

Veritas CommandCentral™ Release Notes

for Microsoft Windows and UNIX

5.2 RU3

CommandCentral Release Notes

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- Information about upgrade assurance and support contracts
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Veritas CommandCentral™ Release Notes

This document includes the following topics:

- [Overview of CommandCentral Storage 5.2 RU3](#)
- [Upgrading to CommandCentral 5.2 RU3](#)
- [What's new in CommandCentral Storage 5.2 RU3](#)
- [Issues fixed in CommandCentral 5.2 RU3](#)
- [Known issues in CommandCentral 5.2 RU3](#)

Overview of CommandCentral Storage 5.2 RU3

CommandCentral 5.2 RU3 is an update to the CommandCentral 5.2, and later releases.

The CommandCentral Storage 5.2 RU3 has new features such as Brocade Virtual Fabric discovery, CLARiiON thin provisioning discovery and Reporting, EMC VNX discovery, support for vSphere 5.0 and other enhancements.

The CommandCentral Storage 5.2 RU3 is the final release including the Storage Change Manager (SCM) functionality. Subsequent releases of CommandCentral Storage will not include the SCM functionality. Existing SCM customers with an active support agreement will continue to receive support services in accordance with the enterprise technical support policy .

Note: If you are upgrading to 5.2 RU3 from CommandCentral 5.2, it is recommended that you consult the *Veritas CommandCentral 5.2 RU1 Release Notes* and *Veritas CommandCentral 5.2 RU2 Release Notes*. You can find these documents at <https://sort.symantec.com>.

Upgrading to CommandCentral 5.2 RU3

CommandCentral 5.2 RU3 is an update to the CommandCentral 5.2 release. You can upgrade the following CommandCentral components to 5.2 RU3:

Management Server See “[Upgrading the Management Server](#)” on page 8.

Control Host See “[Upgrading the Control Host](#)” on page 9.

You can upgrade to CommandCentral 5.2 RU3 from versions 5.2, 5.2 RU1, or 5.2 RU2.

Upgrade your Management Server before you upgrade any Control Hosts.

Upgrading the Management Server

You can upgrade a 5.2, 5.2 RU1 or 5.2 RU2 Management Server to 5.2 RU3.

To upgrade the Management Server (Solaris)

1 Log on to the Management Server as root or as a user with an ID equal to zero (UID=0).

2 If you have not already done so, download the installation file from the Symantec FileConnect Web site:

<https://fileconnect.symantec.com>

The file is named `VRTS_CommandCentral_5.2RU3_Solaris_MS.tar.gz`.

3 Type the following commands to uncompress the tar file:

```
gunzip VRTS_CommandCentral_5.2RU3_Solaris_MS.tar.gz
```

```
tar -xf VRTS_CommandCentral_5.2RU3_Solaris_MS.tar
```

4 Go to the following directory:

```
installer_location/MS/sol_sparc
```

Where *installer_location* is the directory in which you uncompressed the tar file.

- 5 Type the following command to start the upgrade:

```
./installrp host_name
```

Where *host_name* is the fully qualified name of the host.

- 6 Follow the prompts to upgrade the Management Server.

To upgrade the Management Server (Windows)

- 1 Log on to the Management Server as a user with administrator-level privileges.
- 2 If you have not already done so, download the installation file from the Symantec FileConnect Web site:

<https://fileconnect.symantec.com>

The file is named `VRTS_CommandCentral_5.2RU3_Windows_MS.zip`.

- 3 Extract `VRTS_CommandCentral_5.2RU3_Windows_MS.zip`.
- 4 Go to the following directory:

```
installer_location\MS\win\patches
```

Where *installer_location* is the directory in which you extracted the zip file.

- 5 Run `MSSetup.exe`.
- 6 Follow the instructions in the wizard to upgrade the Management Server.

Upgrading the Control Host

You can upgrade a 5.2, 5.2 RU1, or 5.2 RU2 Control Host to 5.2 RU3.

To upgrade the Control Host (Solaris)

- 1 Log on to the Control Host as root or as a user with an ID equal to zero (UID=0).
- 2 If you have not already done so, download the installation file from the Symantec FileConnect Web site:

<https://fileconnect.symantec.com>

The file is named `VRTS_CommandCentral_5.2RU3_Solaris_CH.tar.gz`.

- 3 Type the following commands to uncompress the tar file:

```
gunzip VRTS_CommandCentral_5.2RU3_Solaris_CH.tar.gz
```

```
tar -xf VRTS_CommandCentral_5.2RU3_Solaris_CH.tar
```

- 4 Go to the following directory:

installer_location/CH/sol_sparc

Where *installer_location* is the directory in which you uncompressed the tar file.

- 5 Type the following command to start the upgrade:

```
./installrp host_name
```

Where *host_name* is the fully qualified name of the host.

- 6 Follow the prompts to upgrade the Control Host.

To upgrade the Control Host (Windows)

- 1 Log on to the Control Host as a user with administrator-level privileges.
- 2 If you have not already done so, download the installation file from the Symantec FileConnect Web site:

<https://fileconnect.symantec.com>

The file is named `VRTS_CommandCentral_5.2RU3_Windows_CH.zip`.

- 3 Extract `VRTS_CommandCentral_5.2RU3_Windows_CH.zip`.
- 4 Go to the following directory:

installer_location\CH\win\patches

Where *installer_location* is the directory in which you extracted the zip file.

- 5 Run `CHSetup.exe`.
- 6 Follow the instructions in the wizard to upgrade the Control Host.

What's new in CommandCentral Storage 5.2 RU3

CommandCentral Storage 5.2 RU3 includes the following new features and enhancements.

Table 1-1 New features and enhancements

Feature	Description
Support for new hardware and software	<p>CommandCentral Storage 5.2 RU3 provides added hardware and software support. For the latest support information, see the <i>CommandCentral Hardware and Software Compatibility List</i>. This document is updated regularly at:</p> <p>http://www.symantec.com/docs/TECH181204</p> <p>CommandCentral Storage 5.2 RU3 now includes support for the following:</p> <ul style="list-style-type: none"> ■ Switches: <ul style="list-style-type: none"> ■ Brocade Virtualization support ■ Brocade BNA 11.1.x, FOS 7.0 ■ Cisco firmware NX-OS 4.2(7x), NX-OS-5.0 support ■ Arrays: <ul style="list-style-type: none"> ■ EMC CLARiiON Thin Provisioning support ■ EMC VNX discovery support ■ EMC BCV+TDEV device discovery support ■ IBM DS 8800 ■ IBM SVC 6.2 ■ HP EVA SSSU 9.4 support ■ EMC SE 7.3.1.0 ■ EMC Navisphere CLI 7.31 ■ IBM XIV Gen3 Array Model-Type: 114-2810 support ■ IBM XIV XCLI 3.0.x support ■ HP EVA P6000 Series support ■ Virtualization: <ul style="list-style-type: none"> ■ vSphere v5.0 ■ Powered off Virtual machines discovery ■ Mapping of VMWare Storage Pools to its backend NAS share ■ Hosts: <ul style="list-style-type: none"> ■ AIX 7.1 ■ Agentless discovery of Solaris 11 hosts ■ VRTSsfmh 4.1 (VOM agent a.k.a Unified Agent)

Table 1-1 New features and enhancements (*continued*)

Feature	Description
<p>New default port to connect to the Console</p>	<p>In CommandCentral Storage 5.2 RU3 , the default port that you use to connect to the CommandCentral Console changes.</p> <p>When you upgrade to CommandCentral 5.2 RU3 from 5.2 or 5.2 RU1, the installer scans the range of ports between 14191 and 14200 and finds the first available port, which then becomes the new port for the Console.</p> <p>For example, to connect to CommandCentral Storage, you need to enter the following URL in your Web browser: https://myhost.example.com:14191/cc</p> <p>To connect to CommandCentral Storage Change Manager, you need to enter the following URL in your Web browser: https://myhost.example.com:14191/sm</p> <p>If you need to, you can change the default port. For example, you can change the default port back to 8443.</p> <p>See “Changing the port for the CommandCentral Console” on page 13.</p> <p>In case of upgrade from CommandCentral 5.2 RU2, the web server already runs on port 14191 and this process of selecting a new port does not take place.</p> <p>You need to connect to the Console through a new port because CommandCentral now uses an embedded Web server. Previous versions of CommandCentral used a Web server that other Symantec products shared. In CommandCentral Storage 5.2 RU3 and onwards, the embedded web server will be used only by CommandCentral.</p> <p>Note: To start and stop the Web server in 5.2 RU3, you can use the <code>vxccs</code> utility. For Solaris, the process is called <code>esmweb</code>. For Windows, the process is called <code>CCSGUI</code>. In addition, you can use Windows' Services utility to start and stop the Web server. In the Services utility, the name of the service is Veritas CommandCentral Web Console.</p>
<p>Clarion thin provisioning support</p>	<p>CommandCentral Storage 5.2 RU3 provides discovery and reporting of CLARiiON thin pools and pool LUNs. See “Thin pool reporting on EMC CLARiiON arrays” on page 14.</p>
<p>Brocade switch virtualization support</p>	<p>CommandCentral Storage 5.2 RU3 provides support for Brocade Switch Virtualization. See “Support for Brocade switch virtualization” on page 15.</p>
<p>EMC VNX discovery support</p>	<p>CommandCentral Storage 5.2 RU3 provides support for discovery of VNX file server, VNX block device, and VNX Unified storage. See “EMC VNX Discovery support” on page 16.</p>

Table 1-1 New features and enhancements (*continued*)

Feature	Description
Powered off Virtual machines discovery	The vmware explorer in CommandCentral Storage 5.2 RU3 allows creation of managed virtual host objects for vmware virtual machines that are powered off. See “Powered off virtual machine discovery” on page 17.
Mapping VMWare Storage Pool to NAS share	In CommandCentral Storage 5.2 RU3 console, Under Virtualization Servers->Storage Pools Summary , a new column NFS share has been added. This displays the NFS share if there is any storage pool on the NFS share. Click the share name to go to the share overview page.
Licensing changes	Some changes have been introduced in CommandCentral Storage 5.2 RU3 for calculation of licensing requirements related to various virtualization technologies. See “Licensing changes in CommandCentral Storage 5.2 RU3” on page 18.

Changing the port for the CommandCentral Console

You can change the port that you use to connect to the CommandCentral Console. You can use any port that is not in use by another application.

For example, you might want to change the default port from 14191 to 8443. 8443 was the default port before the 5.2 RU3 release. You can still use port 8443 as long as no other products use the port. For example, 8443 is the default port for the Symantec Web server (VRTSweb). Other Symantec products might use that port.

To change the port for the CommandCentral Console

- 1 Log on to the Management Server.
- 2 Go to the following directory:

Solaris	/opt/VRTSccs/VRTScctw/esmweb/conf
Windows	\Program Files\VERITAS\CommandCentral Storage\Web Engine\esmweb\conf
- 3 Open `esmweb.cfg` in a text editor.
- 4 Change the value of the `SSLPORT` parameter to the desired port number.
- 5 Save and close `esmweb.cfg`.

6 In an operating system console, change to the following directory:

Solaris	<code>/opt/VRTS/bin/</code>
Windows	<code>\Program Files\VERITAS\CommandCentral Storage\Support\Tools\Vxccs</code>

7 Type the following commands to restart the Web server:

Solaris	<code>./vxccs stop esmweb</code>
	<code>./vxccs start esmweb</code>
Windows	<code>vxccs.bat stop CCSGUI</code>
	<code>vxccs.bat start CCSGUI</code>

You can now connect to the Console through the new port.

Thin pool reporting on EMC CLARiiON arrays

CLARiiON virtual provisioning is one of the licensed features which allow more storage to be allocated to an application than is physically available. Disk drives are grouped into thin pools, that form the basis for provisioning actions. Physical storage is automatically allocated only when new data blocks are written.

CommandCentral Storage 5.2 RU3 provides discovery and storage utilization reporting of CLARiiON thin pools and pool LUNs and their visibility from physical to logical entity.

Table 1-2 describes the Attributes, that are discovered for CLARiiON arrays supporting virtual provisioning

Attributes	Description
Number of Source LUNs/Disks	Total number of Disks which are part of the thin pool
Number of Thin LUNs	Total number of thin LUNs created out of the thin pool
Total Storage	Total usable capacity of the thin pool
Subscribed capacity	Total amount of capacity configured for thin LUNs in a pool

Table 1-2 describes the Attributes, that are discovered for CLARiiON arrays supporting virtual provisioning (*continued*)

Attributes	Description
Consumed capacity	Space consumed by all the LUNs in pool
Physical capacity	Space consumed by all the LUNs in pool
Overhead capacity	(Physical capacity – Total storage) in the pool
Available capacity	(Total storage – Consumed capacity) in the pool

CommandCentral Storage already supports discovery of CLARiiON arrays. When you configure the CLARiiON device in CommandCentral Storage 5.2 RU3, it checks if the arrays supports Thin Provisioning. If yes, it marks the array as thin array and the information is displayed in physical SAN arrays summary.

Note: Only CX 4 arrays support Virtual provisioning and thin provisioning package needs to be installed on the CX4 array for thin pool reporting.

Support for Brocade switch virtualization

CommandCentral Storage 5.2 RU3 provides support for Brocade switch virtualization. Virtual Fabrics is a feature that can be enabled on certain models of Brocade switches. Physical chassis is divided into one or more logical switches and one or more logical switches with same FID form a Logical fabric.

The support for Brocade switch virtualization enables you to perform following tasks:

- View all the physical switches, that have virtualization feature enabled
- View all the physical switches with corresponding ports and fabric
- View all the physical switches, that are associated with a given logical switch
- View all the logical switches with corresponding fabric
- View all the logical switches, that are hosted on a physical chassis
- View all the physical fabrics, that are formed by physical switches
- View the physical fabrics, that are associated with a logical fabric
- View all the logical fabrics within a physical fabric

- View all the switches, that are associated with a logical fabric

Note: CommandCentral Storage 5.2 RU3 does not provide support monitoring for Brocade switch virtualization.

EMC VNX Discovery support

In CommandCentral Storage 5.2 RU3, you can configure VNX file server, VNX block device, and VNX Unified storage for discovery.

Table 1-3 Configuration settings for EMC VNX discovery

Storage type	Configuration
VNX file server	To configure a VNX file server <ol style="list-style-type: none">1 Click Tools > Configure a New Device.2 In the Device Configuration Wizard, select Device Category as Array and Device Type as EMC Celerra Network Server.3 Select the explorer to manage the configured device.4 In the Device Configuration view, provide device credentials of the VNX file server, and other details for the configuration.
VNX block device	To configure a VNX block device <ol style="list-style-type: none">1 Click Tools > Configure a New Device.2 In the Device Configuration Wizard, select Device Category as Array and Device Type as EMC CLARiiON Array.3 Select the explorer to manage the configured device.4 In the Device Configuration view, provide device credentials of the VNX block device, and other details for the configuration.

Table 1-3 Configuration settings for EMC VNX discovery (*continued*)

Storage type	Configuration
VNX unified storage	<p>To configure a VNX unified storage</p> <ol style="list-style-type: none"> 1 Click Tools > Configure a New Device. 2 In the Device Configuration Wizard, select Device Category as Array and Device Type as EMC Celerra Network Server. 3 Select the explorer to manage the configured device. 4 In the Device Configuration view, provide device credentials of the VNX unified storage, and other details for the configuration. 5 Once the discovery of VNX NAS device is complete, the device appears in the NAS and Unified storage table. 6 In the Device Configuration Wizard, select Device Category as Array and Device Type as EMC CLARiiON Array. 7 Select the explorer to manage the configured device. 8 In the Device Configuration view, provide device credentials of the VNX unified storage, and other details for the configuration. 9 Once the discovery of VNX block device is complete, the device appears in the Physical SAN Arrays Summary table. 10 To check the complete discovery, go to Managing Summary > NAS and Unified Storage Systems tab. The newly discovered VNX NAS device appears in Virtualization NAS and Unified Storage Summary table. Click on Managing Summary > NAS and Unified Storage Systems > VNX NAS device > Disk Volumes tab. Under Disk Volumes table, you can see Backend LUNs and Backend Enclosures. Click on the Backend LUNs and Backend Enclosures to see the details of the corresponding VNX block device or VNX block device LUN.

Powered off virtual machine discovery

For the discovery of powered off virtual machine, you need to set the flag **ReportAllGOSHosts** to **1** in the Vmware explorer configuration file.

To discover powered off virtual machine

- 1 Stop the VirtualServerExplorers process.
- 2 Edit the explorer configuration file and add the flag entry under the [VmwareExp] section as below:

```
[VmwareExp]
```

```
"ReportAllGOSHosts"="1"
```

The default location of explorer configuration file is:

For Windows : "<InstallDir >\CommandCentral Storage
Data\conf\HAL\VmwareExplorer.cfg

For solaris : /var/VRTSccs/conf/VRTShal/VmwareExplorer.cfg

- 3 Start the VirtualServerExplorers process.

Licensing changes in CommandCentral Storage 5.2 RU3

Some new rules have been introduced for calculating the licensing requirement for different kinds of virtualization technologies.

Following are a set of rules for charging the virtualization technologies:

- VIO server or ESX server is not charged.
- 1 CAL(Client Access License) is charged for every 8 LPARs, or 8 VMware VMs or 8 Solaris non-global zones.
- 1 CAL(Client Access License) is charged for a Solaris global zone, only if no non-global zones are associated with that particular global zone.

Issues fixed in CommandCentral 5.2 RU3

CommandCentral 5.2 RU3 includes fixes to the following issues.

For information about additional issues fixed since CommandCentral 5.2, see *CommandCentral 5.2 RU1 Release Notes* and *CommandCentral 5.2 RU2 Release Notes*.

Table 1-4 Issues that are fixed in CommandCentral 5.2 RU3

Issue	Description
2407056	<p>In CommandCentral Storage 5.2 RU1, date was getting displayed as a future time instead of the current time in the Last Update time column of hosts summary table.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2409462	<p>After upgrading to CommandCentral Storage 5.2 RU1, few attributes were missing and sort-order changed in NAS customer reports.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2371042	<p>In CommandCentral Storage 5.2 RU1, XIV Storage arrays had masking discovery issue while handling cluster names with spaces.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2387938	<p>In CommandCentral Storage 5.2 RU1, if a NetApp is snap mirrored and the source filer name in snapmirror.conf file is an alias in private interface instead of an actual filer name, then the source and destination locations did not get properly correlated.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2430415	<p>In CommandCentral Storage 5.2, VMware Storage Pool used to show wrong LUN in Custom Report.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2407962	<p>Management Server used to report Query Interface Failure for Explorers on MS and on some Control Hosts.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2407970	<p>After applying private Hotfix to the CommandCentral Storage 5.2 RU1, CH Symmetrix explorer stability issue was seen.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2391670	<p>CommandCentral Storage loaded slowly after an upgrade to 5.2 RU1.</p> <p>CommandCentral Storage 5.2 RU3 loads more quickly.</p>
2497244	<p>In CommandCentral Storage 5.2 RU1, SAVE devices showed up as Unallocated .</p> <p>In CommandCentral Storage 5.2 RU3, SAVE devices have been discovered as Administrative.</p>

Table 1-4 Issues that are fixed in CommandCentral 5.2 RU3 (*continued*)

Issue	Description
2508175	<p>In CommandCentral Storage 5.2 RU2, sometimes the ER report for Available Configured Storage did not match the NetApp analysis.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2516654	<p>In CommandCentral Storage 5.2 RU2, sometimes NAS displayed correctly in Online storage report under Total online storage, but displayed as zero under Total Unified Storage.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2566697	<p>In CommandCentral Storage 5.2 RU1, sometimes shared storage reports failed to load.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2586493	<p>In CommandCentral Storage 5.2 RU2, Management Server custom reports, that were scheduled and emailed in CSV format contained no attachment when received.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2569632	<p>In previous versions of CommandCentral Storage, LPAR did not correlate storage information properly in CC Storage.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2595352	<p>In CommandCentral Storage 5.2 RU2, Incorrect database size was reported for DB2 database when DBInstance contains more than one databases .</p> <p>This issue is resolved by installing a patch on the Managed Host. This hotfix can be installed from a Windows Management Server to AIX and Linux Managed Hosts.</p> <p>Patch for Windows : ccs-win-5.2RU2HF520002597486w1</p> <p>Patch for Solaris: ccs-sol_sparc-5.2RU2HF520002597486u1</p>
2616091	<p>In CommandCentral Storage 5.2 RU2, large virtual environment running under VMware with VC v4.1 had performance issues.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2634386	<p>In CommandCentral Storage 5.2, CommandCentral Storage Web Engine not did not start after upgrade to RU2.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2625818	<p>In CommandCentral Storage 5.2 RU2, Huge size of WEB GUI log was an issue.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>

Table 1-4 Issues that are fixed in CommandCentral 5.2 RU3 (*continued*)

Issue	Description
2624578	<p>In CommandCentral Storage 5.2.1 and later versions, in case of long SQL FileGroup names, the MSSQLExplorer failed.</p> <p>This issue is resolved by installing a patch on the Managed Host.</p> <p>Patch for Windows : ccs-win-5.1.2HF512002638241w</p> <p>Patch for Solaris : ccs-sol_sparc-5.1.2HF512002638241u</p>
2526984	<p>CommandCentral Storage 5.2 RU2 had an issue of grayed out or missing objects on GUI due to DBCT failure.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2596792	<p>In CommandCentral Storage 5.2 RU2, Symmetrix DCT were not processed to the database.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2661115	<p>In CommandCentral Storage 5.2 RU2, there were inconsistencies regarding Total Storage Allocated on Virtualization Server overview page.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2620067	<p>In CommandCentral StorageCommandCentral Storage 5.2 RU2, EMC Symmetrix Explorer process failed while discovering Symmetrix VMAX array.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2675458	<p>In CCS 5.2 RU1, if the Brocade switch discovery failed once, the ERROR state was never cleared even when the switch gets discovered successfully.</p> <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>
2594614	<p>In CommandCentral Storage 5.2, CommandCentral Storage discovered incorrect number of ASM disks due to the unsupported multipathing software. 5.2, CommandCentral Storage discovered incorrect number of ASM disks due to the unsupported multipathing software.</p> <p>This issue is resolved by installing a patch on the Managed Host.</p>
2621593	<p>If a ZFS dataset is exported to non-global zone but not mounted in non-global zone, instead its child dataset is mounted, it can lead to following situations:</p> <ul style="list-style-type: none"> ■ Total Storage Allocated for virtual host, displayed in Virtualization server panel is zero. ■ Total file system capacity in virtual host panel can have double counting. <p>This issue is resolved in CommandCentral Storage 5.2 RU3.</p>

Table 1-4 Issues that are fixed in CommandCentral 5.2 RU3 (*continued*)

Issue	Description
2617983	Symmetrix arrays discovered through remote symapi server automatically got removed and added back. This issue is resolved in CommandCentral Storage 5.2 RU3.

Known issues in CommandCentral 5.2 RU3

Following are the known issues in the 5.2 RU3 release.

Host reboot requirement when you upgrade to CommandCentral Storage 5.2 RU3 on Windows

When you upgrade to CommandCentral Storage 5.2 RU3 on Windows, the installer sometimes asks you to reboot the host after the upgrade completes. The solution is to reboot the host to complete the upgrade process.

Erroneous exception when non-root user stops the Web Engine

CommandCentral Storage lets you grant privileges to non-root users to start and stop the Web Engine. If a non-root user stops the Web Engine using the services panel, CommandCentral Storage may throw an erroneous exception.

Workaround: Non-root users should stop the Web Engine using the `vxccs stop CCSGUI` command instead of using the Windows services panel.

LPAR discovery limitations

The following limitations apply to LPAR discovery:

- CommandCentral Storage supports only native device handles as a backing device. It does not support LVM volumes, or DMP devices.
- CommandCentral Storage does not support standard agent or agentless discovery of VIO servers.
- If you configure LPARs agentlessly, you'll need to rediscover those hosts after the upgrade for immediate visibility of correlated data.
- Some reports may be incorrect if you use an unsupported backing device. For example, if you use an LVM volume, in the waterfall report, the totals for **VM Consumption** are greater than the totals for **VM Allocated**.

- In a clustering scenario, when multiple LPARs share the same virtual device, the storage is counted multiple time from an aggregated LPAR capacity perspective. For example, in the waterfall report, the totals for **VM Consumption** are greater than the totals for **VM Allocated**.
- If an LPAR has multiple paths to the same LUN, disabling MPIO on the LPAR results in counting storage more than once. The double counting occurs because multiple device handles are created for the LUN.

Mixed fabric zoning (Brocade-McData) discovery using DCFM 10.4.x and NA 11.x

You can discover fabric zoning information using DCFM 10.4.x and NA 11.x for mixed (Brocade-McData interoperability) fabrics and pure EOS (McData) fabrics.

To discover fabric zoning information for mixed (Brocade-McData) and pure EOS fabrics

- ◆ Set the **MixedFabric_Management** key to 2.
(The default setting is 1).

Missing GUI information due to non-root agentless configuration of Solaris hosts

If a non-root user configures Solaris hosts agentlessly, the following information will be missing from the GUI:

- The Sun disk set capacity is not discovered
- Disk and slice information is not discovered.

If the disk and slice information is not discovered, the following correlations are impacted:

- Volume to LUN
- Soft Partition to LUN

Device handles for multipathing LUNs identified as separate disks and capacities multiplied (1928661)

You can configure agentless discovery of a remote host that uses multipathing software. If you discover this type of host, configure CommandCentral Storage to discover the storage arrays from which the multipathing LUNs are allocated to the host. Otherwise, CommandCentral Storage cannot discover the IDs for the LUNs that are allocated to the host. As a result, CommandCentral Storage identifies

the device handles for the LUNs as separate disks and capacities are multiplied in the Storage Consumption reports.

This incident applies to EMC PowerPath (emcpower devices) and HPUX 11.31 (Agile disks).

For information about supported multipathing software, see the *Hardware and Software Compatibility List*. This document is updated regularly at:

<http://www.symantec.com/docs/TECH148619>

The Console lets you configure agentless discovery of the same host multiple times (2229779)

When you configure agentless discovery of remote hosts, you can enter any of the following to identify the host:

- Host name
- Fully-qualified host name
- IP address

You can configure discovery of the same host multiple times if you choose a different identifier each time. For example, you can discover the same host three different times if you separately enter the host name, fully-qualified host name, and then the IP address. As a result, data for that host appears multiple times.

If you mistakenly add the same host multiple times, you can unconfigure the extra hosts.

Erroneous CommandCentral Storage uninstallation failure warning (2231550)

When you uninstall the CommandCentral Storage 5.2RU1 add-on, you see the following erroneous uninstallation failure warning:

```
WARNING: Failed to remove service VRTSccsweb. Command  
C:\PROGRA~2\VERITAS\VRTSweb\bin\install\webappsvc.exe -uninstall VRTSccsweb  
returned Error: 1!!!
```

This warning appears even though the service is successfully removed. You can ignore this warning.

Host Storage Assessment may be over 100% for hosts discovered by the VMware tools VI SDK (2251667)

In CommandCentral Storage 5.2 RU1, in the **Exclude DAS** option, the Host Percentage Utilization in the Host Storage Assessment Report may be over 100% for hosts discovered by the VMware tools VI SDK.

Due to a missing file system to LUN correlation, CommandCentral Storage cannot determine if a file system is on SAN or local, directly-attached storage (DAS). CommandCentral Storage counts the uncorrelated storage as SAN storage. If file systems are on DAS storage, the utilization percentage calculation may be over 100% on some hosts.

Virtualization detail report lists incorrect server types (2255844)

In the Host Virtualization Detail report, Managed Virtual Machine Storage Usage table, the VIO Servers column erroneously lists GZ servers for Solaris Zones and ESX servers for VMWare.

An incorrect error message displays when you configure HMC in LPARExplorer (2258172)

When you configure HMC for IBM LPAR discovery in CommandCentral Storage, you may see an incorrect error message pertaining to configuration errors, such as invalid HMC IP address, invalid username, or invalid password. The error message contains the words:

```
Failed to execute command. Command may not be valid or system may be  
out of resources
```

If you encounter this error message, check the configuration data you entered and try the operation again.

Incorrect host - SCSI reported in Storage consumption report(2680407)

In the Storage Consumption Detail report, the allocated SCSI capacities are not reported correctly for various Hosts.

Error message after upgrade from CC 5.2 to 5.2 RU3 on Solaris

If you upgrade from CommandCentral Storage 5.2 to CommandCentral Storage 5.2 RU3 on Solaris, you might see a message **Version mismatch** at the top right-hand side of the console. This message doesn't have any functionality impact.

Work around:

The workaround is to stop and then restart the `esmeb` service using `vxccs` script as follows:

```
vxccs stop esmweb
```

```
vxccs start esmweb
```

Coexistence with SFWHA 5.1 SP2 or 6.0 versions on cluster nodes

CommandCentral Storage Management Server (versions 5.1, 5.1.1, 5.1.2, and 5.2) cannot co-exist with SFWHA 5.1 SP2 or 6.0 versions on cluster nodes.

You need to upgrade to CommandCentral Storage Management Server 5.2 RU2 or 5.2 RU3 before upgrading SFWHA to 5.1 SP2 or 6.0.

EMCSymmetrixExplorer process stability issues(2372518)

EMCSymmetrixExplorer process may increase in Memory footprint and may have stability issues on the Server where SFW 5.x versions are installed.

Symptom:

`vxsvc` is running and EMCSymmetrixExplorer process consumes high memory and hangs.

Workaorund:

Stop the `vxsvc` Veritas Enterprise Administrator Service and restart EMCSymmetrixExplorer.

Fix:

Customers should contact Symantec Support for the fix.

Bulk associations between zones and zone members causes performance issues

During discovery, by default the association between various zones and zone members are set in bulk. This association causes performance issues if the number of zones and zone members is very large.

Work around:

To disable the bulk association feature, you need to set a flag `WalkSpecificAssociations` to 1. this flag is present in `BrocadeSwitchExplorer` configuration file. You need to set the `WalkSpecificAssocaitions` flag to 1 for each CIMOM(Common Information Model Object Manager) in configuration file.

AIX 7.1: CommandCentral Storage 5.2 RU3 does not discover Driver and Product for IBM 8GB HBAs

For AIX 7.1 platform, CommandCentral Storage 5.2 RU3 does not discover driver and product information for IBM 8 GB HBA FC 5735 (Driver version df1000f114108a03).

