CUSTOMER ADVISORY

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OI040322_CW01   REVISION: 0
Release of HSG60/HSG80 ACS V8.7-7 Patch for OVSAM

RELEASE DATE: 09 June 2004

DESCRIPTION

HP has released a new Automated Controller Software (ACS) patch to address an issue detected on all HSG60/80 based subsystems that are running with the V87-1 functionality **and** where use of OVSAM to monitor the storage is being utilized, but without OpenVMS usage of the '***set host /SCSI***' command. The issue is described in more detail below.

If the HSG60/80 controller detects more than one SEND_DIAG or RCV_DIAG command from any host at the time it is currently processing a SEND/RCV_DIAG request, the controller will crash with Last Failure Code (LFC) = 64030104. This is prevalent at this time when Open View Storage Area Manager (OVSAM) and other management software resides on the same SAN, and is actively interrogating the HSG60/80.

Incompatibility Note: This patch may **NOT** be used on HSG60/80 based storage arrays if there are active OpenVMS host nodes that utilize the **unsupported** OpenVMS DCL based "*set host /SCSI*" command to monitor and manipulate the storage system. With this patch installed, an OpenVMS '***set host / SCSI***' command issued from a OpenVMS host to an HSG controller will result in a controller hang of any send/receive diagnostic commands being processed from the host and ANY subsequent commands sent (SWCC, San Management Appliance, OV-SAM, HSXterm, etc). This is a *silent* failure, detectable only by an unresponsive controller to these commands. The only way to clear the condition is to restart the controller(s). The condition will NOT impact normal I/O processing and handling, just the ability of the controller to execute SCSI send/receive diagnostic commands. You MUST make a conscientious decision in OpenVMS environments, whether to install this patch or not. If you utilize the Command Scripter software to manipulate and manage your storage, then this patch will work in conjunction with OV-SAM software. The inadvertent use of the 'set host/scsi' command will however hang further processing of send/receive diagnostics in the HSG controllers until the controller(s) are restarted.

SCOPE

ACS Engineering recommends that this patch be installed on **all** HSG60/80 based subsystems that are running with the V87-1 functionality and where use of OVSAM to monitor the storage is being utilized, but w/o OpenVMS usage of the *set host /SCSI* command.

RESOLUTION

This patch is available on the external HP website as noted below:

http://h18006.www1.hp.com/products/storageworks/softwaredrivers/acs/

If you presently are running the ACS V87-0 base release, this firmware was replaced by the ACS V87-1 base release. The above patches CANNOT be installed on the V87-0 base release. Customers should contact Customer Services for assistance if they have the ACS V87-0 base release and have not received V87-1 cards in September 2002.

> Note: The ACS V87-1 code stream supports the concept of a single global patch which works for V87 F , G, L , P, and S variants of the firmware. As always, before a patch can be entered into a controller, the prior patches must have been entered. You may however load multiple patches in sequence at once, and then perform a single controller restart in order to install the patches. When restarting the controllers to get the patch installed into the runtime image, it is best to pick a timeframe where system load is not at its peak. V87-3 cards contain the V87-1 code stream image and the -2 and -3 patches.

HARDWARE PLATFORMS AFFECTED: Surestore High-Availability Storage Systems

COMPONENTS AFFECTED: Disk Storage Enclosures EMA16000, Disk Storage Enclosures MA8000/EMA12000 Fibre Channel

OPERATING SYSTEMS AFFECTED: Non-OS Specific

SOFTWARE AFFECTED: Enterprise Storage Software Array Controller Software and Solutions Kits

THIRD PARTY PRODUCTS AFFECTED: None

DOWNLOADABLE FILES: Patches - External link

NOTICE: The information in this document, including products and software versions, is current as of the Release Date. This document is subject to change without notice.