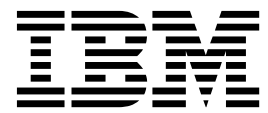


IBM FlashSystem A9000R  
Version 12.2.0.a

## *Release Notes*



**First Edition (December 2017)**

This edition applies to IBM FlashSystem A9000R version 12.2.0.a. Newer document editions may be issued for the same product version in order to add missing information, update information, or amend typographical errors. The edition is reset to 'First Edition' for every new product version.

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## Overview

IBM FlashSystem® A9000R is a high-end, all-flash storage system that delivers ultra-fast storage together with mission-critical features, including data reduction by compression and inline deduplication, smart scaling, distributed data, automatic load balancing, and a multitude of advanced enterprise-class features and capabilities.

As a pre-integrated rack offering, IBM FlashSystem A9000R comprises grid controllers and flash enclosures that are interconnected by integrated InfiniBand switches, forming a scale-out grid fabric that delivers exceptional IOPS performance.

In its core architecture, IBM FlashSystem A9000R utilizes IBM FlashCore® technology together with IBM® MicroLatency® modules, providing high density, low latency, and storage reliability. In addition, IBM FlashSystem Enhanced Endurance Technology reduces flash disk wearout and ensures long-term durability of the flash storage components, even under heavy workloads.

IBM FlashSystem A9000R is ideal for large enterprises that rely on fast, redundant, and high-capacity data storage, offering high service levels for dynamic workloads and easy hyper-scaling, while supporting multi-tenant environments, flexible consumption models, and robust cloud automation and integration capabilities. IBM FlashSystem A9000R offers security and data protection through advanced remote mirroring, hot encryption, and self-healing mechanisms.

For more detailed information about IBM FlashSystem A9000R, refer to its user documentation and online information.

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## What's new in version 12.2.0.a

Software version 12.2.0.a is a hotfix release that resolves a recently discovered high-impact issue.

**General availability (eGA) date:** 12 December 2017

For information about the resolved issue in version 12.2.0.a, see “Change log” on page 4.

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## Hot upgrade from earlier versions

Version 12.2.0.a supports direct non-disruptive upgrade (hot upgrade) from version 12.2.0 only.

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**Note:** These hot upgrade paths are valid for the time of the general availability (GA) date of version 12.2.0.a. However, hot upgrade from additional earlier versions could be supported later on. For up-to-date information, contact IBM Support.

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The upgrade procedure must be performed by an authorized IBM service technician.

Prior to initiating software upgrade, consult with IBM Support regarding the required time allocation and expected duration of the upgrade procedure.

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**Note:** The system e-license may automatically prompt in the management GUI upon the first post-upgrade operation, if the e-license was updated since it was last accepted. In such a case, the new e-license must be accepted before any GUI operation can be performed.

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## Management and solutions

IBM FlashSystem A9000R version 12.2.0.a can be managed and monitored with IBM Hyper-Scale Manager version 5.3 or later.

IBM Hyper-Scale Manager version 5.3 provides an advanced web-based graphical user interface (GUI) from which one or more IBM Spectrum Accelerate™ family systems can be managed and monitored in real time from a web browser.

IBM FlashSystem A9000R can also be managed from its command-line interface (CLI) or through representational state transfer (REST) application programming interfaces (APIs).

IBM FlashSystem A9000R customers are entitled to free use of IBM Hyper-Scale Manager, which can be obtained at any time from the IBM Fix Central website ([www.ibm.com/support/fixcentral](http://www.ibm.com/support/fixcentral)).

### IBM Spectrum Accelerate Family HyperSwap® Quorum Witness

The HyperSwap functionality feature in IBM FlashSystem A9000R version 12.2.0.a is supported by IBM Spectrum Accelerate Family HyperSwap Quorum Witness version 1.0 or later.

To significantly improve the transparent failover and facilitate the constant coordination between two IBM FlashSystem A9000R or A9000 storage systems in a HyperSwap solution, an independent Quorum Witness software component is preferably installed at a separate site (third failure domain).

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**Note:** Newer versions of the Quorum Witness software may be released independently to better support or enhance the HyperSwap operation. For more information, see the latest Quorum Witness release notes and user guide.

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### IBM Spectrum Control™ Base Edition

IBM FlashSystem A9000R version 12.2.0.a is supported by IBM Spectrum Control Base Edition version 3.2.0 or later, which provides the following VMware and Microsoft platform integration tools.

- IBM Storage Provider for VMware VASA
- IBM Storage Enhancements for VMware vSphere Web Client
- IBM Storage Plug-in for VMware vRealize Orchestrator
- IBM Storage Management Pack for VMware vRealize Operations Manager
- IBM Storage Automation Plug-in for Microsoft PowerShell

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**Note:** Versions of IBM Spectrum Control Base Edition earlier than 3.2.0 are not fully supported and must be upgraded to 3.2.0 or later.

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For more information, see IBM Spectrum Control Base Edition on IBM Knowledge Center ([www.ibm.com/support/knowledgecenter/STWMS9](http://www.ibm.com/support/knowledgecenter/STWMS9)).

IBM FlashSystem A9000R customers are entitled to free use of IBM Spectrum Control Base Edition, which can be obtained at any time from either the IBM Hyper-Scale Manager software package or from the IBM Fix Central website ([www.ibm.com/support/fixcentral](http://www.ibm.com/support/fixcentral)).

## Available cloud storage solutions

IBM FlashSystem A9000R version 12.2.0.a can be integrated with various independent software vendor (ISV) platform, application, virtualization, and cloud environments.

To facilitate this integration, IBM provides the following software solutions, also referred to as cloud storage solutions.

Cloud storage solution	Version	Compatibility note
IBM Storage Host Attachment Kit	2.8.0 or later  2.8.2 if Windows Server is used	<ul style="list-style-type: none"><li>• Supports the HyperSwap feature that was introduced in IBM FlashSystem A9000R version 12.1</li><li>• For use with IBM AIX®, Linux (Red Hat Enterprise Linux; SUSE Linux Enterprise Server), and Microsoft Windows Server hosts.</li></ul>
IBM Storage Driver for OpenStack	2.0.0 or later	
IBM Storage Management Pack for Microsoft System Center Operations Manager (SCOM)	2.6.0 or later	
IBM XIV® Provider for Microsoft Windows Volume Shadow Copy Service (VSS)	2.9.0 or later	Supports the HyperSwap feature that was introduced in IBM FlashSystem A9000R version 12.1
IBM XIV Storage Replication Adapter	3.0.0 or later	<ul style="list-style-type: none"><li>• Supports the HyperSwap feature that was introduced in IBM FlashSystem A9000R version 12.1</li><li>• For use with VMware Site Recovery Manager 5.1–5.8 or 6.x. Requires the use of synchronous or asynchronous remote mirroring.</li></ul>

IBM FlashSystem A9000R customers are entitled to free use of the IBM cloud storage solutions, which can be obtained at any time from the IBM Fix Central website ([www.ibm.com/support/fixcentral](http://www.ibm.com/support/fixcentral)).

For more information about the available cloud storage solutions for IBM FlashSystem A9000R, see the '**Platform and application integration**' section in the IBM FlashSystem A9000R space on IBM Knowledge Center ([www.ibm.com/support/knowledgecenter/STJKN5](http://www.ibm.com/support/knowledgecenter/STJKN5)).

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## Change log

This change log summarizes the enhancements and fixes in the different 12.2.x code level versions of IBM FlashSystem A9000R.

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**Note:** New functional features of these versions are only briefly summarized. For a detailed summary of the new functional features of a specific version, refer to the 'What's new' section of its release notes.

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### Version 12.2.0.a (December 2017)

Software version 12.2.0.a of IBM FlashSystem A9000R resolves the following issue.

Ticket ID	Description
SYS-304631	<p><b>Fixed:</b> In rare cases, due to a large amount of internal system configuration information, a hot upgrade procedure could fail and might also cause loss of access to the storage system.</p> <p>This issue and its fix apply only to IBM FlashSystem A9000R model 425.</p> <p>Severity: High Impact</p> <p>Affected versions: 12.2.0</p>

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### Version 12.2.0 (November 2017)

Software version 12.2.0 of IBM FlashSystem A9000R introduced the following features.

- Support for the new 425 hardware model, in addition to the previous 415 hardware model.
- Asynchronous mirroring with XIV Gen3 storage systems.
- IBM Hyper-Scale Mobility (volume migration).
- Improved support access by enabling multiple source IP addresses with the **xiv\_support\_enable** command.

Version 12.2.0 also resolved the following issues:

Ticket ID	Description
SYS-287670	<p><b>Fixed:</b> Common security issues.</p> <p>For more information about these security issues, see CVE-2016-2775, CVE-2017-3136, CVE-2017-3137, and CVE-2017-3138 on the Common Vulnerabilities and Exposures (CVE) information website (<a href="http://cve.mitre.org">cve.mitre.org</a>).</p> <p>Severity: HIPER</p> <p>Affected versions: 12.0.0 or later</p>

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Ticket ID	Description
SYS-301607	<p><b>Fixed:</b> The following would need to occur:</p> <p>Two snapshots or <b>vol_copy</b> targets of the same volume are created very shortly one after the other, followed in a very short time by one of these 3 conditions:</p> <ul style="list-style-type: none"> <li>• Hot upgrade</li> <li>• Shutdown (and later power on)</li> <li>• A grid control fails or a grid element is added (MES)</li> </ul> <p>If followed by the source volume being deleted and a grid controller or a cache node failure, this sequence could lead to an undetected data corruption.</p> <p>Severity: HIPER</p> <p>Affected versions: 12.0.0 or later</p>
SYS-303675	<p><b>Fixed:</b> A unique sequence of I/O operations within a 16 KB range, occurring within a very short time, and at the same time there is a very large number of very short I/O operations, could lead to an undetected data corruption of up to 8 KB.</p> <p>Severity: HIPER</p> <p>Affected versions: 12.0.1 or later</p>
SYS-287778	<p><b>Fixed:</b> In rare cases, a grid controller failure might lead to a cache node failure on a different grid controller, thus impacting the system performance until the grid controllers are operational again.</p> <p>Severity: High Impact</p> <p>Affected versions: 12.1.0 or later</p>
SYS-286311	<p><b>Fixed:</b> An error in the SCSI reservation mechanism might render the management operations unavailable, and I/O operations that involve SCSI reservations actions might fail. Regular I/O operations are not affected.</p> <p>Severity: High Impact</p> <p>Affected versions: 12.0.0 or later</p>
SYS-287615	<p><b>Fixed:</b> When an encrypted system is powered up while none of the key servers is responding, using the recovery keys without the intervention of IBM Support will not bring the system to ON state.</p> <p>Severity: High Impact</p> <p>Affected versions: 12.0.0 or later</p>

Ticket ID	Description
SYS-301747	<p><b>Fixed:</b> In rare cases, when a MicroLatency module fails and a rebuild is performed in the flash enclosure, a system shutdown might occur. When the system restarts, it will be in maintenance state.</p> <p>Severity: High Impact</p> <p>Affected versions: 12.0.0 or later</p>
SYS-303370	<p><b>Fixed:</b> In rare cases, when a MicroLatency module fails and a rebuild is performed in the flash enclosure, a medium error or loss of access to the entire system might occur.</p> <p>Severity: High Impact</p> <p>Affected versions: 12.0.0 or later</p>
SYS-287672	<p><b>Fixed:</b> I/O operations associated with a single QoS entity (pool, volume etc) directed to different ports on the same module might cause performance degradation.</p> <p>Severity: Moderate</p> <p>Affected versions: 12.0.1 or later</p>
SYS-287613	<p><b>Fixed:</b> Defining more than 512 HyperSwap relationships causes the loss of access to the Quorum Witness.</p> <p>Severity: Moderate</p> <p>Affected versions: 12.1.0 or later</p>
SYS-283633	<p><b>Fixed:</b> Rebooting the storage system after disabling encryption (after issuing the <b>encrypt_disable</b> command) might cause the system to enter maintenance state rather than ON state.</p> <p>Severity: Service</p> <p>Affected versions: 12.0.1 or later</p>
SYS-285919	<p><b>Fixed:</b> Using high granularity thresholds for monitoring temperature might lead to toggling between warning and normal temperature states with an excessive number of events.</p> <p>Severity: Service</p> <p>Affected versions: 12.0.0 or later</p>
SYS-287421	<p><b>Fixed:</b> When the connection to the Quorum Witness is removed and then added back, an empty consistency group (contains no volumes) is not handled properly, and any addition of volumes to that consistency group fails.</p> <p>Severity: Service</p> <p>Affected versions: 12.1.0 or later</p>

Ticket ID	Description
SYS-287459	<p><b>Fixed:</b> When creating target connectivity over Fibre Channel (FC) in a HyperSwap or a regular mirror relationship, the connectivity is not always established.</p> <p>Severity: Service</p> <p>Affected versions: 12.1.0 or later</p>
SYS-287469	<p><b>Fixed:</b> Deleting a HyperSwap relation when the communication between the peer systems is down, deletes only the primary HyperSwap relation. Deleting the HyperSwap relation from a disconnected secondary system is not possible.</p> <p>Severity: Service</p> <p>Affected versions: 12.1.0 or later</p>
SYS-287544	<p><b>Fixed:</b> The <b>ha_switch_roles</b> command might fail and generate the following event: <b>HA_MASTER_UNAVAILABLE</b>.</p> <p>Severity: Service</p> <p>Affected versions: 12.1.0 or later</p>
SYS-291861	<p><b>Fixed:</b> For secondary volumes in an asynchronous mirroring relationship, the creation of a local snapshot of a local Consistency Group (that includes one or more inconsistent volumes) is not blocked.</p> <p>Severity: Service</p> <p>Affected versions: 12.0.1 or later</p>
SYS-283147	<p><b>Fixed:</b> When obtaining I/O operations statistics for a HyperSwap volume, the remote path I/O operations value is always zero.</p> <p>Severity: Low</p> <p>Affected versions: 12.1.0 or later</p>
SYS-286612	<p><b>Fixed:</b> In some cases, after a backup battery unit (BBU) test, the related power supply unit (PSU) might be reported as failed, although it is operating normally.</p> <p>Severity: Low</p> <p>Affected versions: 12.0.0 or later</p>

## Fixes and features of earlier versions

IBM FlashSystem A9000R version 12.2.0.a includes all the features and fixes that were provided in previous 12.0.x, 12.1.x, and 12.2.x versions.

To obtain information regarding previously introduced FlashSystem A9000R features or issues that were resolved in previous versions, see FlashSystem A9000R on IBM Knowledge Center ([www.ibm.com/support/knowledgecenter/STJKN5](http://www.ibm.com/support/knowledgecenter/STJKN5)).

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## Limitations

As opposed to known issues, limitations are functionality restrictions that are part of the predefined system design and capabilities in a particular version.

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**Note:** For information about specification-related functional boundaries, such as maximum number of volumes and hosts per storage system, refer to the IBM FlashSystem A9000R specification sheet document, which can be provided to IBM customers under non-disclosure agreement (NDA).

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### Synchronous mirroring limitations

Use of synchronous remote mirroring is subject to the following limitation:

- The reported size of data written on the master volume and slave volume does not match. Zero data writes are not counted for the slave volume. However, this discrepancy is by design and no actual data is lost.

### Limitations with IBM SAN Volume Controller

When using IBM FlashSystem A9000R as the backend storage of IBM SAN Volume Controller, the IBM FlashSystem A9000R system is not aware of user-data that is deleted or migrated on the SAN Volume Controller side. In addition, the IBM FlashSystem A9000R physical capacity usage is not directly monitored by IBM SAN Volume Controller.

As a result, the IBM FlashSystem A9000R system cannot regularly reclaim freed capacity, and without direct monitoring, the storage administrator may confront out-of-partition (OOP) condition when the IBM FlashSystem A9000R system runs out of physical storage space.

To mitigate this limitation, when using IBM FlashSystem A9000R as the backend storage of IBM SAN Volume Controller, monitor the IBM FlashSystem A9000R physical capacity from the IBM Hyper-Scale Manager GUI, and make sure not to exceed 70% of the physical capacity utilization.

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## Known issues

This section details the known issues in IBM FlashSystem A9000R version 12.2.0.a, along with possible solutions or workarounds (if available).

The following severity levels apply to known issues:

- **HIPER** – High Impact Pervasive. A critical issue that IBM has either fixed or plans to fix promptly. Requires immediate customer attention or code upgrade.
- **High Impact** – Potentially irrecoverable error that might impact data or access to data in rare cases or specific situations/configurations.
- **Moderate** – Limited functionality issue and/or performance issue with a noticeable effect.
- **Service** – Non-disruptive recoverable error that can be resolved through a workaround.
- **Low** – Low-impact usability-related issue.

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**Important:**

- **The issues listed below apply to version 12.2.0.a or earlier versions.** As long as a newer version has not yet been released, a newer release notes edition for version 12.2.0.a might be issued to provide a more updated list of known issues and workarounds.
  - When a newer version is released for general availability, the release notes of version 12.2.0.a will no longer be updated. Accordingly, check the release notes of the newer version to learn whether any newly discovered issues affect version 12.2.0.a or whether the newer version resolves any of the issues listed below.
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Ticket ID	Severity	Affected versions	Description
SYS-276739	High Impact	12.0.1 or later	<p>In rare cases when using synchronous mirroring, a secondary system software failure that results in loss of access for all connected hosts (depending on the exact type of failure on the secondary system), could cause hosts that are writing to the primary system to lose access as well.</p> <p><b>Workaround:</b> No workaround is currently available.</p>
SYS-287459	High Impact	12.0.0 or later	<p>When creating target connectivity over Fibre Channel (FC) in a HyperSwap or mirror relationship, the connectivity might not always come up.</p> <p><b>Workaround:</b> No workaround is currently available.</p>
SYS-282831	Moderate	12.0.2 or later	<p>Performance improvements that were introduced in version 12.0.2 cannot be applied on data that was written to the system prior to upgrading to version 12.0.2.</p> <p><b>Workaround:</b> When experiencing performance issues with data that was written to the system prior to upgrading to version 12.0.2, contact IBM Support.</p>
SYS-283856	Moderate	12.0.0 or later	<p>If the primary and secondary volumes are not of the same system software version level, the reason code of failure in the <b>MIRROR_SNAPSHOT_CREATE_FAILED</b> event might be erroneous.</p> <p><b>Workaround:</b> Use the same microcode version on both peer systems.</p>
SYS-285786	Moderate	12.1.0 or later	<p>When unmapping a migrated volume (with IBM Hyper-Scale Mobility) or a HyperSwap volume from a cluster, a delay of the host I/O response might be experienced, ranging from 20 to 170 msec.</p> <p><b>Workaround:</b> No workaround is currently available.</p>
SYS-279815	Service	12.0.0 or later	<p>If a MicroLatency module card that is pulled out of the flash enclosure when the enclosure's internal redundancy state is either 'Synching' or 'Degraded', the management GUI indicates that the card has a spare, even if no spare is available.</p> <p><b>Workaround:</b> Use the <b>flash_card_list</b> CLI command to display the correct status of spares.</p>

Ticket ID	Severity	Affected versions	Description
SYS-280653	Service	12.0.0 or later	<p>Some CLI commands might hang when storage pools are being cleaned from snapshots.</p> <p><b>Workaround:</b> In such a case, wait until the command is carried out.</p>
SYS-282223	Service	12.0.0 or later	<p>Data migration over Fibre Channel (FC) does not work if the number of LUNs per host exceeds 255.</p> <p><b>Workaround:</b> To resolve this issue, use 255 or less LUNs per host.</p>
SYS-284723	Service	12.0.0 or later	<p>Enabling encryption of a flash enclosure that contains a failed flash canister could lead to partial encryption of the flash enclosure, or to complete encryption failure.</p> <p><b>Workaround:</b> To avoid this issue, before enabling encryption, verify that no flash enclosure contains a failed canister. Otherwise, contact IBM Support.</p>
SYS-284298	Service	12.0.0 or later	<p>When setting up LDAP authentication, entering the storage system password is required, but this requirement is not enforced. This could lead to LDAP authentication failure if the password is not provided.</p> <p><b>Workaround:</b> To avoid this issue, always make sure to provide the storage system password in order to allow access to the storage system.</p>
SYS-284512	Service	12.1.0 or later	<p>An attempt to deactivate a Quorum Witness might render the Quorum Witness unresponsive, and remain in the <i>Deactivating</i> state without timing out (see also <b>SYS-285120</b> below).</p> <p><b>Workaround:</b> To resolve this issue, proceed as follows in IBM Hyper-Scale Manager:</p> <ol style="list-style-type: none"> <li>1. Remove the current Quorum Witness configuration. This action disassociates the Quorum Witness from the connected system(s).</li> <li>2. Define a new Quorum Witness and make sure that the correct port is used.</li> <li>3. Activate the newly defined Quorum Witness.</li> <li>4. Connect the system(s), that were previously using the removed Quorum Witness, to the newly defined Quorum Witness.</li> </ol>

Ticket ID	Severity	Affected versions	Description
SYS-285120	Service	12.1.0 or later	<p>When connecting a system to a Quorum Witness, the Quorum Witness might become unresponsive, and remain in the <i>Activating</i> state without timing out.</p> <p><b>Workaround:</b> To resolve this issue, proceed as follows in IBM Hyper-Scale Manager:</p> <ol style="list-style-type: none"> <li>1. Deactivate the Quorum Witness. Note that the Quorum Witness state changes to <i>Deactivating</i> and remains <i>Deactivating</i> without timing out (see also <b>SYS-284512</b> above).</li> <li>2. Remove the current Quorum Witness configuration. This action disassociates the Quorum Witness from the system(s).</li> <li>3. Define a new Quorum Witness and make sure that the correct port is used.</li> <li>4. Activate the newly defined Quorum Witness.</li> <li>5. Connect the system(s), that were previously using the removed Quorum Witness, to the newly defined Quorum Witness.</li> </ol>
SYS-286013	Service	12.0.0 or later	<p>When an IBM Support technician is removing a canister from the flash enclosure for maintenance purposes, multiple events of <b>POD_IB_LINK_DETECTION_LINK_PERSISTENTLY_DISCONNECTED</b> might be unnecessarily emitted. These events can be safely ignored.</p>
SYS-286449	Service	12.0.0 or later	<p>When the CLI command <b>reservation_key_list</b> is applied to the entire system, the command output displays the maximum of 512 keys, even if the factual number of keys is greater. However, when applied to a volume, <b>reservation_key_list</b> outputs the entire key list.</p> <p><b>Workaround:</b> Apply the command <b>reservation_key_list</b> per volume.</p>
SYS-287068	Service	12.1.0 or later	<p>In rare cases, the <b>ha_create</b> command might fail.</p> <p><b>Workaround:</b> Retry the operation.</p>
SYS-287305	Service	12.1.0 or later	<p>If there are more than 200 volumes in a HyperSwap relation and a failover takes place, some of the <b>HA_AUTOMATIC_FAILOVER_SUCCESFUL</b> events might be lost. This does not affect the actual failover.</p> <p><b>Workaround:</b> No workaround is currently available.</p>
SYS-287279	Service	12.1.0 or later	<p>When removing a target port and adding it back within less than 3 seconds, the high availability state for HyperSwap volumes is insufficient, and a <b>TARGET_CONNECTIVITY_HA_INSUFFICIENT</b> event is issued.</p> <p><b>Workaround:</b> No workaround is currently available.</p>

Ticket ID	Severity	Affected versions	Description
SYS-288324	Service	12.1.0 or later	<p>When a storage system that owns secondary mirrors reaches the Out Of Physical Space status, the mirrors will be deactivated only on the primary peer, but will still appear as active on the secondary peer.</p> <p><b>Workaround:</b> On the secondary peer, do the following:</p> <ol style="list-style-type: none"> <li>1. Issue the <b>mirror_change_role</b> command to change the peer's role from secondary to primary.</li> <li>2. Issue the <b>mirror_deactivate</b> command.</li> <li>3. Issue the <b>mirror_change_role</b> command to change the peer's role from primary to secondary.</li> </ol>
SYS-299510	Service	12.1.0 or later	<p>When a snapshot is created for a HyperSwap consistency group, the emitted event <b>MIRROR_CONS_GROUP_SNAPSHOT_CREATE</b> refers to a mirror consistency group snapshot.</p> <p><b>Workaround:</b> No workaround is currently available.</p>
SYS-276870	Low	12.0.0 or later	<p>When a grid controller is replaced, or whenever the system is undergoing a software initiation process, data reduction saving statistics could be temporarily inaccurate. The statistics accuracy is regained as data is being accessed and processed again.</p> <p>This issue has a noticeable effect only when 1 TB or less has been written to the system.</p> <p><b>Workaround:</b> No workaround is currently available.</p>
SYS-279421	Low	12.0.0 or later	<p>Time stamp is incorrect in statistics reported over SMI-S.</p> <p><b>Workaround:</b> No workaround is currently available.</p>

## Known interoperability issues

This section describes known issues or limitations that could arise when using IBM FlashSystem A9000R in conjunction with other components in the production environment, such as hardware switches, host bus adapters (HBAs), other IBM products, or different software platforms such as operating systems, clustering solutions, virtual machine servers, multipathing solutions, and other third-party components.

Ticket ID	Severity	Affected versions	Description
SYS-286719	Service	12.1.0 or later	<p>Failover of a Windows Server 2008 or 2008 R2 cluster group results in a stop error on the new active node. This could occur when using these Windows Server versions with HyperSwap volumes. No hotfix is currently available.</p> <p><b>Workaround:</b> Refer to IBM Support guidelines for Windows Server 2008 and 2008 R2 as described in IBM Technote #S1010299.</p>

Ticket ID	Severity	Affected versions	Description
SYS-286992	Service	12.1.0 or later	The HyperSwap feature is not compatible with VMware ESXi 6.0 Update 2 or earlier.  <b>Workaround:</b> Use ESXi 6.0 Update 3 or later.
SYS-287993	Service	12.1.0 or later	Veritas Dynamic Multi-Pathing (DMP) in any configuration does not support HyperSwap volumes.  <b>Workaround:</b> No workaround is currently available.

## Related information and publications

You can find additional information and publications related to IBM FlashSystem A9000R on the following information sources.

- IBM Flash Storage marketing website ([ibm.com/systems/storage/flash](http://ibm.com/systems/storage/flash))
- IBM FlashSystem A9000R on IBM Knowledge Center ([ibm.com/support/knowledgecenter/STJKN5](http://ibm.com/support/knowledgecenter/STJKN5))
- IBM FlashSystem A9000 on IBM Knowledge Center ([ibm.com/support/knowledgecenter/STJKMM](http://ibm.com/support/knowledgecenter/STJKMM))
- IBM Hyper-Scale Manager on IBM Knowledge Center ([ibm.com/support/knowledgecenter/SSUMNQ](http://ibm.com/support/knowledgecenter/SSUMNQ))
- IBM Storage Redbooks® website ([redbooks.ibm.com/portals/storage](http://redbooks.ibm.com/portals/storage))

## Getting information, help, and service

If you need help, service, technical assistance, or want more information about IBM products, you can find various sources to assist you. You can view the following websites to get information about IBM products and services and to find the latest technical information and support.

- IBM website ([ibm.com](http://ibm.com)®)
- IBM Support Portal website ([ibm.com/storage/support](http://ibm.com/storage/support))
- IBM Directory of Worldwide Contacts website ([ibm.com/planetwide](http://ibm.com/planetwide))
- IBM service requests and PMRs ([ibm.com/support/servicerequest/Home.action](http://ibm.com/support/servicerequest/Home.action))

Use the Directory of Worldwide Contacts to find the appropriate phone number for initiating voice call support. Voice calls arrive to Level 1 or Front Line Support.



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