

Release Notes

EMC ViPR SRM

Release number 3.5

Release Notes

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REV 02

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These release notes contain supplemental information about EMC® ViPR SRM. Topics include:

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Revision history

Use this table to review the revisions made to this document.

Revision	Date	Description
01	June 13, 2014	GA release of ViPR SRM 3.5.
02	June 20, 2014	Post-GA update of Known problems and limitations on page 20 .

Product description

EMC ViPR SRM provides comprehensive monitoring, reporting, and analysis for heterogeneous block, file, and virtualized storage environments. It enables you to visualize applications to storage dependencies, monitor and analyze configurations and capacity growth, as well as optimize your environment to improve return on investment.

Virtualization enables businesses of all sizes to simplify management, control costs, and guarantee uptime. However, virtualized environments also add layers of complexity to the IT infrastructure that reduce visibility and can complicate the management of storage resources. ViPR SRM addresses these layers by providing visibility into the physical and virtual relationships to ensure consistent service levels. As you build out your cloud infrastructure, ViPR SRM helps you ensure storage service levels while optimizing IT resources — both key attributes of successful cloud deployments.

New features and changes

EMC ViPR SRM includes the following new features and changes.

Content delivery

EMC ViPR SRM has adopted a new model for delivering a majority of your technical content in the way you've come to expect as an experienced Web user. Searchable, relevant, technical articles delivered to the EMC Community Network in HTML enable you to search from outside the community using popular Web search engines, or within the community itself using its built-in search features.

Technical content is written by EMC technical writers and subject matter experts. You can interact with the authors and other community members using the community's commenting features.

The community's content is public, and you are free to view and download it. To comment or contribute to the community, create a login and establish your site member credentials. Having your voice heard is a great way to improve your own experience while benefitting the entire community.

If you prefer top-down navigation or would like to view the full scope of available documentation, the community's EMC ViPR 3.5 Product Documentation Index article provides categorized links to all articles supporting your version of the product. It's a great place to start.

The EMC Online Support site (support.emc.com) provides some customer documentation only available to registered customers, such as release notes and security configuration guides. The support site also includes access to software downloads, service requests, support knowledgebase, and other customer support tools.

Links:

EMC ViPR Community: <https://community.emc.com/community/products/vipr>

EMC Online Support: <https://support.emc.com/>

Platform features and changes

Column summary

You can add a row to display the total or average value of all of the visible rows for a particular column at the end of that column. For example, suppose you have a column that lists individual storage capacities. You can add a row at the end of that column that displays the sum of all of the individual capacities to give you the total capacity.

Topology map enhancements

Topology maps now support two new features: layers and hop count. A layer is a collection of relations and intermediate nodes that present a particular view, such as a physical connectivity view or a logical connectivity view. Topology maps can be defined to display different layers through the use of the Map Type menu. The Map Type menu is only visible in topology maps that have been defined to use layers.

The hop count is the number of devices that data must pass through from a source to a destination. Topology maps can be defined to display the Increase Hop Count, Decrease Hop Count, and Reset Hop Count icons that enable the number of elements being displayed to increase or decrease according to the number hops selected. The hop icons are not displayed in topology maps that have not been defined to support the feature.

Threshold ranges

You can define ascending (higher value is more critical) thresholds, descending (lower value is more critical) thresholds, or a combination of both ascending and descending thresholds.

Groups Management

You can create groups of objects such as hosts, switches, arrays, and storage groups. These groups allow for simpler multitenant reporting and chargeback. Device tagging provides a way to identify different devices by some common association, such as by a customer identifier or location.

Service levels are used to group LUNs with similar performance characteristics together to aid in capacity utilization reporting. Service levels are defined by rules that match characteristics such as: array type, disk technology, disk size, and RAID protection. Discovered LUNs that match the rules for a given service level will be tagged as that service level. There are 11 predefined service levels: System, Pool Contributor, Platinum, Gold, Silver, Bronze, Custom1, Custom2, Custom3, Fast VP, and Other. The predefined service levels can be edited to customize the service level definition. Service level tagging currently supports the following technologies: EMC VMAX, EMC VNX, EMC XtremIO, IBM XIV, Hitachi, and NetApp Block.

Test connectivity to a device

In Discovery Center, you can verify that a device can be reached by testing the connectivity to the device.

SolutionPack features and changes

Updated SolutionPacks

The following SolutionPacks have been updated in this release:

- ◆ SolutionPack for Brocade FC Switch
- ◆ SolutionPack for Cisco MDS/Nexus Switch

- ◆ SolutionPack for EMC Atmos
- ◆ SolutionPack for EMC Centera
- ◆ SolutionPack for EMC Data Protection Advisor
- ◆ SolutionPack for EMC Isilon
- ◆ SolutionPack for EMC RecoverPoint
- ◆ SolutionPack for EMC VMAX
- ◆ SolutionPack for EMC VNX
- ◆ SolutionPack for EMC VPLEX
- ◆ SolutionPack for EMC XtremIO
- ◆ SolutionPack for Storage Compliance
- ◆ SolutionPack for Physical Hosts
- ◆ SolutionPack for EMC Host Interface
- ◆ SolutionPack for Hitachi Device Manager
- ◆ SolutionPack for HP StorageWorks P9000
- ◆ SolutionPack for IBM XIV
- ◆ SolutionPack for IBM LPAR
- ◆ SolutionPack for NetApp Filer
- ◆ SolutionPack for Oracle Database
- ◆ SolutionPack for VMware vCenter

SolutionPacks not supported

EMC ViPR SRM does not support the SolutionPack for ProSphere-SCA.

Fixed problems

The following problems and limitations have been fixed in this release.

Fixed platform problems

Issue number	Component	Problem description
TRAC-10725	Backends > Alerting-Backend	It is now possible to import alerts definition.
TRAC-9410	Backends > APG-Backend	crypt-password.cmd now outputs the encrypted string when a parameter is given.
TRAC-11093	Centralized-Management > Central Configuration Repository	"No answers were provided" permanently displayed in the locker.
TRAC-10595	Centralized-Management > Data Enrichment	Long property names will be truncated to 8 characters when stored in the database.
TRAC-10314	Centralized-Management > Licenses	The configuration popup when deleting a bunch of licenses is now disabling the buttons.

Issue number	Component	Problem description
TRAC-10541	Centralized-Management › Logical Overview	JS error is no longer displayed in browser console when stopping/starting services.
TRAC-10752	Centralized-Management › Modules	Default ReportPack can be installed with the generic-reports block. It was added as a dependency to report Solution Pack blocks.
TRAC-10594	Centralized-Management › SolutionPacks	Questions and answers will be migrated correctly for Solution Pack update through Centralized Management.
TRAC-10527	Collecting › Load-Balancer	Websocket gateway timeout connections are cleaned up.
TRAC-11116	Collecting › SNMP-Collector	Please add the above OIDs to the list in oid2devtypes.
TRAC-9263	Collecting › SNMP-Collector	It is now possible to poll v3 agents that have the same IP:port but different context on them: v3contextname and v3contextengineid are target-device indexes.
TRAC-10634	Databases › MySQL	Mysql updated from 5.5.30 to 5.5.36.
612531	End-to-End reports	Passive hosts are not reported in the connectivity and path details topology reports for switches and storage systems.
TRAC-10436	Event-Processing › Flow-Listener	Fixed incorrect calculation of IPV4_SRC_NET.
TRAC-10722	Filters › Variable-Handling-Filter	The converter from Ascii string to hex has added to Variable Handling Filter.
TRAC-10666	Filters › Variable-Handling-Filter	Metric Multiplier Handler was created for Variable Handling Filter.
TRAC-10211	Filters › Variable-Handling-Filter	Improved HexaDecimalToDecimal to handle ONLY hexa values instead of handling all int values (octal, decimal, hexa).
TRAC-11094	Installation	Trial Licenses required for several SolutionPacks.
TRAC-10751	Installation	Added the script manage-update to update all core modules.
TRAC-10601	Installation	EMC M&R will not have a version number in Programs & Features after update.
JIRA EMP-906	Installation and Upgrade	After upgrading a vApp from 3.0 to SP 1 or SP 2, old data fails to be cleaned up. This is a result of the Task Scheduler not being installed on the Additional Backend appliance.
TRAC-7933	Other › Formulas	Formula math.temporal.BaseLine now supports summer time with the addition of a new formula: CalendarBaseLine.
TRAC-7975	Other › Tomcat	Possibility to use encrypted password with tomcat Resource database configuration.

Issue number	Component	Problem description
TRAC-10477	Reports	Report the node which is used as the "root" for a topology map will be automatically selected.
TRAC-9308	Reports	User can add a row to display the total or average value of all of the visible rows for a particular column at the end of that column.
TRAC-10633	Reports › Computation	Mixed report will reflect changes made for child reports in Browse mode.
TRAC-11083	Reports › Creation	Deselect an expansion property with the GUI does not always work.
TRAC-10947	Reports › Creation	Enhanced error handling when the collector cannot write a configuration to disk.
TRAC-10269	Reports › Display	CSS minor fix: active column is not highlighted when it's selected.
TRAC-10229	Reports › Display	Interactive table child reports do not lose report title.
TRAC-10221	Reports › Display	Report manager does not insert a child report outside the Interactive Table.
TRAC-7607	Reports › Display	When using an imix report, the description of the table is no longer displayed twice.
JIRA SRS-299	Reports (Explore, Dashboard)	After a fresh deployment of the four VM SRM Suite 3.0 vApp, the Explore and Dashboard reports are missing. If the SolutionPack for EMC VNX is already installed, then the broken links icon will be shown in the EMC VNX Summary view. In the Administration -> ReportPacks view only 8 templates will be available, but there should be 10.
TRAC-10493	Reports › Scheduled	Removed redundant info found in subject of when emailing report.
TRAC-10357	Reports › Scheduled	CSS improvement: Scheduled report errors are now properly rendered in their respective tooltips.
TRAC-10079	Reports › Scheduled	Schedule Report tooltip now closes when switching tabs.
TRAC-10479	Reports › Topology	Added a hop-count element. It is the number of relationships to follow from one element to another.
TRAC-10701	Reports › Topology	Collapse/Expand the Group are no longer available for Manual layout.
JIRA SRS-2113	Reports › Topology	Array front end adapters that are not connected are shown in the Topology Maps.
TRAC-10753	ReportPacks	Default ReportPack can be installed with the generic-reports block. It was added as a dependency to report Solution Pack blocks.
TRAC-10356	Tools › Module-Manager	Web applications update is deferred until tomcat is restarted.

Issue number	Component	Problem description
TRAC-5334	Tools › Module-Manager	Module default question answers improvements.
TRAC-10632	Web-Applications › APG-Frontend	Internationalization is now ok when modules and restrictions are added via web services.
TRAC-6664	Web-Applications › SNMP Collector	Enhanced error handling when the collector cannot write a configuration to disk.
TRAC-10305	Web-Portal › Administration	CSS minor fix in admin page: descriptions are now right below their respective titles.
TRAC-10873	Web-Portal › Dashboard View	Graphs have a new colors palette.

Fixed SolutionPack problems

Issue number	Component	Problem description
650102	SolutionPack for Brocade FC Switch	The Throughput by Fabrics (/s) report: - Should be renamed to Throughput by Switch (/s). - Should include the unit of throughput as million packets per second (MPPS). - Displays the throughput data for only one switch and not all. - The All, None, and Auto options cannot be applied. - The report description is repeated twice. The Throughput by Port (/s) report: - Does not include the switches for which the port data has been generated. - The legend descriptions are not complete. - The All, None, and Auto options cannot be applied. - The report description is repeated twice.
649960	SolutionPack for Brocade FC Switch	Brocade Access Gateway does not support the capabilities (SNMP MIBs) of normal Brocade FC switches. Hence, the SolutionPack does not collect and report system performance statistics and FC port statistics for Access Gateways.
612826	SolutionPack for Brocade FC Switch	Switch discovery fails to terminate when the seed file contains invalid values.
JIRA SRS-555	SolutionPack for Brocade FC Switch	The Collector-Manager Brocade-FC-Switch service does not come up after the 3.0 to 3.0.1 upgrade in an AIO setup. You may see the following exception: <pre>com.watch4net.apg.v2.collector.StartStopError: com.watch4net.apg.v2.collector.plugins.outputparsing.InitializationException: Cannot write to the specified output</pre>

Issue number	Component	Problem description
		folder: /opt/APG/Collecting/XMLCollector/ brocade-fc-switch/tmp/ ZoneMemberInZoneOut".com.
N/A	SolutionPack for Brocade FC Switch	The Interfaces Utilization has no data in the Interface Type and Speed (Mbps) columns.
JIRA SRS-160	SolutionPack for EMC Isilon	Additional steps required for configuring Isilon arrays.
612332	SolutionPack for VMware vCenter	If ESX servers have vMotion that is not activated, the IP address is not available in Explore > Hosts > Hypervisor report. This is because, typically, there are several IPs assigned to an ESX server. Of these IPs, the suite only collects the property <i>ip</i> from the IP that is unique to vMotion.
JIRA SRS-2140	SolutionPack for EMC VMAX	Alert definition in the EMC VMAX SolutionPack, 'VMAX-FEDirectorByPort\Utilization' (and 'VMAX Front-End Director Port Utilization' in case of update) creates only one alert instance.
JIRA SRS-1841	SolutionPack for EMC VMAX	Three of the new alert definitions in the EMC VMAX SolutionPack have metrics with different units and do not match with the alert definition name. (i) 'VMAX-BEDirector\Write Percentage' is using 'WriteRequests' (ii) 'VMAX-Disks\Writes per second' is using 'WriteThroughput' (iii) 'VMAX-BEDirector\Writes per second' is using 'WriteThroughput'
612345	SolutionPack for EMC VNX	In the Storage Capacity Presented to NAS Report report for individual VNX arrays, the Free Capacity on Used Disks(GB) column may display negative values.
611697	SolutionPack for EMC VNX	The SolutionPack does not support ESX NFS datastores.

Known problems and limitations

At the time of release, EMC ViPR SRM has the following known problems and limitations. When applicable, a workaround for the issue is documented.

Known platform problems and limitations

Issue number	Component	Problem description	Workaround/Resolution
JIRA SRS-4520	Alert Consolidation	In an earlier release, alert consolidation supported alert retention for a maximum of 30 days. Now with archive table at backend database introduction, this feature was refined. The SolutionPack block configuration page has the user input (installer question) for	Edit the configuration file: /opt/APG/Event-Processing/Generic-Live-Writer/Alert-Consolidation/conf/alert-event-archive.xml Where: <expiration field="openedat" period="1d" timeout="30d"

Issue number	Component	Problem description	Workaround/Resolution
		retention period and is not used by the archive table. Any change in this user editable field will affect the retention of alert. The default values will be used.	<code>unit="ms" /></code> defines the expiration policy. For example, to change the timeout from 30 days to 10 days, change the timeout value from 30d to 10d.
JIRA SRS-4517	Alert Consolidation	When alert is notified through consolidated alert email or trap notification, the alert's 'source' attribute is not substituted with data instead it always comes as PROP.'source' meaning that there is no data in the backend. While the Operations > All Alerts report's Source column displays data. The Operations > All Alerts report Source column used 'eventSource' property to display. The alert notification related definitions uses 'source' property.	1. Edit Administration > Alerting > Local Manager > Adapters > Alert Consolidation Adapter. 2. Change ",source," to ",Source," in the "Properties field". 3. Save the change. 4. Edit Administration > Alerting > Local Manager > Alert definitions > Alert Consolidation Email Notification definition. 5. Change references of PROP.'source' with PROP.'Source' in "Mail" action box. 6. Save the changes. 7. Edit Administration > Alerting > Local Manager > Alert definitions > Alert Consolidation Trap Notification definition. 8. Change references of PROP.'source' with PROP.'Source' in "Trap content" of "SNMP Trap" action box. 9. Save the changes. 10. Repeat steps 4 through 9, if any other customized email or trap notification definition exists.
JIRA SRS-4516	Alert Consolidation	Few threshold alerts generated by alert definitions shipped as part of alert-consolidation for VMAX, VNX, Brocade and Cisco SolutionPacks are auto cleared by different alerts.	Open Administration > Centralized Management > Logical Overview > Events > Event-Log-Processor::Alert-Consolidation > conf > rules > 07-threshold-trap-rules.xml configuration. Replace: <pre> <!-- event name key --> <rules on-failure="continue"> <format name="Unique key attributes" pattern=" \ Unknown macro: {0} \ Unknown macro: {1} \ Unknown macro: {2} \ Unknown macro: {3} " to="Name" type="message"> <field name="sourceip" type="STRING"/> <field name="device" type="STRING"/> <field name="part" type="STRING"/> </pre>

Issue number	Component	Problem description	Workaround/Resolution
			<pre><field name="eventname" type="STRING"/> </format> </rules></pre> With: <pre><!-- event name key --> <rules on-failure="continue"> <format name="Unique key attributes" pattern="{0}_{1}_{2}_{3}_{4}" to="Name" type="message"> <field name="sourceip" type="STRING"/> <field name="device" type="STRING"/> <field name="part" type="STRING"/> <field name="eventname" type="STRING"/> <field name="sourceeventtype" type="STRING"/> </format> </rules></pre>
JIRA SRS-2992	Alert Consolidation	Some email attribute fields are prefixed by PROP (e.g., PROP.'attribute'). The email or trap content can be edited to remove the field if not required. But be advised that change will affect other alert notification as well. If user could add filter condition to check this attributes for null value and take appropriate email or SNMP trap action in Alert Definition.	There is no workaround available.
JIRA SRS-2560	Alert Consolidation	VNX alerts not collected from SPB during failover. In VNX Block, in case of SPB machine is active and SPA machine is inactive, then add SPB IPaddress entry in host-list of navialerts-parser.xml configuration file of Text-collector for EMC VNX SP in order to do Alert consolidation of Health alerts from this machine.	Add SPB IPaddress in host-list of navialerts-parser.xml configuration file of Text-collector for EMC VNX SP.
JIRA SRS-435	Alert Consolidation	EPM log shows "File not found Exception" if APG web service is not reachable. This issue is because of the fact that APG web service was not available at the time of Alert Consolidation block came up. No action require. It will be all right in next cycle of refreshing PTF configuration.	No action required.
JIRA SRS-372	Alert Consolidation	Uninstalling a SolutionPack does not remove the rules file and alert collection still works.	The "Infrastructure Preparation for Discovery and Data Collection" chapter in the <i>EMC Storage Resource Management Suite Installation and Configuration Guide</i> describes the procedure for enabling alert consolidation for each alert source. For Brocade and Cisco switches, apply the same procedure used for enabling alert

Issue number	Component	Problem description	Workaround/Resolution
			consolidation to disable SNMP trap forwarding by logging into each switch. For VMAX, apply the same procedure used for enabling alert consolidation to disable SNMP trap forwarding by removing trap recipient IPs from the <code>daemon_options</code> file in the respective Solutions Enabler (SE).
651349	Alert Consolidation	If the APG webservice is not reachable, <code>File not found Exception</code> entry is found in the EPM log.	Ignore the exception. It is removed on successful connection to the APG webservice.
650764	Alert Consolidation	Report does not show alerts received from external sources if the system time of the source is ahead (later than) the ViPR SRM host.	Ensure that the system time of alert sources and ViPR SRM are in sync at all times in order to view alerts in the All Alerts report as soon as they are processed. The delayed alerts appear in the All Alerts report as when the suite host timestamp crosses the system timestamp of the alert source.
650018	Alert Consolidation	Alert consolidation continues to work after uninstallation of the following SolutionPacks: • Brocade FC Switch • Cisco MDS/Nexus • EMC VMAX	The "Infrastructure Preparation for Discovery and Data Collection" chapter in the <i>EMC ViPR SRM Installation and Configuration Guide</i> describes the procedure for enabling alert consolidation for each alert source. • For Brocade and Cisco switches, apply the same procedure used for enabling alert consolidation to disable SNMP trap forwarding by logging into each switch. • For VMAX, apply the same procedure used for enabling alert consolidation to disable SNMP trap forwarding by removing trap recipient IPs from the <code>daemon_options</code> file in the respective Solutions Enabler (SE).
JIRA SRS-152	Alert Template Definitions	The <code>alerting.xml</code> file of the core's Alerting-Backend was not updated when upgrading SRM Suite 3.0 to 3.0.1 (SP1), 3.0.2 (SP2) and 3.5.	Newly-introduced default Alert template definitions are missing during the upgrade of SRM Suite 3.0 to ViPR SRM 3.5. The missing templates are Default Alert Email and Default Alert Trap. These templates must exist in <code>/opt/APG/Backends/Alerting-Backend/Default/conf/alerting.xml</code> Workaround 1. SSH to the W4N primary Back-End host. 2. Navigate to the: <code>/opt/APG/Backends/Alerting-Backend/Default/conf</code>

Issue number	Component	Problem description	Workaround/Resolution
			3. Open the file alerting.xml in edit mode. 4. Add below 2 blocks between the <component-template-list>...</component-template-list> tags. <pre> <component-template-list family="Action" name="Default Threshold Alert trap Template"> <class>com.watch4net.alerting.ac tion.SNMPTrapAction</class> <description>This is default threshold alert trap content template. Trap content given here is mandatory in term of order and number of fields. Please do not modify it.</ description> <param-list name="port">2041</ param-list> <param-list name="community">public</param- list> <param-list name="generic">6</ param-list><param-list name="specific">1</param-list> <param-list name="trap- content">PROP.'fullmsg',PROP.'de vice',PROP.'devtpye',PROP.'sever ity',PROP.'source',PROP.'sourcei p',PROP.'parttype',PROP.'part',P ROP.'category'</param-list> </component-template-list> <component-template-list family="Action"name="Default Alert email Template"> <class>com.watch4net.alerting.ac tion.MailAction</class> <description>This is default alert email content template. User can modify it as per the need.</description> <param-list name="subject">Sev- PROP.'severity' PROP.'category' alert received for PROP.'devtype'-PROP.'device'</ param-list> </pre>

Issue number	Component	Problem description	Workaround/Resolution
			<pre><param-list name="message">An alert has been received with the following attributes: Message: PROP.'fullmsg' Device: PROP.'device' Device Type: PROP.'devtype' Severity: PROP.'severity' Source: PROP.'source' Source IP: PROP.'sourceip' Part Type: PROP.'parttype' Part: PROP.'part' Category: PROP.'category' This is an auto-generated email. To change the notification settings, consult the site administrator. </component-template-list></pre> 5. Restart the alerting-backend service (running in the Primary Back-End host). 6. Log out and log in to the Alerting Front-End UI. In the tree under 'Templates' node, you will see below 2 entries got added. => Default Alert email Template => Default Threshold Alert trap Template
TRAC-7951	Backends: Alerting Backend	Alert definitions are global and no restriction can be applied using the user master filter.	
611574	Browser support	When using Internet Explorer (IE) 9 the issues are: - In the Login screen, Sign In is disabled. - In Centralized Management, the main view and the navigation panel are blank.	- To enable Sign In in the Login screen, add the ViPR SRM URL to the IE Local Intranet zone. - To view all Centralized Management features, either disable the IE Pop-up Blocker, or add the ViPR SRM URL to the Pop-up Blocker exception list.
602585	Browser support	When using Internet Explorer 8 to install a SolutionPack, the installer might fail to start.	Close the current selection and then select the SolutionPack again. For more information, see Primus article emc324861.
602584	Browser support	There are browser refresh issues when using IE8.	There is no workaround available.

Issue number	Component	Problem description	Workaround/Resolution
N/A	Browser support (SolutionPack for Storage Compliance)	In IE 8, only Breach Report is accessible under Operations > Storage Compliance . The other two administrative options are accessible only in IE versions 9 and 10: • Manage Rules & Policies and all associated policy administration options • Match to EMC Support Matrix administration option	There is no workaround available.
TRAC-10595	Centralized-Management > Data Enrichment	Long property names will be truncated to 8 characters when stored in the database.	There is no workaround available.
JIRA SRS-4134	Compliance	Compliance breaches are not displayed in the All Alerts report (All >> Operations >> Alerts >> All Alerts).	There is no workaround available.
JIRA SRS-3705	Compliance	In the Compliance Policy Wizard, the editing rules in the Rules tab leaves the rule rows in the edit mode. As a result, trying to save the Policy generates an error message.	While Safari is a supported browser in general, Compliance Management operations should be performed with another browser.
JIRA SRS-4299	Discovery Center	The Test button for host agent specific configuration does not work.	There is no workaround available.
612514	End-to-End reports	Selection of a fabric, VSAN, ESX Cluster, or VPLEX Cluster node in the map does not display in any reports.	You can view reports for the fabric or VSAN by selecting or searching for it in Explore > SAN Connectivity > Fabric .
N/A	Global Capacity Reporting	Certain cells in the report for Symmetrix or CLARiiON arrays are empty or missing data for the following reasons: • Discovery of the arrays takes longer than 15 minutes. • Discovery stopped due to errors.	No action is required because this is expected behavior. To enable efficient, error-free discovery, ensure that you: • Restrict only one Symmetrix or CLARiiON array to each collector. • Check your logs to identify the cause of any errors that are preventing successful discovery, and correct them.
N/A	Global Capacity Reporting	Some configuration data for a LUN take up to three collection cycles to be set.	No action is required because this is expected behavior for the configuration data of a LUN, as in the case of the following: • Flags, such as Is Used, Is Pool Contributor, and Is Pool Consumer • Attributes, such as Purpose (Primary, Local Replica, Remote Replica, System Resource) • Attributes, such as Service Level, Storage Group Name ViPR SRM requires two collection cycles to compute enterprise capacity metrics (for

Issue number	Component	Problem description	Workaround/Resolution
			example, Used, Free, Primary, Service Level Free) accurately. In between collection cycles, you can expect the capacity values to fluctuate.
N/A	Installation	It is not always clear on which server the different SolutionPackBlocks should be installed.	Primary Backend - Alert Consolidation, Events, Pre-configured alerts Collector - Data collection, Scripts Front End - Reports
N/A	Installation	A new version of the host configuration script is available from https://support.emc.com/	This caused when other (non-EMC) software changes the path.
N/A	Installation	NaviSecCli can fail with the following error: "Unknown exception while executing cli command".	Before you run navisseccli: set R_SHLIB_LD_LIBRARY_PATH="C:\Program Files (x86)\EMC\Navisphere CLI"
JIRA SRS-4636	Installation and Upgrade	After upgrading from 3.0 to 3.5, the Workload Distribution report legend color is displayed as undefined. This is due to the default threshold value not getting populated for the report.	Workaround for VMAX: 1. Navigate to Operations > Workload Distribution. 2. Click EDIT MODE. 3. Navigate to Array Workload Distribution > VMAX. 4. Click Report Details: Treemap. 5. In the Color section, expand Value settings. 6. Under Thresholds Definition, enter the following values: • Normal = -Infinity • Major = 60.0 • Critical = 90.0 7. In the tree, expand VMAX and click List of Array. 8. Click Report Details: Treemap. 9. In the Color section, expand Value settings. 10. Under Thresholds Definition, enter the following values: • Normal = -Infinity • Major = 60.0 • Critical = 90.0 11. Click Save.

Issue number	Component	Problem description	Workaround/Resolution
			12. Click BROWSE MODE. Workaround for VNX: 1. Navigate to Operations › Workload Distribution. 2. Click EDIT MODE. 3. Navigate to Array Workload Distribution › VNX. 4. Click Report Details: Treemap. 5. In the Color section, expand Value settings. 6. Under Thresholds Definition, enter the following values: • Normal = -Infinity • Major = 450 • Critical = 700 7. In the tree, expand VNX and click List of Array. 8. Click Report Details: Treemap. 9. In the Color section, expand Value settings. 10. Under Thresholds Definition, enter the following values: • Normal = -Infinity • Major = 450 • Critical = 700 11. Click Save. 12. Click BROWSE MODE. Workaround for VMware: 1. Navigate to Operations › Workload Distribution. 2. Click EDIT MODE. 3. Navigate to Virtual Workload Distribution › VMware vCenter › Expand on memberof. 4. Click Report Details: Treemap. 5. In the Color section, expand Value settings. 6. Under Thresholds Definition, enter the following values:

Issue number	Component	Problem description	Workaround/Resolution
			• Normal = -Infinity • Major = 70.0 • Critical = 90.0 7. In the tree, expand Expand on memberof and click Expand on cluster. 8. Click Report Details: Treemap. 9. In the Color section, expand Value settings. 10. Under Thresholds Definition, enter the following values: • Normal = -Infinity • Major = 70.0 • Critical = 90.0 11. Click Save. 12. Click BROWSE MODE.
JIRA SRS-4583	Installation and Upgrade	After upgrading from 3.0.1 (SP1)/ 3.0.2 (SP2) to 3.5, User Actions in All Alerts Console Not Working. All Alerts Console user actions will throw exceptions and will not work.	1. Login to the Front-End host using SSH. 2. Navigate to the folder: <code>/opt/APG/Custom/WebApps-Resources/Default/actions/event-mgmt/linux</code>. 3. There will be 4 files can be found: <code>ack-event</code>, <code>releaseowner-event</code>, <code>takeowner-event</code>, and <code>unack-event</code>. 4. Open each file in the edit mode and replace 127.0.0.1 with the Primary Back-End host IP in all files. 5. Now, the user actions start working as expected in the all alerts console. In the update setup the TCP port 2042 which is introduced for the user actions purpose will not be open by default. User has to open this port manually. Procedure to open a port: 1. Login to the Primary Back-End host using SSH. 2. Navigate to the <code>. folder: usr/sbin</code>. 3. Run the command: <code>./enable_firewall_port.sh TCP 2042</code>.

Issue number	Component	Problem description	Workaround/Resolution
			4. To verify whether 2042 port is opened or not, run the command: iptables -L -n grep 2042 .
JIRA SRS-4568	Installation and Upgrade	After upgrading from 3.0.2 (SP2) to 3.5, the alerts count in Operations > Dashboard shows occurrence based and All Alerts and drill down reports are aggregated reports.	There is no workaround available.
JIRA SRS-4526	Installation and Upgrade	The Pre-Configured alerts block is missing when upgrading from 3.0.2 (SP2) to 3.5. New Watch4net alerts are not visible.	1. Navigate to Centralized Management. 2. Click SOLUTIONPACK CENTER. 3. Select SolutionPack for EMC Watch4net Health and Select only the pre-configured alerts block to install. 4. Select the Primary-Backend host as a input and click to install. "APG Health" threshold alert definitions will appear in the alerting-frontend UI.
N/A	Online Update	Online Update cannot be used to upgrade from previous versions of SRM Suite to ViPR SRM 3.5.	Upgrade to ViPR SRM 3.5.
N/A	PowerPath	PowerPath data collection has not been fully qualified with sudo, and currently, can only be collected using 'root' credentials.	Use 'root' credentials.
JIRA SRS-550	PowerPath	PowerPath metrics are not being collected for hosts discovered using sudo credentials.	The following instructions are to be followed for collection of PowerPath metrics for a UNIX system using "sudo" credentials for discovery. The steps detailed below can be followed to modify the script and collect PP metrics. 1. Login to the Collector 2. Navigate to the /opt/APG/bin and stop the Remote Shell Collector: <code>./manage-module service stop collector-manager Generic-RSC</code> Use <code>./manage-module service status all</code> to verify the status 3. Navigate to Generic-RSC collector, scripts directory. 4. Change to the OS directory for which 'sudo' credentials are being used for discovery. 5. Edit the RSCPP.pm file 6. Search for "exec_cmd" 7. Add the last parameter: <code>sudo=>1</code> Example Before: <code>@ = exec_cmd</code> 'powermt',arg=>'display perf bus verbose';

Issue number	Component	Problem description	Workaround/Resolution
			After: @l= exec_cmd 'powermt',arg=>'display perf bus verbose',sudo=>1; 8. Make the same change for all the 6 entries Line 30: @l= exec_cmd 'powermt',arg=>'display bus'; Line 69: @l= exec_cmd 'powermt',arg=>'display perf bus verbose'; Line 121: @commandOutput=exec_cmd 'powermt', arg=>'check_registration'; Line 171: @l= exec_cmd 'powermt',arg=>'display dev=all'; Line 277: my @commandOutput=exec_cmd 'powermt',arg=>'version',report_exitcode=>0,s tderr=>0; Line 287: @l= exec_cmd 'powermt',arg=>'display perf dev=all verbose'; Save the file. 9. Restart the Remote Shell Collector: ./ manage-module service start collector- manager Generic-RSC
			To add the missing reports: 1. Using WinSCP or a similar utility, copy "/opt/APG/Web-Servers/Tomcat/Default/ webapps/APG/Default ReportPack.arp" from the Frontend VM to a location that is accessible from the browser that you are using to log in to SRM Suite. 2. In the SRM Suite GUI, navigate to the Administration > ReportPacks > Default Report Pack 3. Click the Delete button in order to remove the incomplete Default ReportPack. Acknowledge the red warning and proceed with the deletion. 4. Navigate back to ReportPacks node and click Upload ReportPack. 5. Click Chose File and browse to the Default ReportPack.arp file saved in step 1, then click OK. The ReportPack is now uploaded to the SRM Suite Host; this may take a few seconds. Wait for the message "The file has been uploaded successfully." and click Continue to finish. 6. Check that the Default ReportPack now has all 10 templates, including 'Explore' and 'Dashboard'.

Issue number	Component	Problem description	Workaround/Resolution
			7. Log out of the GUI and log in again. This will trigger a re-scan of the available reports. The Explore and Dashboard nodes should now be visible. There should no longer be any broken link icons in the VNX Reports.
TRAC-11073	Reports	Cannot change bound of a per children charts.	There is no workaround available.
TRAC-9090	SolutionPacks	Need to clarify values at "SolutionPack(s) Version" column.	There is no workaround available.
TRAC-10590	Tools › Module-Manager	APG 6.3 Module-Manager- Shared collecting component update.	There is no workaround available.
611966	Topology Service	The Topology Map does not show complete end-to-end path for hosts connected to Symmetrix arrays through Brocade switches.	From the device discovery application, check if the switch discovery has failed due to SNMP timeout. If so, increase the timeout and rediscover the switch.
JIRA EMP-1421	Topology Mapping Service and Topology Service	Once the topology components are successfully updated from 3.0.x to 3.5 release and then started, restoring these components will not correctly restore it back to its previous version.	There is no work around available.
TRAC-10606	Web-Applications › Centralized-Management	When the output of an action is shown, the vertical scrollbar might not be available.	There is no workaround available.
TRAC-11071	Web-Applications › Centralized-Management	Unexpected error is thrown in UI when we try to update the solutionpack blocks.	There is no workaround available.
650976	Web GUI-Frontend	When you export reports in PDF format from Explore › Hosts › <Host Instance> , the topology map is not included.	There is no workaround available.
611749	Web GUI-Frontend	When a LUN or any other component is removed from an array, it takes twenty-four hours to be excluded from the Global reports.	There is no workaround available.

Known SolutionPack problems and limitations

Issue number	Component	Problem description	Workaround/Resolution
JIRA SRS-4033	SolutionPack for Brocade FC Switch	Passive host discovered via switch/fabric has incorrect value in "Discovered via" column.	There is no workaround available.
JIRA SRS-2929	SolutionPack for Brocade FC Switch	Fan details are not getting collected for Brocade switches discovered through SMIS.	1. Launch Centralized Management. 2. Navigate to Logical Overview › Collecting › XML Collector::brocade-fc-switch - <host name>. 3. In the right pane, expand 'Configuration files + schemas'.

Issue number	Component	Problem description	Workaround/Resolution
			- Search for the file name 'xmlcollector-fru.xml'. - Select the file and edit. - Search for the text '<value>tmp/Brocade_FRU/FANSensorRequest</value>' and replace it with '<value>tmp/Brocade_FRU/FanSensorRequest</value>'. - Save the file. - Select 'Collector-Manager :: brocade-fc-switch - <host name>' in navigation pane and restart the collector. Note: The above changes have to be applied each time the SolutionPack is reconfigured.
JIRA SRS-3361	SolutionPack for Brocade FC Switch	Display name for LISL ports is shown as 'unknown' in the topology map. This only happens in a VF enabled environment.	There is no workaround available.
JIRA SRS-2927	SolutionPack for Brocade FC Switch	On discovering only pizza box switches using SMIS, severe exceptions are seen. If you discover an environment where there are no AG switches available, a severe exception will be seen. This only happens when discovering switches with SMIS only option.	There is no workaround available.
JIRA SRS-305	SolutionPack for Brocade FC Switch	Brocade(AG)+FC switch connectivity data seen in APG but missing in RDF	Workaround: This issue can occur if all the switch ports have not been discovered properly. Discover the same switch using SNMP v2 instead of v1 as sometimes the collection is interrupted with v1 discoveries.
611966	SolutionPack for Brocade FC Switch	Although the path details show connectivity, end to end topology maps are broken due to missing fabrics and switches. A symptom of this issue is that the SNMP Collector starts timing out in successive collection cycles due to network issues or unresponsive switches. The Collector logs indicate this behavior with a WARNING statement in the format: <pre>WARNING -- [<Time Stamp> EST]-- PollingUnitTable \$PollTableTask::catchIOExceptio n(): time out after retrieson agent Host=<Switch IP>,Port=<port></pre>	- Increase the timeout of switches using the device-discovery web application. - Push the updated configuration to the Collector.
CQ 345678;	SolutionPack for Brocade FC Switch	The All » Report Library » Brocade FC Switch » Inventory & Performance »	There is no workaround available.

Issue number	Component	Problem description	Workaround/Resolution
JIRA SRS-153		Interfaces Utilization report provides data from both Brocade and Cisco FC switch ports. It should only report on Brocade FC switch ports. Also, this report is empty when switches are discovered with SMIS only option.	
JIRA SRS-4433	SolutionPack for EMC Centera	The SolutionPack for EMC Centera only supports CentraViewer 4.3. CentraViewer 4.2 is not supported.	Install CentraViewer 4.3 on the designated collector host.
JIRA SRS-4565	SolutionPack for Cisco MDS/Nexus	All>>Explore>>Storage Connectivity>>Switches>>Any Cisco switch>>Device Summary>>Category>>FC Ports Summary is showing the speed values twice.	1. Open APG\Collecting\Variable-Handling-Filter\Generic-SNMP\conf\vhf-generic-speed.xml . 2. In the handling-configuration with id 'validateifSpeed' change the below existing filter: <pre><parameter name="filter">name=='ifSpeed' </parameter></pre> to <pre><parameter name="filter">name=='ifSpeed' & mxhspeed</parameter></pre> 3. Save the file and restart Generic-SNMP collector. 4. Open global reports and change to edit mode. 5. Navigate to All >> Explore >> Search for any device >> Device >> Device Summary >> Fabric Switch Device Summary Default >> FC Ports Summary. 6. Change the filter for 'speed' property as below and save the report: "datagrp doesn't starts with GENERIC"
649888	SolutionPack for Cisco MDS/Nexus	The report issues are: • In the general VSANs report, the Number of FC Ports and Static Ports Configured have 0 as the value. Also, the Average Utilization (/s) column has no value. • In the Name Server Database report for individual switches, the Fabric Port column has no values. • In the VSANs report for individual VSANs, the Static Ports Configured table, the FC Id column has no values.	There is no workaround available.
652583	SolutionPack for Cisco MDS/Nexus	The Interface Mac Address property is not applicable to the Supervisor module and is	There is no workaround available.

Issue number	Component	Problem description	Workaround/Resolution
		always blank on the All > Report Library > Cisco MDS/Nexus > Switch All > Performance > <switchname> Management Ports > switchname, sup-fc0 report.	
JIRA SRS-4511	SolutionPack for Cisco MDS/Nexus	The All > Report Library > Cisco MDS/Nexus > Reports > All Ports report is showing duplicate values and a value with the 0x prefix.	There is no workaround available.
JIRA SRS-1696	SolutionPack for Cisco UCS	Port 52004 is not added to the firewall list. In 3.5, the default port is 52007.	Open the port manually using: /usr/sbin/enable_firewall_port.sh TCP 52004
N/A	SolutionPack for Cisco UCS	The same user must be used when collecting from multiple UCS Managers.	There is no workaround available.
N/A	SolutionPack for Cisco UCS	Connections might not be closed properly on collector manager's restart.	To avoid this, monitor your UCS Manager's sessions, using the Manager GUI. - Go to Admin, User Management, and click the Sessions tab. - If orphan sessions are found, close them by right-clicking on them and choosing Delete. For example, if you have created a service account called 'watch4net', you can delete all connections that used to belong to 'watch4net'.
N/A	SolutionPack for EMC Atmos	Data imported in the 2.0 version of this SolutionPack will not be compatible with the 1.0 version of SolutionPack for EMC Atmos. Data continuity with previously imported data will be broken.	There is no workaround available.
JIRA SRS-SRS-4534	SolutionPack for EMC Host Interface	The pages for child nodes for any SAN disk in the storage capacity section of Explore reports for a host are empty. Discovering the associated array adds another child node which contains the data populated by the Array.	There is no workaround available.
JIRA SRS-4529	SolutionPack for EMC Host Interface	The Path Performance metrics in the Explore reports are not populated for hosts discovered through EMC Host Interface.	There is no workaround available.
JIRA SRS-4261	SolutionPack for EMC Host Interface	The SolutionPack for Physical Hosts does not show the data for Hitachi LUNs in the SAN Disks report.	There is no workaround available.
JIRA SRS-404	SolutionPack for EMC Host Interface	IOWAIT is not populated for CPU performance metrics for Windows	There is no workaround available.

Issue number	Component	Problem description	Workaround/Resolution
JIRA SRS-1194 JIRA SRS-2023	SolutionPack for EMC Host Interface	Discovery for Hosts without FQDN (Fully Qualified Domain Name) using the SolutionPack for EMC Host Interface results in two hosts being shown on the UI.	This is a known issue, please contact customer support to resolve this problem.
651260	SolutionPack for EMC Host Interface	SolutionPack for EMC Host Interface does not support EMC PowerPath® and Veritas™ Volume Manager: - If the SolutionPack for EMC Host Interface discovers a host on which PowerPath is installed, there is no data in the Physical Hosts > Host Information > Device > PowerPath Reports for Health Summary, Bus Metrics and LUN Metrics. - If the SolutionPack for EMC Host Interface is installed on a host with Veritas Volume Manager, incorrect data is possible in the Report Library > EMC Host Interface reports for Configured and Unconfigured Disk Capacity, and reports that contain File System and Volume Group information.	There is no workaround available.
N/A	SolutionPack for EMC Host Interface	When supporting HDS and HP devices, use the latest versions of both the SolutionPack for EMC Host Interface and the EMC Host Interface Provider. Otherwise, HDS and HP devices may be reported as Internal Disks instead of SAN Disks.	There is no workaround available.
JIRA SRS-651	SolutionPack for EMC Host Interface	The reports in the device distribution (Report Library > Physical Hosts > Device Distribution > Windows) are not displayed for Windows hosts discovered through the EMC Host interface.	This can be achieved using the following workaround: Edit the following file: <pre>/opt/APG/Collecting/Cross-Referencing-Filter/ <ehi-sp-instance-name>/conf/crf-topology.xml</pre> and add the following lines to the same: <pre><reference> <condition type="filter">devtype=='Host'</ condition> <match-on>device</match-on> <include-properties>true</include-properties> <get-property>devdesc</get-property> </reference></pre> Any EHI SP reconfiguration would require the above lines to be added to the file mentioned above.

Issue number	Component	Problem description	Workaround/Resolution
N/A	SolutionPack for EMC Host Interface	Path details for non-EMC hosts discovered using EMC Host Interface will be broken.	There is no workaround available.
JIRA SRS-5123	SolutionPack for EMC Isilon	Version 3.5 of the SolutionPack for EMC Isilon is not compatible with previous versions, so historical data will be lost.	There is no workaround available.
N/A	SolutionPack for EMC VMAX	During SolutionPack update, any new alert definitions supported in the updated version do not get updated by default. This is expected behavior.	Steps to add newly introduced VMAX alert definitions after updating to 3.5: 1. In Centralized Management console, navigate to SolutionPacks > Storage > EMC VMAX in the tree. 2. Click the edit (pen icon) button of Preconfigured alerts SolutionPackBlock entry on the right side table to open SolutionPack Reconfiguration dialog. 3. Click the Reconfigure button and finish the process. 4. The newly added alert definitions will be added and available in Alerting Frontend, by navigating to Local Manager > Alert definitions > EMC VMAX.
N/A	SolutionPack for EMC VMAX	During SolutionPack update, any new alert definitions supported in the updated version do not get updated by default. This is expected behaviour.	Steps to add newly introduced VMAX alert definitions after updating to SP2: 1. In Centralized Management console, navigate to SolutionPacks > Storage > EMC VMAX entry in the left hand side tree 2. Click the edit (pen icon) button of Pre-configured alerts SolutionPackBlock entry on the right hand side table to open SolutionPack Reconfiguration dialog 3. Click the Reconfigure button and finish the process 4. The newly added alert definitions will be added and available in Alerting Frontend, by navigating to Local Manager > Alert definitions > EMC VMAX
JIRA SRS-2139	SolutionPack for EMC VMAX	After EMC VMAX SolutionPack updates and SolutionPackBlock reconfiguration, two of the new alert definitions are duplicates of existing definitions in EMC VMAX. Threshold alert definitions with the name "VMAX-FEDirector \Utilization" and "VMAX-FEDirectorByPort \Utilization" are the same as "VMAX Front-End Director Utilization" and "VMAX Front-End Director Port Utilization".	Begin or continue to use one of those alert definitions and delete the other

Issue number	Component	Problem description	Workaround/Resolution
JIRA SRS-271	SolutionPack for EMC VMAX	CKD devices (devices used with mainframes) are mapped to FICON or ESCON directors and the VMAX SolutionPack currently does not collect topology data for the following director types: ESCON directors, FICON directors, RDF directors. Therefore, the "Director" field of any device reports will be empty since the CKD devices will not be associated a director.	There is no workaround available.
651270	SolutionPack for EMC VMAX	The SolutionPack reports include all VMAX arrays in the environment, including empty entries for VMAX arrays that are not configured for collection of topology data.	There is no workaround available. In the reports, ignore all VMAX arrays that have not been configured for topology data collection.
612796	SolutionPack for EMC VMAX	Masking View Summary report does not display any value for Device count .	There is no workaround available.
612590	SolutionPack for EMC VMAX	The following issues are observed in Chargeback reports: Total Presented and Total Used Chargeback capacities for a Host/HyperVisor do not include any Snapshot capacities(VDEVs) of the primary LUNS. The affected reports are: • Explore › Storage › Chargeback by Host/HyperVisor › Total Used and Total Presented • Explore › Storage › Chargeback by HyperVisor Cluster › Total Used and Total Presented • Dashboard › Storage › Chargeback by Group › Total Used and Total Presented Local Replica Used capacity does not include any Snapshot capacities(VDEVs) of the primary LUNS. The affected reports are: • Dashboard › Storage › Used Capacity by Purpose › Local Replica Used Capacity • Explore › Storage System Block › Local Replica Used Capacity	There is no workaround available.
JIRA SRS-1949	SolutionPack for EMC VNX	Call Home Alert definition of EMC VNX does not generate alert when some VNX alerts had actually triggered the call home feature.	There is no workaround available.
N/A	SolutionPack for EMC VNX	During SolutionPack update, any new alert definitions supported in the updated version do not get updated by default. This is expected behavior.	Steps to add newly introduced VNX alert definitions after updating:

Issue number	Component	Problem description	Workaround/Resolution
			1. In Centralized Management console, navigate to SolutionPacks > Storage > EMC VNX in the tree. 2. Click the edit (pen icon) button of Preconfigured alerts SolutionPackBlock entry on the right hand side table to open Solution Pack Reconfiguration dialog 3. Click the Reconfigure button and finish the process. 4. The newly added alert definitions will be added and available in Alerting Frontend, by navigating to Local Manager
JIRA SRS-4107	SolutionPack for EMC VNX	If a metahead LUN is made up of members that span multiple RAID Groups, the following issues may be observed in the following reports: • All >> Report Library >> EMC VNX >> Summary >> Array Summary >> device >> Block, device >> device >> Usable Capacity >> Usable Capacity Details >> device • All >> Report Library >> EMC VNX >> Summary >> Array Summary >> device >> Block, device >> device >> Usable Capacity by RAID Group • All >> Report Library >> EMC VNX >> Summary >> Array Summary >> device >> Block, device >> device >> RAID Group >> Summary >> RAID Groups Performance • All >> Report Library >> EMC VNX >> Details >> Block Systems (All Reports) >> Inventory >> RAID Groups >> List of RAID groups • All >> Explore >> Storage >> More Reports >> RAID/Parity Group For RAID Groups with those meta members, the sum of Used for File / Block / Virtual and Free would be less than Usable. There will be an extra RAID Group with a pipe-separated entry such as '0 7'. This is not a real RAID Group, but represents the RAID Groups that the metahead LUN is part of. For that extra RAID Group, it is possible that some of the columns (Usable, Free, ...) are empty.	There is no workaround
JIRA SRS-4105	SolutionPack for EMC VNX	The displayed value for Usable capacity can be slightly greater than the sum of Used+Free+Pool Free because there is some overhead	There is no workaround.

Issue number	Component	Problem description	Workaround/Resolution
		capacity in RAID groups that ViPR SRM does not account for.	
JIRA SRS-3827	SolutionPack for EMC VNX	LUNs belonging to both a Snap Pool/Mirror Pool and to a RAID Group will only get tagged as belonging to one. This issue manifests itself in the following ways: - The Usable Capacity child report values of Used for Block/File/Virtual + Free + Pool Free do not match up with Usable - The Usable Capacity by RAID Group report will only list the User LUNs as Consumers (the Private LUNs that are listed in Unisphere as belonging to the Reserved LUN Pool or Write Intent Log belong to either Snap Pool or Mirror Pools, respectively) - The RAID Groups Performance report will only display the count of the number of User LUNs belonging to the RAID Group	
JIRA SRS-1949	SolutionPack for EMC VNX	Call Home Alert definition of EMC VNX does not generate alert when some VNX alerts had actually triggered the call home feature.	No resolution available in this release. This alert definition may be left disabled until a fix is available.
N/A	SolutionPack for EMC VNX	During SolutionPack update, any new alert definitions supported in the updated version do not get updated by default. This is expected behaviour.	Steps to add newly introduced VNX alert definitions after updating to SP2: - In Centralized Management console, navigate to SolutionPacks > Storage > EMC VNX entry in the left hand side tree - Click the edit (pen icon) button of Pre-configured alerts SolutionPackBlock entry on the right hand side table to open SolutionPack Reconfiguration dialog - Click the Reconfigure button and finish the process - The newly added alert definitions will be added and available in Alerting Frontend, by navigating to Local Manager > Alert definitions > EMC VNX
JIRA SRS-2139	SolutionPack for EMC VNX	After EMC VNX SolutionPack updates and SolutionPackBlock reconfiguration, two of the new alert definitions are duplicates of existing definitions in EMC VNX. Threshold alert definitions with the name "VNXBlock-SP-Cache\Utilization" is same as "VNX Block SP Utilization" and "VNXBlock-SP-Cache\Dirty Pages" is same as "VNX Block Dirty Pages".	Begin or continue to use one of those alert definitions and delete the other.

Issue number	Component	Problem description	Workaround/Resolution
612651	SolutionPack for EMC VNX	When upgrading from EMC M&R 6.2.4 to 6.3 in a distributed environment, SEVERE errors appear for the following files in the SolutionPack: - pre-replica-chain.csv - usedby.csv - poolraidluns.csv	There is no workaround available.
612151	SolutionPack for EMC VNX	The tooltips in the Usable Capacity and Used by Purpose reports (VNX and Enterprise) do not match the report data.	The report data is for latest Capacity while tooltips data is for average capacity during last week.
612651	SolutionPack for EMC VNX	When upgrading from EMC M&R 6.2, this SolutionPack does not create the poolraidluns.csv file in a distributed setup when the Collector and Front-End host are not on the same machine.	In the RemoteAddrValve entry of the APG/ Web-Servers/Tomcat/Default/conf/ Catalina/localhost/APG-WS.xml file, append the fully-qualified domain name and IP address of the Collector host to the list of values. Example: <pre><!-- Restrict access to localhost only --> <Valve className="org.apache.catalina.v alves.RemoteAddrValve" allow="127.0.0.1,lglov103.lss.em c.com, 10.247.40.103,lglov104.lss.emc.c om, 10.247.40.104,lglov105.lss.emc.c om,10.247.40.105" /> Setup details: Lglov102 - Frontend Lglov103 - Primary Backend Lglov104 - Second Backend Lglov105 - Collector</pre>
615190	SolutionPack for EMC VNX	The SolutionPack for EMC VNX cannot connect to the Control Station because special characters are used in the password for discovering the VNX file. As a result, the SolutionPack cannot discover and report on the VNX file. The resulting messages appear in the VNX log: <pre>WARNING -- [2014-01-21 16:57:41 CET] -- SOAPXmlRequestExecutor::executeC ommand(): Command https:// (host)/Login? user=@fileurlusername&password=@ filepassword&Login=Login [G,SC,CC] failed... aborting. Forbidden WARNING -- [2014-01-21</pre>	In the eight-character password used to discover the VNX file, do not include the dollar sign (\$), the ampersand (&), and the dot (.) characters.

Issue number	Component	Problem description	Workaround/Resolution
		16:57:41 CET] -- SOAPXmlRequestExecutor::executeCommand(): Unable to connect to host : 10.1.254.150. Server returned the following message : Forbidden SEVERE -- [2014-01-21 16:57:41 CET] -- SOAPXmlRequestExecutor::executeCommand(): Unable to connect to any of the specified hosts! Impact on customer: Cannot report on VNX File	
JIRA SRS-163	SolutionPack for EMC VNX	The Report Library > EMC VNX > Summary > Array Summary > Block, <id> <id> LUN > User LUNs Performance report may incorrectly display different values for a given LUN within the LUN column. This happens when a LUN is a Local Replica, and the source LUN has more than one snapshot.	In the %APG_Install_Root%/APG/Collecting/Cross-Referencing-Filter/emc-vnx/conf/cross-referencing-filter-vnx-svclevel.xml file, change <i><condition type="filter">parttype=='LUN' &srclun &srclun=='N/A'</condition></i> to: <pre><condition type="filter">parttype=='LUN' &srclun &srclun=='N/A' & purpose=='Local Replica' & dgraid=='Snapshot Unknown RAID level'</condition></pre> Before: <pre><!-- Copy snapshot LUN part and partid properties to metrics generated based on srclun--> <reference> <condition property="devtype">Array</ condition><condition type="filter">parttype=='LUN' &srclun &srclun=='N/A'</condition></pre> After: <pre><!-- Copy snapshot LUN part and partid properties to metrics generated based on srclun--> <reference> <condition property="devtype">Array</ condition> <condition type="filter">parttype=='LUN' &srclun &srclun=='N/A' & purpose=='Local Replica' & dgraid=='Snapshot Unknown RAID level'</condition></pre>

Issue number	Component	Problem description	Workaround/Resolution
JIRA SRS-5123	SolutionPack for EMC VPLEX	Version 3.5 of the SolutionPack for EMC VPLEX is not compatible with previous versions, so historical data will be lost.	There is no workaround available.
JIRA SRS-4740	SolutionPack for EMC Watch4net Health	In the Licensable Inventory report, the table for HP P9000 devices is empty.	There is no workaround available.
JIRA SRS-3154	SolutionPack for EMC Watch4net Health	The following message might appear in the collection log: WARNING -- [2014-04-25 05:26:38 EDT] -- f::a(): JVM IO ERROR 'No such process'. ID: '17032', NAME: 'lib/module-manager.jar exit'.	There is no workaround available.
602586	SolutionPack for EMC Watch4net Health	Installing the SolutionPack for EMC Watch4net Health using IE8 might fail if it is the first SolutionPack to be installed.	Install a different SolutionPack first, then install the SolutionPack for EMC Watch4net Health. For more information, see Primus article emc324861.
JIRA SRS-2109	SolutionPack for Hitachi Device Manager	A SolutionPack upgrade from 3.0 to 3.0 SP 2 may have collection issues resulting in path details being empty.	Select SolutionPack for Hitachi Device Manager in the Centralized Management. Select the pencil icon next to the SP data collection block in the Instance column. In the SolutionPack Reconfiguration window click on the Reconfigure button.
614538	SolutionPack for HP 3PAR StoreServ	A collector instance is unable to complete its polling of HP 3PAR arrays within the five minute polling period.	Limit the polling of each collector instance to three HP 3PAR arrays.
JIRA SRS-484	SolutionPack for IBM LPAR	Some special characters are fetched for Virtual HBAs on VClients. SolutionPack for Physical host HBA data collection depends on INQ, which returns special characters along with HBA details for Virtual Clients on IBM AIX OS. SolutionPack will report junk characters in UI.	There is no workaround available.
JIRA SRS-472	SolutionPack for IBM LPAR	Logical disks mapped from VIOS to VClients are always treated as Local Disks. When a logical volume is mapped to Vclients, irrespective of whether the logical volume is created on the Local Disk / SAN LUN, it is always interpreted as Local Disk on the Client side.	There is no workaround available.
JIRA SRS-4447	SolutionPack for IBM SAN Volume Controller/Storwize	The MDisk Availability report is empty (All » Report Library » IBM SAN Volume Controller/Storwize » Cluster View » SVC_CF8 » Pools » Summary » Details » OpenStackTier1 » MDisks » mdisk0 » Availability (%)).	There is no workaround available.
JIRA SRS-4312	SolutionPack for IBM SAN Volume Controller/Storwize	SVC is not listed in the Discovery Center page even if the SolutionPack is installed. Need to add SVC to discovery Center page.	There is no workaround available.

Issue number	Component	Problem description	Workaround/Resolution
JIRA SRS-4216	SolutionPack for IBM SAN Volume Controller/Storwize	Stale MDisks and Hosts are listed in the summary report. (All » Report Library » IBM SAN Volume Controller/Storwize » Cluster View » SVC_CF8 » MDisks).	There is no workaround available.
JIRA SRS-3981	SolutionPack for IBM SAN Volume Controller/Storwize	In the MDisks Summary report, the number of volume count is wrong for a Pool (All » Report Library » IBM SAN Volume Controller/Storwize » Cluster View » SVC_CF8 » MDisks » Summary).	There is no workaround available.
JIRA SRS-4386	SolutionPack for IBM XIV	'Used for Virtual' and 'used for file' metrics are not supported. Therefore, the respective column in the below reports will be empty. - All » Dashboards » Storage » Enterprise Capacity Dashboard » Usable Capacity by Pool - All » Dashboards » Storage » Chargeback by Group - All » Explore » Storage » More Reports » Storage Pools 'LUN Alias' column is empty in the following report: All » Explore » Storage » More Reports » More Storage Inventories » All LUNs Remote replication data not exposed through SMI provider; therefore, Replica 2 and Replica 3 columns will be empty in the following report: All » Explore » Storage » More Reports » More Storage Inventories » Replication Alerts reports are not supported in the following report: All » Explore » Storage » Storage Systems » [array serial number] » Device Summary » [array name].	There is no workaround available.
JIRA SRS-4246	SolutionPack for IBM XIV	The SolutionPack does not collect the "Max Storage Volume Response Time (ms)" metric needed for the All » Explore » Hosts » [host] » Device Summary » [host] report.	There is no workaround available.
JIRA SRS-2109	SolutionPack for IBM XIV	A SolutionPack upgrade from 3.0 to 3.0 SP 2 may have collection issues resulting in path details being empty.	Select SolutionPack for IBM XIV in the Centralized Management. Select the pencil icon next to the SP data collection block in the Instance column. In the SolutionPack Reconfiguration window click on the Reconfigure button.
N/A	SolutionPack for Microsoft Hyper-V	One volume report under All Volumes » Volume List displays the following text for the By File Type graph: This graph doesn't support negative values...	There is no workaround available.

Issue number	Component	Problem description	Workaround/Resolution
JIRA SRS-4298	SolutionPack for NetApp Filer	Used for Virtual is not supported for NetApp. Used for Virtual data will flow into used for block capacity. Used capacity will be same as total capacity for Ontap 7.x versions for below reports: • Explore › Storage › More reports › Service Level Capacity • Explore › Storage › More Reports › More Storage Inventories › Array by Service Level In Dashboards › Storage › File Capacity Dashboard, for NAS Used by Purpose report 'Local Replica & 'Remote Replica' metrics are not supported, therefore the value will be zero. The following reports are not supported for C-Mode NetApp Filer: • Explore › Storage › Storage Systems › More Reports › More Storage Inventoris › Connected LUNs • Explore › Storage › Storage Systems › More Reports › More Storage Inventoris › Shared LUNs • Explore › Storage › Storage Systems › Array SI Number › Usable Capacity by Pool Note: The Pool details are available against cluster nodes at Dashboards › Storage › Enterprise Capacity Dashboard › Usable Capacity by Pool • Explore › Storage › Storage Systems › Array SI Number › Topology Map, Enterprise-Path Details & Storage Connectivity, File-Path Details & Storage Connectivity reports are not supported • Dashboards › Storage › Chargeback by Group Explore › Storage › More Reports › Chargeback by Host In Dashboards › Storage › Enterprise Capacity Dashboard › Usable Capacity › Used for Block – OnTap 7.x cli does not provide LUN used capacity, therefore the total capacity is used for computation. The following global reports/metrics are not applicable: • Snapshot Total, Snapshot Used, Snapshot Utilization (Explore › Storage ›	There is no workaround available.

Issue number	Component	Problem description	Workaround/Resolution
		More Reports > More Storage Inventories > NAS File Systems) - Explore > Storage > More Reports > Storage Pools Overhead Capacity is not applicable for File System/Flex Volumes report Pool overhead, Pool enabled are not applicable for Subscriptions report - Explore > Storage > More Reports > RAID/ Parity Group Explore > Storage > More Reports > NAS Pools	
JIRA SRS-2456	SolutionPack for Oracle Database	SEVERE log entries may be seen in the Oracle collector logs, such as the following: SEVERE -- [2014-04-07 10:49:35 EDT] -- d::compute(): An exception occurred during the main collect 'main_gettablespaces' (connection group: ORACLE4). java.sql.SQLException: ORA-00942: table or view does not exist	In the Oracle-Database-SolutionPack-Guide.PDF, the following edits should be made: This line should be added to the list of grant statements: <pre>grant select on dba_tablespaces to watch4net;</pre> The following text should be added to the same guide in the section 'Configuring the Oracle Database SolutionPack with an unprivileged account:' <pre>grant select on dba_tablespaces to <user_name>;</pre> Example: <pre>grant select on dba_tablespaces to watch4net;</pre> ***** ***** ***** <pre>SELECT 'Database Server' AS "p_devtype", (SELECT UTL_INADDR.get_host_name FROM dual) AS "p_device", (SELECT INSTANCE_NAME FROM V\$INSTANCE) AS "p_instance", (SELECT DB_UNIQUE_NAME FROM v \$database) AS "p_database", (SELECT * FROM v\$version WHERE banner LIKE 'Oracle%') AS "p_devdesc", (SELECT value FROM v\$parameter WHERE name='cluster_database') as "p_israc", ROUND((cast(sys_extract_utc(systimestamp) as date) - to_date('1970-01-01','YYYY-MM-DD')) * 86400,0) as "timestamp",</pre>

Issue number	Component	Problem description	Workaround/Resolution
			tblspa.TABLESPACE_NAME AS "p_tablespace", tblspa.CONTENTS AS "p_contents", tblspa.LOGGING AS "p_logging", tblspa.STATUS AS "p_tblspast", (replace(replace(replace(STATUS, 'ONLINE', '100'), 'OFFLINE', '0'), 'READ ONLY', '50')) AS "value_Availability" FROM dba_tablespaces tblspa
N/A	SolutionPack for Oracle Database	Oracle secure communication (SSL/TCPs) is not currently supported.	There is no workaround available.
N/A	SolutionPack for Oracle Database	You may see a line like the following in the collector logs: WARNING -- [2013-02-13 09:44:55 EST] -- d::a(): Main query 'getemptydatafiles' returned no result (connection group: ORACLE0) .	This is normal if your database has empty datafiles.
JIRA SRS-330	SolutionPack for Oracle Database	SolutionPack unable to perform data collection.	This relates to security software in Oracle. Refer to the following Oracle resolution: http://www.oracleflash.com/40/ORA-24248-XMLDB-extensible-security-not-installed.html
JIRA EMP-1615	SolutionPack for Physical Hosts	Windows host discovery fails with the error: Error while copying script file content from LunMappingDetection_conf.txt.	1. Rename LunMappingDetection_conf.txt as LunMappingDetection_conf 2. Adjust the script to read the proper file \$conf file = "./LunMappingDetection_conf.txt" -> \$conf file = "./LunMappingDetection_conf"
JIRA SRS-1375	SolutionPack for Physical Hosts	All internal disks will be reported as SAN Disks and the Internal Disk table will be blank.	This applies to the 3.0.2 release. There is no workaround available.
N/A	SolutionPack for Physical Hosts	There is a new version of the host configuration script included in the SolutionPack for Physical Hosts.	There is no workaround available.
651204	SolutionPack for Physical Hosts SolutionPack for EMC Host Interface	The suite reports inaccurate data for a host configured for discovery in both SolutionPack for Physical Hosts and SolutionPack for EMC Host Interface.	Configure the host for discovery only on one SolutionPack, and not both.
JIRA SRS-154	SolutionPack for Physical Hosts	HBA instances are duplicated on host reports.	Workaround: A child node expansion can be created in the report to work around the issue. Contact EMC Customer Support.
N/A	SolutionPack for Physical Hosts	The Inventory > List all servers > <Server> chart for CPU Usage (%) has no data.	There is no workaround available.

Issue number	Component	Problem description	Workaround/Resolution
	SolutionPack for VMware vCenter		
651142	SolutionPack for Physical Hosts	In LUN Path Health and LUN Metrics reports for Windows hosts, a few devices and LUNs might be duplicated. These reports might contain containing partial or empty data in a few columns.	There is no workaround available.
650667	SolutionPack for Physical Hosts	The suite does not support PowerPath reports for HP-UX-11.23 due to operating system limitations. PowerPath reports and alerts are supported only for HP-UX 11.31.	There is no workaround available. The suite supports PowerPath reports in HP-UX 11.31 and later.
649651	SolutionPack for Physical Hosts	The WS-MAN (Web Services Management) API getFCPTargetMapping function returns incorrect number of LUNs on Windows 2003 and 2008. The problem is seen on problem is seen on old HBA models — Qlogic QLA2340 and QLA2342. These are legacy HBA IO cards that are supported only on older servers running Windows 2003 and Windows 2008.	Contact your EMC Customer Service Engineer to obtain the INQ binary executable to fix this issue.
611214	SolutionPack for Physical Hosts	In LUN Path Health and LUN Metric Reports for some hosts, a few devices or LUNs might be duplicated containing partial or empty data in a few columns.	Ignore the empty or partial data rows for duplicated devices.
N/A	SolutionPack for Physical Hosts	The Uptime column in the Host Information report has no data.	There is no workaround available.
JIRA SRS-4264	SolutionPack for Physical Hosts	Powerpath data collection has not been fully qualified with sudo, and currently, can only be collected using 'root' credentials.	Use 'root' credentials.
JIRA SRS-304	SolutionPack for Physical Hosts	Local SCSI Disk with Hitachi make are shown as remote disks.	There is no workaround available.
651345, 611302	SolutionPack for Storage Compliance	Solutions Enabler, HBA firmware and vendor details for ESX servers are not available for compliance rules that involve checks related to multi-pathing software. This information is currently not part of the VMware discovery data collection.	There is no workaround available.
650644	SolutionPack for Storage Compliance	Bulk matched items show up in the same report view irrespective of the page number set.	Refresh the report view.
651266	SolutionPack for VMware vCenter	After discovering LUN and path related data (present in the database and user interface), if a LUN is removed from host, the LUN and path data persist in the database and user interface.	There is no workaround available.

Issue number	Component	Problem description	Workaround/Resolution
652268	SolutionPack for VMware vCenter	When a failover occurs in the VMware vCenter Site Recovery Manager, both the protected virtual machine and the placeholder virtual machine point to the same ESX server in the SRM suite, which is incorrect behavior. During recovery execution, the UUID of the protected virtual machine is reused in the virtual machine on the recovery site. As a result, the SRM suite has both old and new metrics with the same UUID, which causes the protected and placeholder virtual machines to point to same ESX server.	Wait between 24 to 30 hours for old metrics to be discarded from reports. After this occurs, the protected virtual machine and the placeholder virtual machine point to the appropriate ESX servers.
JIRA SRS-4654	SolutionPack for XtremIO	The icon for Status/LED status/Port status shows error even though it is up (XtremIO › Inventory › SSD, Storage Controllers).	1. On the report page, click Edit Mode and navigate to the Reports Details tab. 2. Expand on the value for which the icon is wrong. 3. Go to Value Settings › Threshold Definition. 4. Click on Add a new threshold. a. Select Normal and set the value to 0.0. b. Modify the Critical value and set the value to -Infinity 5. Save the report. 6. Go back to Browse mode.

Installation

For upgrade, installation, and configuration instructions for each SolutionPack and the core software, refer to the dedicated articles located on <https://community.emc.com/welcome>.

Environment and system requirements

For system requirements, a list of supported operating systems and compatible third-party software, refer to the *EMC ViPR SRM Support Matrix* on EMC Online Support at <https://support.emc.com/>.

Troubleshooting and getting help

For product information and assistance, you can contact EMC Technical Support.

Procedure

- ◆ For troubleshooting with operational issues, refer to the Troubleshooting section in the online help.
- ◆ For general content about the SolutionPacks and topics such as licensing and installation, refer to <https://community.emc.com/welcome>.
- ◆ For documentation, videos, release notes, software updates, or information about EMC products, go to EMC Online Support at <https://support.emc.com>.
- ◆ For technical support, go to EMC Online Support and click **Service Center**.
You must have a valid support agreement to open a service request.
- ◆ Contact your EMC sales representative for details about obtaining a valid support agreement or with questions about your account.

Documentation

Additional documentation is available and updated periodically.

Table 1 Related documentation on EMC Online Support

Document	Revision	Part number
<i>EMC ViPR SRM 3.5 Open Source License and Copyright Information</i>	01	302-000-593
<i>EMC ViPR SRM 3.5 Open Source License and Copyright Information for GPLv3 as Included with a Distribution of SLES 11</i>	01	302-000-594
<i>EMC ViPR SRM 3.5 Ports Usage and Worksheet</i>	01	302-000-860
<i>EMC ViPR SRM 3.5 Support Matrix</i>	01	302-000-863
<i>EMC ViPR SRM 3.5 Performance and Scalability Guidelines</i>	01	302-000-864
<i>EMC ViPR SRM 3.5 Security Configuration Guide</i>	01	302-000-865

Additional articles are maintained on <https://community.emc.com/welcome>.

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For the most up-to-date regulatory document for your product line, go to EMC Online Support (<https://support.emc.com>).