

# HP 3PAR StoreServ 7000 SmartStart 1.3.1 Software Release Notes

## Abstract

The information in this document is intended for use by HP customers, partners, and HP field representatives. These release notes describe the features, modifications, and issues in the HP 3PAR SmartStart 1.3.1 software.



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#### **Warranty**

<http://www.hp.com/go/storagewarranty>

This document provides the release notes for HP 3PAR SmartStart software. HP 3PAR SmartStart is a single startup tool that enables effortless setup of the HP 3PAR StoreServ 7000 Storage system. SmartStart guides users through configuring all the required components for starting up the HP 3PAR StoreServ 7000 Storage platform.

To obtain a copy of this documentation, go to the HP 3PAR StoreServ Storage site and click the **Support** link for your product:

<http://www.hp.com/go/3par>

## 1.1 Features

SmartStart now runs on Microsoft Windows 7 and Windows 8. It does not, however, allow users to configure remote hosts (SmartStart wizard step 5 - Configure hosts) or add virtual volumes to Microsoft Windows systems (SmartStart wizard step 6 - Configure storage).

## 1.2 Supported Browsers

HP 3PAR StoreServ 7000 Storage SmartStart 1.3.1 supports the following Internet browsers:

- Internet Explorer 8 and newer
- Mozilla Firefox 14 and newer

## 1.3 Modifications to HP 3PAR SmartStart

The following items have been addressed in this release.

Issue ID	Item	Description
86823	SmartStart fails to install Host Explorer on a remote host if it is run from a local folder with a certain name.	SmartStart fails to install Host Explorer on a remote host if SmartStart is running from a folder with a name that contains certain non-alphanumeric characters. This issue was fixed with this release.
88780	SmartStart fails "to validate remote folder name with special characters.	Folders on a remote host are not validated correctly if their names contain certain non-alphanumeric characters. This issue was fixed with this release.
100478	The HP 3PAR Storage System Setup Wizard may not set the date/time of the StoreServ array correctly	If the Microsoft Windows network time protocol (NTP) is not configured and the manual date and time selection is used with a time zone other than PST/PDT, the date and time on the StoreServ array may not be set correctly when users initialize the Service Processor and the StoreServ array with SmartStart and-or the HP 3PAR Storage System Setup Wizard. This issue was fixed with this release.

## 1.4 Known Issues with HP 3PAR SmartStart

The following are known issues in SmartStart 1.3.1.

### 1.4.1 SmartStart displays the wrong driver version after FC HBA is validated (Issue 77549)

This is a Microsoft WMI issue. SmartStart relies on WMI to gather HBA information from the remote host. If, however, the remote host includes two FC HBAs with different firmware versions, only one of which is supported by 3PAR, WMI reports the same firmware version for both HBAs. SmartStart might then falsely report that the host is correctly configured.

### 1.4.2 SmartStart does not update iSCSI target or IP address when configuring a target to use the same port and different target or initiator IP address (Issue 79019)

When users reconfigure an iSCSI target using the same port (the same iSCSI name) but use a different target or initiator IP address, SmartStart might not update the IP address.

**Workaround:**

1. Open the **Windows iSCSI Initiator Properties** dialog.
2. If the target needing modification is safe to remove (not active), remove it.
3. Use SmartStart's **iSCSI Host Configuration** wizard to configure the target from SmartStart.

### 1.4.3 SmartStart does not create HP 3PAR Management Console shortcuts for standard user accounts (Issue 79283)

Because SmartStart requires Microsoft Windows Administrator accounts, SmartStart does not create HP 3PAR Management Console program shortcuts (during the SmartStart install) for standard user accounts.

**Workaround:**

- Find the HP 3PAR Management Console from the Management Console folder (<installed folder>/bin/imc.exe) and create a shortcut manually in either a specific user account or under the public or default Microsoft Windows folder.

### 1.4.4 SmartStart does not mount a volume from a CD or DVD that has a blank folder (Issue 79701)

If an empty folder in a CD or DVD volume is selected before running the **Add VV to Windows** wizard, SmartStart might fail and prompt users with an error message.

**Workaround:** When running the Add VV to Windows wizard, do not to select an empty folder from read-only media.

### 1.4.5 Cannot browse to nested mount points when adding virtual volumes to Microsoft Windows systems (Issue 80542)

When using mount points to add virtual volumes to Microsoft Windows systems, the **Browse** dialog does not allow users to open empty folders, and users may not be able select folders within an empty mount point folder. Furthermore, the **Browse** dialog does not allow users to select the third level of an empty folder to mount, when both of the following are true:

- The first level is an assigned drive (for example, A:\)
- The second level is a mounted empty folder (for example, A:\VirtualVolumes)

**Workaround:** Manually enter the file path in the **Mount this empty NTFS folder** text field.

### 1.4.6 When using Internet Explorer 8, the HP 3PAR Service Processor time configuration options do not display correctly (Issue 85733)

When using Internet Explorer 8, the HP 3PAR Service Processor Setup Wizard Time and Region page and the HP 3PAR Storage System Setup Wizard Configure Time page display incorrect data. This might consistently occur when users select the continental region and city/country in the Region and City/Country drop-down menus.

**Workaround:** When encountering incorrect data, click **Cancel** and then **Yes** to confirm. Then restart the wizard, which contains all the previously entered data. On the **Time and Region or Configure Time** page, select the correct time zone and do not change it. Then make the correct selection on the Time and Region and Configure Time pages. If this does not work, try using a different browser. See the ["Supported Browsers" \(page 3\)](#) section for more information.

### 1.4.7 When using Internet Explorer 10 with default security settings, the Service Processor and Storage Setup Wizards do not display correctly (Issue 88190)

When using Internet Explorer 10 with the default settings, the HP 3PAR Service Processor Setup Wizard and HP 3PAR Storage System Setup Wizard might not display correctly.

**Workaround:** The wizards require that Internet Explorer active scripting security option is enabled. To allow active scripting for a given Service Processor, click **Add** when prompted by Internet Explorer to add the SP address to the Trusted sites zone. Users can also allow active scripting for all addresses by going to the Internet Explorer **Tools menu**→**Internet Options**→**Security tab**→**(the site needing adjustment)**→**Custom level...** (tab) and then enabling **Active Scripting**.

#### 1.4.8 SmartStart cannot connect to remote host with non-default Administrator account (Issue 88371)

When users run the **SmartStart Host Configuration** and **Add Virtual Volumes to Windows** with an account other than the built-in Microsoft Windows Administrator account, the wizards might fail to connect to a remote host.

**Workaround:** Some Microsoft Windows server policies might cause user accounts to lose their administrative privileges when they manage a remote host. The built-in Microsoft Windows Administrator account, however, does not appear to be affected by these policies.

#### 1.4.9 When using Internet Explorer 10 to launch SmartStart, the Service Processor and Storage Setup Wizards display behind SmartStart (Issue 89179)

When using Internet Explorer 10, then launching the wizards from SmartStart (by clicking **Set Up System**→**Set Up Service Processor**), the Service Processor and HP 3PAR Storage System Setup Wizards might display behind the main SmartStart window.

**Workaround:** Use the mouse to move the wizards so that the wizards display in front of SmartStart.

#### 1.4.10 An error message displays in the HP 3PAR Storage System Setup Wizard when storage system is being initialized (Issue 89949)

When running the Setup system volumes (Progress step) in the HP 3PAR Storage System Setup Wizard, the error message 100008 "Setup encountered an unknown error. Contact HP support for help" might display.

**Workaround:** If error 100008 displays during installation, wait approximately 15 minutes before attempting a **Retry** on the error dialog. If, after waiting 15 minutes, the system does not respond, and a second error displays, wait an additional 15 minutes before clicking **Retry** again. After an additional 15 minutes, clicking **Retry** should allow the process to complete successfully, and the installation should resume normally.

#### 1.4.11 SmartStart takes too long to load (Issue 90133)

When launching SmartStart from CD, it may take 2 or more minutes to display a message that SmartStart is loading. Time can vary depending on CD drive speed.

**Workaround:** A progress bar and message stating that SmartStart is loading will eventually display. HP recommends waiting for the progress bar and message to appear, and for the application to load.

#### 1.4.12 All help pages and links open in Mozilla Firefox even though Internet Explorer is set as default browser (Issue 97337)

This is Microsoft WMI issue. SmartStart uses WMI to query the browser path in Microsoft Windows 7 and 8. Regardless of default browser settings, WMI is configured to use Mozilla Firefox even if Internet Explorer or another browser is set as the default browser. Therefore, if a system has Mozilla Firefox installed, help pages and other links open in Mozilla Firefox.

**Workaround:** Uninstall Mozilla Firefox.

### 1.4.13 Installation of Host Explorer fails when prompted for .NET framework (Issue 104749)

When attempting to install Host Explorer on a Microsoft Windows 2012 system, the installation might fail during the Microsoft .NET framework step.

**Workaround:** Be sure that the Microsoft Windows Updates service is enabled and working properly, and that latest .NET framework is installed.

### 1.4.14 Unable to connect to local host using SmartStart 1.3.1 on Microsoft Windows 2012 Server (Issue 107326)

Users may not be able to connect SmartStart 1.3.1 to the local computer on Microsoft Windows 2012 systems. This can occur when the Microsoft Windows PowerShell path is deleted from the environmental variable setting.

**Workaround:** Open a command prompt and change the Windows PowerShell path to one that will work with SmartStart 1.3.1, by using the following command:

```
set path=%path%;C:\Windows\System32\WindowsPowerShell\v1.0
```

Then relaunch SmartStart 1.3.1 from the command prompt.