



Hewlett Packard
Enterprise

HPE Recovery Manager Central (RMC)

4.1.0 Release Notes

Abstract

This document describes new features and known issues for the HPE Recovery Manager Central (RMC) software, version 4.1.0, including enhancements and fixes to RMC for VMware, Microsoft SQL, Oracle, and SAP HANA.

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Release description

Document description

This document outlines the functional changes, new features, and defect fixes for HPE Recovery Manager Central (RMC) software, version 4.1.0 including enhancements and fixes to RMC for Microsoft SQL, Oracle, SAP HANA, and VMware.

HPE Recovery Manager Central (RMC) Software delivers unified data protection for your business critical application data stored on HPE Storage arrays. RMC addresses a range of RPO/RT0 objectives with flexible recovery options using snapshots, backups, and replicated data copies to meet a wide variety of DR requirements.

RMC primarily automates snapshot-based protection on HPE 3PAR StoreServ storage arrays, HPE HC 250 Hyper Converged system for VMware vSphere, and HPE StoreVirtual VSA without any impact to the application server. RMC also supports fast and efficient backups directly from these primary storage platforms to HPE StoreOnce Backup systems using Express Protect technology.

Although RMC can protect any application data on any supported storage platform using crash-consistent snapshots and backups, application-integration is supported for VMware vSphere (RMC-V) and Microsoft applications running on a VMware VM for ensuring the snapshots and backups are application-consistent. Application-consistency is also supported for Microsoft SQL (RMC-S), Oracle (RMC-O) and SAP HANA (RMC-SH) databases on HPE 3PAR StoreServ storage arrays.

In addition, RMC also enables Peer Copy, which delivers bi-directional data copy between HPE 3PAR StoreServ storage arrays and HPE StoreVirtual VSA.

Fundamentally, by offering the ability to manage snapshots, backups and replicated data copies from a single GUI, RMC allows HPE Storage customers to meet their copy data management challenges more easily and meet the different recovery SLAs that their business demands. For more information, see to the relevant user documentation:

- HPE Recovery Manager Central 4.1.0 User Guide
- HPE Recovery Manager Central 4.1.0 for VMware User Guide
- HPE Recovery Manager Central 4.1.0 for Microsoft SQL User Guide
- HPE Recovery Manager Central 4.1.0 for Oracle User Guide
- HPE Recovery Manager Central 4.1.0 for SAP HANA User Guide

Supersedes information

RMC 4.0.0

Supported hardware, firmware, and software

For more information on supported HPE Storage Products and the relative environment, hardware, and software platforms, see [Single Point of Connectivity Knowledge \(SPOCK\)](#) website.

Features and enhancements

4.1.0 release

RMC

- Introduction of RMC Protection Wizard to ease the configuration of snapshots, backup schedules, and protection policies.
- Enables you to perform Express Restore using RMC user interface.
- Support for protection policy.
- Enables you to specify the start date, end date, and last day of the month for scheduling snapshot, backup, and data replication (Scheduler Improvements).
- Enables you to suspend and resume a schedule.
- Support for Peer Copy (bidirectional replication) between HPE StoreVirtual VSA 12.7 and HPE 3PAR StoreServ.
- Import replication set enables you to directly import target recovery and snapshot sets that help in avoiding the first copy of data from source to target.
- Supports RMC Deployment on NFS data store.

RMC-O

- Introduction of RMC Protection Wizard to ease the configuration of snapshots, backup schedules, and protection policies.
- Enables you to verify a new or existing snapshot both on GUI and CLI.
- Enables you to perform an one-click clone of a database.
- Ability to restore an Express Protect backup to a read-write snapshot.
- Ability to manage the read-write snapshots of the databases.
- Enables you to suspend and resume a schedule.
- Enables you to perform Express Restore using RMC user interface.
- Enables you to specify the start date, end date, and last day of the month for scheduling snapshot, backup, and data replication (Scheduler Improvements).

RMC-S

- Introduction of RMC Protection Wizard to ease the configuration of snapshots, backup schedules, and protection policies.
- Enables you to specify the start date, end date, and last day of the month for scheduling snapshot, backup, and data replication (Scheduler Improvements).
- Enables you to suspend and resume a schedule.
- Support for SQL Server Database Engine with different collation settings .

RMC-SH

- Introduction of RMC Protection Wizard to ease the configuration of snapshots, backup schedules, and protection policies.
- Support for Catalyst Copy functionality.
- Enables you to suspend and resume a schedule.
- Enables you to perform Express Restore using REST API calls.
- Enables you to specify the start date, end date, and last day of the month for scheduling snapshot, backup, and data replication (Scheduler Improvements).

RMC-V

- Enables you to specify the start date, end date, and last day of the month for scheduling snapshot, backup, and data replication (Scheduler Improvements).
- Enables you to suspend, resume, and delete single and multiple schedules.
- Enables you to perform Express Restore using RMC-V user interface.
- Enables you to view all the schedules in a single window.

Fixes

This section lists the defects of the previous releases that are fixed in the current release.

RMC

Fixed the issue where the active replication process failed with an error.

RMC-O

- Support for database registration when `ORACLE_HOME` parameter is configured as a symbolic link.
- Increase in the wait-timeout for the remote-site sync operation for periodic remote copy snapshot to scale out to larger size or number of volumes in a remote copy group.
- Fixes for snapshot operation when database files or archive logs are configured on different LVMs and mount points inside the same HPE 3PAR StoreServ system volume.

RMC-S

Fixed the issue where Catalog Protection fails to include RMC-S Interface Server Catalogs during export operation.

RMC-V

There are no fixes in this release.

Issues and suggested actions

The open and known issues for the different RMC plug-ins are listed in this section. The first statement states the issues that you may have encountered and is followed by the suggested action.

RMC

- **Replication set creation process fails for the Create New option with an error Recovery set creation timed out or failed**

The replication set creation process fails with an error and might cause the subsequent replication set creation to also fail with the same error.

Suggested action

Perform a manual refresh of the replication set screen and retry to create the replication set.

- **Auto sync fails when more than one volume is added to the source recovery set**

In one HPE 3PAR StoreServ array, SSH connection provides wrong status and connection does not get renewed.

Suggested action

No action required.

- **Express Protect page in RMC user interface allows the Delete action even when multiple Express Protects are selected. However, it attempts to delete only the first Express Protect in the list**

Suggested action

No action required.

- **Non availability of a refresh mechanism in RMC to sync the resource health or availability on the storage system with its database**

Suggested action

Perform a manual refresh.

- **16GB Qlogic HBA that has BIOS version greater than 3.28 does not work**

Suggested action

Use HBA with BIOS version 3.28.

- **Non availability of automatic refresh mechanism of remote recovery sets**

Suggested action

Perform a manual refresh of the corresponding recovery set from remote appliance.

- **OLH does not work if proxy server is set on Win2012R2/2016**

OLH does not appear if you set a proxy server in Internet Explorer on Win2012R2/2016.

Suggested action

Clear any proxy server that is set in Internet Explorer.

If the proxy server needs to be set, then perform one of the following:

- On IE browser, select **Internet Options > Local Intranet**, click **Sites** and clear the **Include all sites that bypass the proxy server** option. This enables you to work on Internet Explorer with the proxy server enabled.
- Use an alternate browser like Chrome or Firefox.

RMC-O

- Reducing the maximum snapshot limit is not handled consistently across RMC applications.
- **Unable to download RMC-O client binaries using `wget` if HTTPS security protocol TLS v1.1 or TLS v1.2 is not supported by the server**

Suggested action

Download the RMC-O client binaries using a browser or copy the downloaded client binaries from a different server that supports HTTPS security protocol TLS v1.1 or TLS v1.2.

RMC-S

Failure of old express protect jobs if the numeric policy is configured in the past.

RMC-SH

- **Snapshot creations fails after two iterations for a Host auto failover in HANA database (14+1 nodes) when run with IO**

Suggested action

All servers need to be of the same configuration for creating snapshots in a scalable environment.

- **Unable to download RMC-SH client binaries using `wget` if HTTPS security protocol TLS v1.1 or TLS v1.2 is not supported by the host**

Suggested action

Download the RMC-SH client binaries using a browser or copy the downloaded client binaries from a different host that supports HTTPS security protocol TLS v1.1 or TLS v1.2.

RMC-V

- **The Mount/Unmount option on the Manage tab is disabled**

The limitation for Remote Copy snapshot is that the **Mount/Unmount** option is disabled in the **Manage** tab if there are datastores without any VMs.

Suggested action

If the snapshot of datastore has VMware object, you can mount/unmount Remote Copy snapshot.

- **Problems in attaching a VMDK present on the snapshot volume to a parent snapshot**

Suggested action

To attach a VMDK, present on a snapshot volume to the snapshot back to the parent snapshot:

1. Go to the **Summary** tab of the parent VM.
2. Click the **Answer Question** link for the pop-up to appear.
3. To attach the VMDK to the snapshot, select **Yes**.

- **Recommended Actions** field in RMC GUI does not display any action for the **Incremental Express Protect** or **Full Express protect** operation failure

Suggested action

Navigate to the activity page of RMC GUI and view the details of the error message.

- **Unable to download RMC-V plug-in binary files if HTTPS security protocol TLS v1.1 or TLS v1.2 is not supported by the vCenter server**

Suggested action

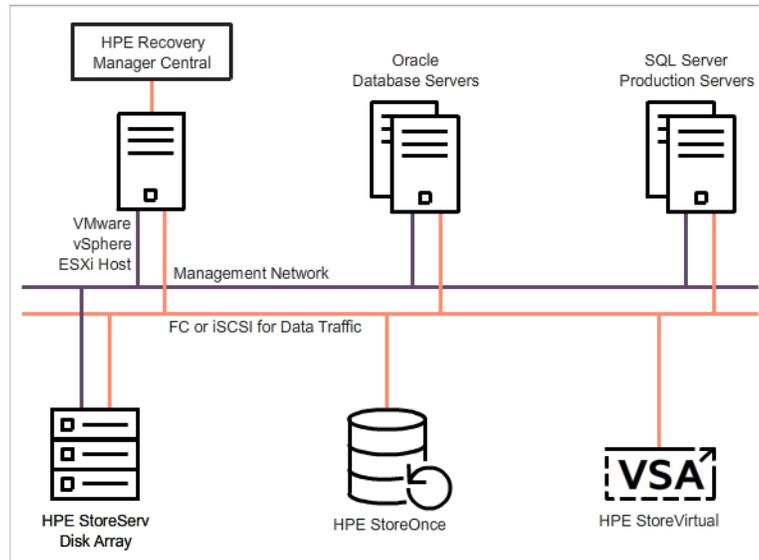
Install RMC-V plug-in binary files by upgrading the existing vCenter server to either vCenter 5.5 update3e, vCenter 6.0 update1b, or above.

Documentation map

The subsequent interactive illustration in this section contains various components that work with each other in real time. You can click one component at a time to get the web address of its software documentation. To navigate to the software documentation of the selected component, click the web address link that you get for the clicked component.

NOTE:

You must have Adobe Flash Player 22 or later versions installed on your system to view the interactive illustration.



Websites

Website	Link
Contact Hewlett Packard Enterprise Worldwide	<u>www.hpe.com/assistance</u>
Subscription Service/Support Alerts	<u>www.hpe.com/support/e-updates</u>
Software Depot	<u>www.hpe.com/storage/rmc/swdepot/</u>
Customer Self Repair	<u>www.hpe.com/support/selfrepair</u>
Documentation	
Hewlett Packard Enterprise Information Library	<u>www.hpe.com/info/enterprise/docs</u>
RMC Documentation on Hewlett Packard Enterprise Information Library	<u>www.hpe.com/storage/rmc/docs</u>
Hewlett Packard Enterprise Support Center	<u>www.hpe.com/support/hpesc</u>
Single Point of Connectivity Knowledge (SPOCK) Storage Compatibility Matrix	<u>www.hpe.com/storage/spock/</u>
Storage White Papers	<u>www.hpe.com/storage/whitepapers</u>

Support and other resources

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:
<http://www.hpe.com/assistance>
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:
<http://www.hpe.com/support/hpesc>

Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates:

Hewlett Packard Enterprise Support Center

www.hpe.com/support/hpesc

Hewlett Packard Enterprise Support Center: Software downloads

www.hpe.com/support/downloads

Software Depot

www.hpe.com/support/softwaredepot

- To subscribe to eNewsletters and alerts:
www.hpe.com/support/e-updates
- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center **More Information on Access to Support Materials** page:
www.hpe.com/support/AccessToSupportMaterials

ⓘ IMPORTANT:

Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Passport set up with relevant entitlements.

Customer self repair

Hewlett Packard Enterprise customer self repair (CSR) programs allow you to repair your product. If a CSR part needs to be replaced, it will be shipped directly to you so that you can install it at your convenience. Some parts do not qualify for CSR. Your Hewlett Packard Enterprise authorized service provider will determine whether a repair can be accomplished by CSR.

For more information about CSR, contact your local service provider or go to the CSR website:

<http://www.hpe.com/support/selfrepair>

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.

Remote support and Proactive Care information

HPE Get Connected

www.hpe.com/services/getconnected

HPE Proactive Care services

www.hpe.com/services/proactivecare

HPE Proactive Care service: Supported products list

www.hpe.com/services/proactivecaresupportedproducts

HPE Proactive Care advanced service: Supported products list

www.hpe.com/services/proactivecareadvancedsupportedproducts

Proactive Care customer information

Proactive Care central

www.hpe.com/services/proactivecarecentral

Proactive Care service activation

www.hpe.com/services/proactivecarecentralgetstarted

Warranty information

To view the warranty for your product or to view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products* reference document, go to the Enterprise Safety and Compliance website:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional warranty information

HPE ProLiant and x86 Servers and Options

www.hpe.com/support/ProLiantServers-Warranties

HPE Enterprise Servers

www.hpe.com/support/EnterpriseServers-Warranties

HPE Storage Products

www.hpe.com/support/Storage-Warranties

HPE Networking Products

www.hpe.com/support/Networking-Warranties

Regulatory information

To view the regulatory information for your product, view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at the Hewlett Packard Enterprise Support Center:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

www.hpe.com/info/reach

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

www.hpe.com/info/ecodata

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

www.hpe.com/info/environment

Documentation feedback

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