IBM Remote Support Proxy Utility
1.3.2.3

Release Notes

IBM

Contents

Overview

The IBM Remote Support Proxy utility creates a network proxy that connects one or more IBM storage systems to IBM remote-support servers in the IBM Remote Support Center.

The IBM Remote Support Proxy utility establishes a service on a Linux® system that has Internet connectivity to the IBM Remote Support Center and local network connectivity to the storage system. The connection to the IBM Remote Support Center is initiated by the storage system through its management graphical user interface (GUI) or command-line interface (CLI).

For more detailed information about IBM Remote Support Proxy utility, refer to its user guide.

The IBM Remote Support Proxy software package can be downloaded at any time from IBM Fix Central (ibm.com®/support/fixcentral).

What's new in 1.3.2.3

IBM Remote Support Proxy Utility 1.3.2.3 is a minor release update, providing enhancements to the utility.

General availability date: June 2024

Removal of deprecated front servers

This version removed deprecated front servers. The following is the current list of IP addresses for all available front servers:

- 170.225.126.11
- 170.225.126.12
- 170.225.127.11
- 170.225.127.12

New IBM CA certificate

This version adds a new CA certificate which will be required starting end of 2024 or early 2025. Older versions of the IBM Remote Support Proxy utility will stop working after the old certificate expires in January 2025.

ResolveServerAddress configuration parameter

This version adds a new optional configuration parameter called ResolveServerAddress, which is enabled by default. When enabled, front server addresses specified as DNS hostnames (e.g. xrsc-front-srv-1.southdata.ibm.com) will be resolved to IP addresses before establishing a connection. This parameter can only be disabled if an HTTP proxy server is configured. Disabling ResolveServerAddress when using an HTTP proxy server means that front server DNS names are not resolved to IP addresses in the IBM Remote Support Proxy Utility. Instead the DNS resolution is made on the HTTP proxy server. This is useful if the HTTP proxy server uses a different DNS configuration or if it is configured to allow outgoing connections to specific DNS names only.

Supported operating systems

IBM Remote Support Proxy utility 1.3.2.3 supports different Linux versions and editions, as listed in the following table.

Operating system	Architecture
Red Hat Enterprise Linux (RHEL) 7.x	x86-64
Red Hat Enterprise Linux (RHEL) 8.x	x86-64
SUSE Linux Enterprise Server (SLES) 12 or later	x86 and x86-64
SUSE Linux Enterprise Server (SLES) 15 or later	x86 and x86-64

For all the supported operating systems, the minimum required version of OpenSSL is openssl-1.0.2.

Supported storage systems

IBM Remote Support Proxy utility 1.3.2.3 supports different microcode versions of the IBM storage systems, as listed in the following table.

Storage system	Microcode version
IBM Storage Virtualize family of products, including IBM FlashSystem®	8.1.0
IBM XIV® Storage System	11.6.2.x
IBM Spectrum Accelerate	11.5.3.c, 11.5.4
IBM FlashSystem A9000	12.3.2.x
IBM FlashSystem A9000R	12.3.2.x

Note:

- Newer microcode versions may also be compatible. For questions about compatibility, contact IBM Support.
- For the latest XIV Storage System code recommendations, see IBM XIV Storage Systems Code Update Recommendation (ibm.com/support/pages/ibm-xiv-storage-systems-code-update-recommendation).
- For the latest FlashSystem A9000 and A9000R code recommendations, see IBM FlashSystem A9000/ A9000R Code Update Recommendation (ibm.com/support/pages/node/707025).

Limitations

At the time of publication, there were no known limitations.

Known issues

This section details the known issues in IBM Remote Support Proxy utility 1.3.2.3, 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.

Important:

- **The issues listed below apply to version 1.3.2.3 or earlier versions**. As long as a newer version has not yet been released, a newer release notes edition for version 1.3.2.3 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 1.3.2.3 will no longer be updated. Accordingly, check the release notes of the newer version to learn whether any newly discovered issues affect version 1.3.2.3 or whether the newer version resolves any of the issues listed below.

Ticket ID	Severity	Description
PXY-235410	High Impact	Mounting /`tmp` with *noexec* option results in package installation failure. In the result of failure, the message `License not accepted` is displayed instead of the license being displayed.
		Workaround: To resolve this issue, mount /`tmp` with *exec* option, then remount it with *noexec* after successful installation of the IBM Remote Support Proxy utility.
PXY-235418	Service	In some cases, during installation, the license is not displayed and the application terminates unexpectedly due to a missing `bzip2` package on your system.
		Workaround: Install the `bzip2` package using the Linux package manager and try to install the Remote Support Proxy again.

Related information and publications

You can find additional information and publications related to IBM Remote Support Proxy utility on the following information sources.

- IBM Documentation (ibm.com/docs/en)
- IBM XIV Storage System in IBM Documentation (ibm.com/docs/en/xiv-storage-system)
- IBM Spectrum Accelerate in IBM Documentation (ibm.com/docs/en/spectrum-accelerate)
- IBM FlashSystem A9000 in IBM Documentation (ibm.com/docs/en/flashsystem-a9000)
- IBM FlashSystem A9000R in IBM Documentation (ibm.com/docs/en/flashsystem-a9000r)
- IBM IT Infrastructure (www.ibm.com/it-infrastructure)

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/in-en)
- IBM Support (ibm.com/mysupport)
- IBM Directory of Worldwide Contacts website (ibm.com/planetwide)

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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