

IBM Spectrum Accelerate Family Provider for  
Microsoft Windows Volume Shadow Copy  
Service  
2.11.0

*Release Notes*



**First Edition (June 2021)**

This edition applies to version 2.11.0 of the IBM® Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service software package. Newer document editions may be issued for the same product version in order to add missing information or amend typographical errors. The edition is reset to 'First Edition' for every new product version.

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# Overview

The IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service (VSS) is a software module that runs as a service on Microsoft Windows Server and automatically creates snapshots of Windows-based or VMware-based applications.

The module uses the Windows Server VSS framework for its management interface, and the IBM Spectrum Accelerate Family product as the storage system on which snapshot data is stored and maintained.

You can download the IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service software package at any time from the [IBM Fix Central website](http://www.ibm.com/support/fixcentral) ([www.ibm.com/support/fixcentral](http://www.ibm.com/support/fixcentral)).



# Compatibility and requirements

This section specifies the compatibility and requirements of version 2.11.0 of the IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service.

## Supported Windows Server versions

The IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service is compatible with different versions of Microsoft Windows Server, as detailed in the following table.

Operating system	Service Pack	Architecture
Microsoft Windows Server 2008	SP1, SP2	x86, x64
Microsoft Windows Server 2008 R2	None, SP1	x64
Microsoft Windows Server 2012	None	x64
Microsoft Windows Server 2012 R2	None	x64
Microsoft Windows Server 2016	None	x64
Microsoft Windows Server 2019	None	x64

### Important:

- Refer to [HyperSwap issues and limitations for Windows Server 2008 and 2008 R2 under Known interoperability issues](#) for important information about prerequisites for Windows Server support with HyperSwap®.
- Microsoft .NET Framework 4.5 must be installed on all supported Windows Server versions.
- Microsoft Windows Hyper-V host operating system (OS) supports Windows Server 2012 and later.
- Microsoft Windows Hyper-V guest OS supports Windows Server 2008 and later.

## Supported VMware platforms

The IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service supports different VMware platforms, as detailed in the following table.

VMware platform	Version
ESXi	5.0, 5.1, 5.5, 6.0, 6.5, 6.7, 7.0
vCenter Server	5.0, 5.1, 5.5, 6.0, 6.5, 6.7, 7.0

## Supported storage systems

The IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service supports different IBM storage systems, as listed in the following table.

Storage system	Microcode version
IBM FlashSystem® A9000 and A9000R	12.0.x, 12.1.x, 12.2.x, 12.3.x
IBM XIV® Storage System	10.2.x 11.0.x, 11.1.x, 11.2.x, 11.3.x, 11.4.x, 11.5.x, 11.6.x
IBM Spectrum Accelerate	11.5.x

### Note:

- A snapshot will not be created if the free snapshot space is less than or equal to 17 GB.
- Newer microcode versions may also be compatible. When a newer microcode version becomes available, refer to the latest storage system release notes or the [Lifecycle and support matrix](#) on IBM Documentation to check whether the new microcode version is also supported.



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## Change log

This section summarizes the changes made in different version releases of the IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service.

### 2.11.0 (June 2021)

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IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service 2.11.0 adds Microsoft Windows Server 2019 support and the following additional VMware platforms:

- vSphere ESXi Server: 6.5, 6.7, 7.0
- vCenter Server: 6.0, 6.5, 6.7, 7.0

### 2.10.0 (January 2019)

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Version 2.10.0 added support for the following system microcode versions:

- IBM FlashSystem A9000 12.3.0
- IBM FlashSystem A9000R 12.3.0

Version 2.10.0 also included the following enhancement:

Ticket ID	Description
<b>VSSP-261178</b>	<b>Enhancement:</b> Support for IBM FlashSystem Multi-site High Availability and Disaster Recovery (HA/DR) functionality added.

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### 2.9.0.1 (June 2018)

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Version 2.9.0.1 included the following enhancement and fix.

Ticket ID	Description
<b>VSSP-261176</b>	<b>Enhancement:</b> Support for TLS 1.2 added.
<b>VSSP-261174</b>	<b>Fixed:</b> The VSS Provider didn't support TLS 1.2 after disabling TLS 1.0/1.1 on Windows Server.

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### 2.9.0 (June 2017)

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Version 2.9.0 added support for IBM FlashSystem A9000 and IBM FlashSystem A9000R 12.1.0, including IBM HyperSwap.

Additional enhancements in version 2.9.0:

Ticket ID	Description
<b>VSSP-261155</b>	<b>Enhancement:</b> Support for high availability snapshots added.
<b>VSSP-261159</b>	<b>Change:</b> Product name changed from "IBM XIV Provider for Microsoft Windows Volume Shadow Copy Service" to "IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service."

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Ticket ID	Description
VSSP-261154	<b>Enhancement:</b> Private APIs for FlashCopy Manager (FCM) created to provide capability to manage a snapshot of a snapshot in order to perform mailbox level restores.

## 2.8.0.1 (October 2016)

Version 2.8.0.1 added support for Microsoft Windows Server 2016.

## 2.8.0 (April 2016)

Version 2.8.0 added support for IBM FlashSystem A9000 and A9000R 12.0.

## 2.7.0.1 (September 2015)

Version 2.7.0.1 added support for IBM Spectrum Accelerate Storage System 11.5.1.c and resolved the following issues.

Ticket ID	Description
VSSP-261125	<b>Fixed:</b> IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service (VSS) lost connection to XIV after temporary network disconnection and recovery, and the connection could only be restored by restarting VSS and IBM Spectrum Accelerate Family Provider.
VSSP-261126	<b>Fixed:</b> Snapshots mapped by IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service in a Hyper-V passthrough iSCSI environment were sometimes mapped to the wrong host, in cases where FC ports did not exist or were disabled. Now snapshots are mapped to the correct host, whether FC Ports are available or not.

## 2.7.0 (June 2015)

Version 2.7.0 added support for IBM XIV Storage System 11.6.0 and introduced the following changes.

Ticket ID	Description
VSSP-261069	<b>Enhancement:</b> The service name for IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service is changed to "IBM Spectrum Accelerate Family Provider for Microsoft Windows VSS," and the service description is changed to "IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service."
VSSP-261105	<b>Fixed:</b> InstallShield is upgraded to 2014.
VSSP-261109	<b>Enhancement:</b> Support for .NET Framework 4.5 is added.

## 2.6.0.1 (March 2015)

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Version 2.6.0.1 added support for IBM Spectrum® Accelerate storage system deployments and introduced the following changes.

Ticket ID	Description
VSSP-261094	<b>Enhancement:</b> Allows the XIV storage system to be managed by more than three nodes.
VSSP-261101	<b>Fixed:</b> Vulnerability in version 3 of the SSL encryption protocol allows an attacker to read information encrypted with this version of the protocol in plain text using a Man-in-the-Middle (MITM) attack.

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## 2.6.0 (September 2014)

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Version 2.6.0 added support for version 11.5.0 of the XIV microcode.

Additional enhancements in version 2.6.0:

Ticket ID	Description
VSSP-261054	<b>Enhancement:</b> Added support for the Hyper-V/MSFC Environment.
VSSP-261059	<b>Enhancement:</b> Added support for 3-way mirroring with the XIV Proxy LUN feature.
VSSP-261064	<b>Enhancement:</b> Added support for the XIV multi-tenancy feature.
VSSP-261065	<b>Enhancement:</b> In a VMware ESXi RDM environment, the user can configure a Soap timeout in the configuration file or in the MachinePoolCLI.exe file.

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## 2.5.0 (December 2013)

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Version 2.5.0 added support for version 11.4.0 of the XIV microcode, as well as for VMware vSphere 5.5 and Microsoft Windows Server 2012 R2.

Additional changes in version 2.5.0:

Ticket ID	Description
VSSP-261036	<b>Fixed:</b> When a volume is in the proxy phase and the destination pool name is different than the source pool name, the VSS provider cannot create a snapshot of that volume.

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## 2.4.0 (June 2013)

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Version 2.4.0 added support for version 11.3.0 of the XIV microcode and for the IBM Hyper-Scale Mobility (online volume migration) feature.

Additional changes in version 2.4.0:

Ticket ID	Description
VSSP-208026	<b>Enhancement:</b> The XIV Proxy LUN feature is now supported, allowing volumes to be mirrored in proxy state.

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<b>Ticket ID</b>	<b>Description</b>
<b>VSSP-240823</b>	<b>Enhancement:</b> Replicated snapshots can now be enabled from the Machine Pool Editor GUI.
<b>VSSP-240824</b>	<b>Change:</b> The term <i>Replicated Snapshots</i> has been renamed to <i>Mirrored Snapshots</i> , in line with the XIV mirroring terminology.
<b>VSSP-240826</b>	<b>Change:</b> If incorrect parameters are entered upon the first configuration try, another configuration try is now allowed (the configuration interface no longer automatically closes upon incorrect data entry).
<b>VSSP-256652</b>	<b>Fixed:</b> Deleting old VSS Provider log files causes the following error to appear in the Windows event log: Unable to delete older log file, error code: 2
<b>VSSP-261027</b>	<b>Fixed:</b> On x64-based Windows Server 2003, snapshot creation fails on drive C.

### 2.3.2.2 (April 2013)

Version 2.3.2.2 resolved the following issue.

<b>Ticket ID</b>	<b>Description</b>
<b>VSSP-258713</b>	<b>Fixed:</b> If vCenter Server is installed on a non-English version of Windows Server, a redundant SCSI controller might be created for each target volume that is mapped as RDM.

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## Known issues

This section details the known issues in version 2.11.0, along with possible workarounds (if workarounds are available).

Ticket ID	Description
<b>VSSP-6698</b>	<p>Warning message about storage identifiers that are not supported on Windows Server 2008.</p> <p>The following warning message is displayed for storage systems that support TPGS: The provider has reported a storage identifier that is not supported by VSS.</p> <p>This warning message does not affect the normal operation of VSS and you can ignore it. For more information, refer to the relevant <a href="https://support.microsoft.com/kb/951793">Microsoft Support website</a> (support.microsoft.com/kb/951793)</p>
<b>VSSP-8889</b>	<p>Shadow set creation may fail on Windows Server 2008 R2 after LUN resynchronization.</p> <p>Shadow sets creation may fail after performing LUN resynchronization on Windows Server 2008 R2. This is a known Microsoft VSS issue.</p> <p>Until Microsoft releases a KB hotfix, you must restart the VSS service after each LUN resynchronization.</p>
<b>VSSP-17662</b>	<p>The VSS operation may fail during import on Windows 7 and Windows Server 2008 R2.</p> <p>A timeout may occur in the VSS process during an import of a shadow set. As a result, one or more snapshots may be missing from the system after a rescan, even if they are mapped to the host by the XIV system. The Microsoft hotfix <a href="https://support.microsoft.com/kb/977096">977096</a> (support.microsoft.com/kb/977096) resolves this issue:</p> <p>This issue was fixed in Windows Server 2008 R2 Service Pack 1.</p>
<b>VSSP-64302</b>	<p>An exception occurs when trying to repair a working VSS Provider installation via the Repair option of the installation wizard.</p> <p>To resolve this issue:</p> <ol style="list-style-type: none"><li>1. Go to <b>Control Panel &gt; Programs and Features &gt; Add or Remove Programs</b>.</li><li>2. Select the IBM Spectrum Accelerate Family Provider entry and then click <b>Uninstall</b> or <b>Remove</b>. The uninstallation begins. <b>Note:</b> During the uninstallation, ignore any exception error message.</li><li>3. After the uninstallation is complete, the IBM Spectrum Accelerate Family Provider entry continues to appear in the list of installed programs.</li><li>4. Select the IBM Spectrum Accelerate Family Provider entry and then click <b>Repair or Change &gt; Repair</b></li><li>5. Follow the Repair wizard until the repair is complete.</li></ol>

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Ticket ID	Description
<b>VSSP-84189</b>	<p>On VMware ESX servers, the VSS Provider does not rescan for Host Bus Adapters (HBAs) after unmapping Raw Device Mappings (RDMs).</p> <p>Because the unmapping of RDMs is performed in single mode, manually re-scanning for the HBAs of every single unmapped RDM is a time consuming procedure during which the VSS service may be timed out.</p> <p>To save time, wait for the VMware ESX server to automatically rescan for the HBAs instead of re-scanning manually.</p>
<b>VSSP-147364</b>	<p>The VSS Provider DLL is left registered after an installation failure.</p> <p>When performing a rollback to an older version after an installation failure, the VSS Provider DLL may still be registered in DCOM.</p> <p>To remove the DLL from DCOM:</p> <ol style="list-style-type: none"> <li>1. Click <b>Start &gt; Run</b> and type <b>dcomcnfg.exe</b> in the command box.</li> <li>2. Go to <b>Component Services &gt; Computers &gt; My Computer &gt; DCOM Config</b></li> <li>3. On the right pane, click the Provider component, and then press <b>Delete</b> on the keyboard. A message box is displayed to confirm the deletion of the component.</li> <li>4. Click <b>Yes</b>.</li> </ol>
<b>VSSP-164293</b>	<p>On some occasions, when running Windows Server 2003 or Windows Server 2008 as a guest operating system on a VMware platform connected to XIV version 11.0.0, importing a VSS hardware snapshot created on a RDM device results in a VSS enumeration issue.</p> <p>To avoid this issue or to resolve it upon occurrence, perform the following procedure before importing VSS hardware snapshots:</p> <ol style="list-style-type: none"> <li>1. Open the command prompt window.</li> <li>2. Enter: <b>net stop xProv</b></li> <li>3. Enter: <b>net stop vss</b></li> <li>4. Retry the import operation.</li> </ol>
<b>VSSP-243718</b>	<p>The VSS Provider cannot be installed in a directory that is named with anything other than English characters.</p> <p>Currently there is no workaround for this limitation.</p>
<b>VSSP-258222</b>	<p>The VSS Provider snapshot map parameter (<b>MapSnapshot</b>) in the Windows registry might get a wrong host name.</p> <p>This occurs due to low-case characters that Windows Server might record in the <b>DeviceIdentifierPage</b> registry parameter, located at:</p> <p>HKEY_LOCAL_MACHINE\HARDWARE\DEVICEMAP\Scsi\Scsi Port 3\Scsi Bus 0\Target Id 0\Logical Unit Id 0\DeviceIdentifierPage</p> <p>To resolve this issue, restart Windows.</p>

Ticket ID	Description
<b>VSSP-259229</b>	<p>The VSS Provider service (named "xProv") and the Microsoft VSS service must be restarted on the Windows Server host after the status of mirrored snapshots is changed from Disabled to Enabled.</p> <p>In such a case, without a service restart, snapshots are not created on mirrored volumes.</p> <p>Currently there is no workaround for this limitation.</p>
<b>VSSP-261047</b>	<p>The VSS provider cannot unmap a volume when the unmap_vol_set_default_idle_time setting on XIV 11.4.0 is not zero.</p> <p><b>Workaround:</b> Set unmap_vol_set_default_idle_time to zero (0) before deleting or masking a snapshot.</p>
<b>VSSP-261185</b>	<p>XIVVSS does not function well and cannot be uninstalled completely if installed in the same environment as SVCVSS. There is, however, a workaround to uninstall XIVVSS completely.</p> <p><b>Workaround:</b> To uninstall XIVVSS completely if it has been installed in the same environment as SVCVSS, complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Uninstall SVCVSS.</li> <li>2. Reinstall XIVVSS.</li> <li>3. Under the install root path (the default root path is C:\Program Files\IBM\IBM XIV Provider for Microsoft Windows Volume Shadow Copy Service), change directories by entering the command cd Native.</li> <li>4. Run regsvr32 /u xProv.dll.</li> <li>5. Uninstall XIVVSS in the control panel.</li> <li>6. If the above steps do not work the first time, try them again.</li> </ol>
<b>VSSP-261200</b>	<p>SnapshotOfSnapshot function does not work with IBM FlashSystem A9000 and A9000R systems.</p>





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## Known interoperability issues

This section describes known issues or limitations that could arise when using this version of IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service 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.

### **HyperSwap issues and limitations for Windows Server 2008 and 2008 R2**

In Windows Server 2008 and 2008 R2, an attempt to failover a cluster group results in a Stop error on the new active node. This stems from the inability of the Microsoft Device-Specific Module driver to allocate sufficient memory from the Report Target Port Groups (RTPG) command.

IBM Technote S1010299, **IBM FlashSystem A9000 and A9000R HyperSwap support notes for Windows Server hosts**, provides important guidance for using HyperSwap with Windows Server 2008 and Windows Server 2008 R2.



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## Related information and publications

You can find additional information and publications related to the IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service on the following websites.

- [IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service in IBM Documentation](https://ibm.com/docs/en/spectrumaccel-vss) (ibm.com/docs/en/spectrumaccel-vss)
- [IBM XIV Storage System in IBM Documentation](https://ibm.com/docs/en/xiv-storage-system) (ibm.com/docs/en/xiv-storage-system)
- [IBM Spectrum Accelerate in IBM Documentation](https://ibm.com/docs/en/spectrum-accelerate) (ibm.com/docs/en/spectrum-accelerate)
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- [IBM FlashSystem A9000R in IBM Documentation](https://ibm.com/docs/en/flashsystem-a9000r) (ibm.com/docs/en/flashsystem-a9000r)
- [IBM Hyper-Scale Mobility Overview and Usage](http://www.redbooks.ibm.com/redbooks.nsf/redpieceabstracts/redp5007.html) (www.redbooks.ibm.com/redbooks.nsf/redpieceabstracts/redp5007.html)
- [Microsoft MSDN web page for Volume Shadow Copy Service](https://msdn.microsoft.com/en-us/library/bb968832.aspx) (msdn.microsoft.com/en-us/library/bb968832.aspx)
- [Microsoft Windows Server troubleshooting center](https://technet.microsoft.com/en-us/windowsserver) (technet.microsoft.com/en-us/windowsserver)
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- [Videos Related to IBM Spectrum Accelerate Family Provider for Microsoft Windows Volume Shadow Copy Service](https://www.youtube.com/channel/UCRIw6cXxi--bHnMWG45VgNw) (www.youtube.com/channel/UCRIw6cXxi--bHnMWG45VgNw)



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