
ETERNUS VASA Provider 2.x Release Note

February 2019

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About this document

This document provides complementary information and troubleshooting information not described on the ETERNUS VASA Provider 2.x User's Guide.

"Maintenance Information" described on this document refers to the maintenance information of following products. Refer to each product's manual regarding how to obtain the maintenance information.

- ETERNUS DX Disk Storage System
- ETERNUS VASA Provider
- ETERNUS SF Storage Cruiser
- VMware Products (ESXi and vCenter Server)

Updates

Version	Modifications
2.1.9 (November 2018)	Bug Fix The following issue is resolved in this release. ➤ The capacity change of VVOL fails while the virtual machine is online.
2.1.8 (July 2018)	Bug Fix The following issue is resolved in this release. ➤ Clone backup fails in VMware vSphere 6.5 Update2.
2.1.7 (May 2018)	Bug Fix The following issues are resolved in this release. ➤ Storage Policy is set incorrectly in the clone function. ➤ Protocol Endpoints may not be detected when starting the service of ETERNUS VASA Provider. ➤ "esfip00001" message may be continuously output in the Windows event log. ➤ Performance issue
2.1.6 (October 2017)	Bug Fix The following issues are resolved in this release. ➤ Performance issue ➤ Virtual Machine backup fails.
2.1.5 (May 2017)	Bug Fix The following issues are resolved in this release. ➤ Performance issue ➤ ETERNUS VASA Provider cannot be registered in vCenter Server.
2.1.4 (November 2016)	New Features ➤ Support VMware vSphere6.5 (Only VASA2.0(VVOL1.0) is supported)
2.1.3 (March 2016)	Bug Fix The following issue is resolved in this release. ➤ The status of Storage Provider becomes Rescan Error.

Version	Modifications
2.1.2 (January 2016)	Bug Fix The following issues are resolved in this release. <ul style="list-style-type: none"> ➤ The log file grows. ➤ The communication port number cannot be changed.
2.1.1 (October 2015)	New Features <ul style="list-style-type: none"> ➤ Support ETERNUS SF Storage Cruiser V16.3 ➤ Support FC-AL connection (*) ➤ Support FCoE connection (*) (*) These functions are supported from V2.1.1 though the unsupported is described in the ETERNUS VASA Provider 2.1 User's Guide.
2.1 (July 2015)	New Features <ul style="list-style-type: none"> ➤ Support ETERNUS DX8000 S3 series Bug Fix <ul style="list-style-type: none"> ➤ VM operation fails because ETERNUS VASA Provider can't connect to ETERNUS CLI.
2.0 (April 2015)	New Features <ul style="list-style-type: none"> ➤ Support vSphere Virtual Volumes

Notes for Setup

1. Support configuration

- Registering one VASA Provider to multiple vCenter Server is not supported.
- VMware Horizon is not supported with VVOL feature.
- Before using VMware vSphere Replication, make sure that the ETERNUS DX controller firmware version is V10L80 or later.
- VVOL Replication function is not supported.
- For the latest hardware and software information about the operating environment for the ETERNUS VASA Provider, refer to the following URL:
<http://www.fujitsu.com/global/support/products/computing/storage/download/vasa-provider.html>

2. Host name for target Server

- Don't use underscore "_" at the host name of Server into which you install ETERNUS VASA Provider. ESXi server can't communicate with ETERNUS VASA Provider correctly if FQDN host name includes underscore character.
- Don't use number as the first letter of the host name of server into which you install ETERNUS VASA Provider. If the first letter of the host name is a number, registration of the ETERNUS VASA Provider fails.

3. Installing Upgrades

Remove ETERNUS VASA Provider that was registered with vCenter Server before installing the upgrades for ETERNUS VASA Provider. Register ETERNUS VASA Provider with vCenter Server again after the installation.

Notes for Operation

1. Abnormal Status of virtual machines and datastore

When connectivity issue occurs, VVOL datastore and virtual machines might turn to an abnormal status, such as inaccessible. Usually this is recovered after fixing connectivity issue. If an abnormal status continues, obtain the troubleshooting information and contact a Fujitsu field engineer (FE).

2. Storage Registration

Don't delete ETERNUS DX Disk storage system from ETERNUS SF Storage Cruiser if its ETERNUS DX Disk storage system has VVOL datastore. You need to unregister an ETERNUS DX Disk storage system from ETERNUS SF Storage Cruiser after deleting VVOL datastore that is used its ETERNUS DX Disk storage system.

3. Snapshot operation failed

When snapshot operation failed, copy sessions might remain in an ETERNUS DX Disk storage system. In that case, delete copy sessions manually by using ETERNUS SF. You can also delete copy target volumes by using ETERNUS CLI(delete flexible-tier-volume command with force option),

4. VM operation failed

All VVOL operation, such as VM creation, fails when your environment is under following condition. Fix a situation then try the same operation again.

1. Operation from ETERNUS Web GUI is running. Solution is to repeat same operation after completing the operation from ETERNUS Web GUI.
2. Lack of space of Flexible Tier Pool. Solution is to delete unnecessary virtual machine or expand the capacity of Flexible Tier Pool.

If your situation is not applicable to above condition, repeat same operation because it might achieve success. If not, obtain the troubleshooting information and contact a Fujitsu field engineer (FE).

5. "Readying" status VVOL remains

"Readying" status VVOL might remain in the ETERNUS DX Disk storage system if your environment is under following condition.

1. Controller of ETERNUS DX Disk storage system turns to abnormal status when either VVOL operation is running. Or
2. Run VVOL operations when "Pinned Data" exists in a controller of ETERNUS DX Disk storage system

If this trouble occurs, do following operation depending on the condition.

1. Delete "Readying" volumes
2. Fix "Pinned Data" and delete "Readying" volumes

6. Firmware version of ETERNUS DX Disk storage system

ETERNUS firmware version information on the vSphere Web Client might not be displayed correctly after upgrading firmware. In that case, restart the service "ETERNUS Information Provider" from Windows Service list (Restarting service does not affect I/O of Guest OS).

7. Operation Timeout

VVOL-based VM operation might fail with timeout error because of heavily-loaded operation. In that case, revise concurrent execution of VM operations and try again

8. message on the vvolld.log

When taking snapshot of live VM, following message might be output on the vvolld.log.

[POSSIBLE VP BUG] Hot snapshot (naa.xxxx) took yyy msecs (> 5000 msecs)

No problem with this message if snapshot operation completes successfully.

9. Apply configuration of ETERNUS DX Disk storage system

Don't apply configuration to ETERNUS DX Disk storage system that is using VVOL. If you do, all VVOL configurations are deleted.

10. Storage System Status

Storage System Status of Storage Provider information on the vSphere Web Client is "online" at all times regardless of the status of ETERNUS DX Disk storage system.

11. Restarting services

When the service of ETERNUS SF Storage Cruiser is restarted, it is necessary to restart the service "ETERNUS Information Provider" after the service of ETERNUS SF Storage Cruiser starts.

12. Creating VVOL datastore

Storage Provider's rescan operation is necessary in the vSphere Web Client to reflect the VVOL datastore made with ETERNUS SF Storage Cruiser as a backing storage container.

13. Recreating the Server Certificate – Additional Steps

Restart the service "ETERNUS Information Provider" after Step4 of "3.1.4 Recreating the Server Certificate" in the ETERNUS VASA Provider 2.x User's Guide. Then perform Step5.

14. VM startup failed

When either ETERNUS VASA Provider under VVOL environment is not redundant or network between ESXi server and ETERNUS VASA Provider is not redundant, reboot of virtual machine will fail after fail over operation of vSphere HA.

Known Issues

1. The status of Storage Provider becomes Rescan Error

When any volume (non-VVOL) of the ETERNUS DX Disk storage system is not allocated to the ESXi server, the status of Storage Provider becomes Rescan Error. This issue occurs by ETERNUS VASA Provider V2.1.2. This issue is resolved in V2.1.3.

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