of the update, the Service Processor restarts. It might take up to 5 minutes before the SP is available after a restart and you will be disconnected during that time.

Modifications

Issue ID	Description
186065	The existing CCA (Customer Controlled Access) feature is enhanced to handle the outbound only and bidirectional settings. Depending on this setting, automatic software download option can be enabled or disabled.

Websites

General websites

Hewlett Packard Enterprise Information Library

www.hpe.com/info/EIL

Single Point of Connectivity Knowledge (SPOCK) Storage compatibility matrix

www.hpe.com/storage/spock

Storage white papers and analyst reports

www.hpe.com/storage/whitepapers

For additional websites, see [Support and other resources](#).

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 HP 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, see the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products* document, available at the Hewlett Packard Enterprise Support Center:

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
HPE Storage Products	www.hpe.com/support/Storage-Warranties
HPE Networking Products	www.hpe.com/support/Networking-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

Documentation feedback

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