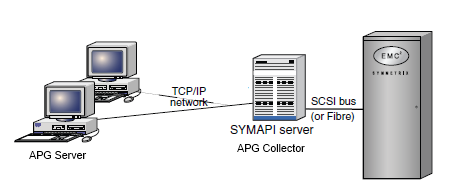
EMC VMAX

Last update 02/22/2013

**This SolutionPack requires EMC Solutions Enabler (SE) installed on your collector server.**

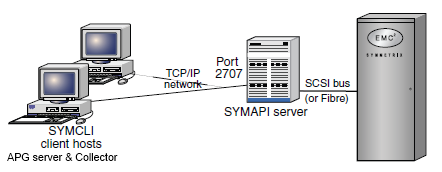
Binary can be found on EMC’s support website: <https://support.emc.com/downloads/2071_Solutions-Enabler>

* **Local scenario**

****

Here, we install only the collector piece directly on the SE server (represented as the SYMAPI server in this diagram. Everything else (APG Frontend, backend and database) is installed on the APG Server. The main advantage is to avoid network calls every time, and configure security between SE software. Disadvantage is the APG footprint on the SYMAPI server. **Using this scenario, you must have 2-4 gatekeeper devices mapped to your APG collector.**

* **Remote scenario**

****

In this scenario, no APG software is deployed on the SYMAPI server. We install every APG component on the APG server, in addition of EMC Solutions Enabler (SE). The client (APG server) communicates over TCP/IP (port 2706/2707) with the SE SYMAPI server. We recommend mapping 2 additional gatekeeper devices presented to your SYMAPI server.

In order to run in remote mode, you must edit the file “netcnfg” on your client (APG Collector) server. On linux, it is located by default at: /var/symapi/config/netcnfg. For Windows, it is located by default at: C:\Program Files\EMC\SYMAPI\config

Add a line, that contains for example:

|  |
| --- |
| <YOUR SYMCLI> - TCPIP <SYMAPI short> <SYMAPI ip/hostname> 2707 ANY |

For example:

|  |
| --- |
| MYBOX - TCPIP symapi1 10.1.2.3 2707 ANY |

In this example, the MYBOX string is user defined, and thus could be anything. But you will need to remember it, as it is asked by the ReportPack installer.

**On the SYMAPI server**, make sure the “storsrvd” service is running. For Unix based installation, you can start it with the command:

|  |
| --- |
| /opt/emc/SYMCLI/bin/stordaemon start storsrvd |

**Testing connectivity:**

* Unix based installation
  + Local scenario

Connect as the “apg” account using command:

|  |
| --- |
| [root@testbox APG]# su - apg  -bash-3.2$ |

List connected VMAX arrays:

|  |
| --- |
| -bash-3.2$ symcfg list  S Y M M E T R I X  Mcode Cache Num Phys Num Symm  SymmID Attachment Model Version Size (MB) Devices Devices  000194900287 Local VMAX-1SE 5876 28672 2 12844  000195700363 Local VMAX40K 5876 73728 2 2432  000195700932 Local VMAX40K 5876 36864 2 1220  000194900405 Remote VMAX-1SE 5876 60160 0 2914 |

You can then test other output, like for example the masking view:

|  |
| --- |
| -bash-3.2$ symaccess -sid 000194900287 list view  Symmetrix ID : 000194900287  Masking View Name Initiator Group Port Group Storage Group  ------------------- ------------------- ------------------- -------------------  BM\_lglov177\_E75B\_C\* BM\_lglov177\_E75B BM\_lglov177\_7H0 BM\_lglov177\_CNA\_2  BM\_lglov178\_E835\_C\* BM\_lglov178\_E835 BM\_lglov178\_7H0 BM\_lglov178\_CNA\_2  CD\_lglod220\_0E1A CD\_lglod220\_0E1A CD\_7F0\_8F0 CD\_lglod220  CD\_lglod220\_1514 CD\_lglod220\_1514 CD\_7F0\_8F0 CD\_lglod220  […] |

Note: validate output. In case of missing elements, contact your SYMAPI administrator.

* + Remote scenario

Connect as the “apg” account using command:

|  |
| --- |
| [root@testbox APG]# su - apg  -bash-3.2$ |

Configure SYMAPI to connect remotely:

|  |
| --- |
| -bash-3.2$ export SYMCLI\_CONNECT=MYBOX  -bash-3.2$ export SYMCLI\_CONNECT\_TYPE=REMOTE |

List connected VMAX arrays (you may need to add your SE bin directory into your PATH):

|  |
| --- |
| -bash-3.2$ symcfg list  S Y M M E T R I X  Mcode Cache Num Phys Num Symm  SymmID Attachment Model Version Size (MB) Devices Devices  000194900287 Local VMAX-1SE 5876 28672 2 12844  000195700363 Local VMAX40K 5876 73728 2 2432  000195700932 Local VMAX40K 5876 36864 2 1220  000194900405 Remote VMAX-1SE 5876 60160 0 2914 |

You can then test other output, like for example the masking view (where 000194900287 is any VMAX in the previous list):

|  |
| --- |
| -bash-3.2$ symaccess -sid 000194900287 list view  Symmetrix ID : 000194900287  Masking View Name Initiator Group Port Group Storage Group  ------------------- ------------------- ------------------- -------------------  BM\_lglov177\_E75B\_C\* BM\_lglov177\_E75B BM\_lglov177\_7H0 BM\_lglov177\_CNA\_2  BM\_lglov178\_E835\_C\* BM\_lglov178\_E835 BM\_lglov178\_7H0 BM\_lglov178\_CNA\_2  CD\_lglod220\_0E1A CD\_lglod220\_0E1A CD\_7F0\_8F0 CD\_lglod220  CD\_lglod220\_1514 CD\_lglod220\_1514 CD\_7F0\_8F0 CD\_lglod220  […] |

Note: validate output. In case of missing elements, contact your SYMAPI administrator.

* Windows based installation
  + Local scenario

Watch4net services runs by default as “Local System account”. In order to have a valid test, you need to execute “cmd.exe” as “Local System account”. To do this, you may require “Windows Sysinternals” to achieve this. Refer to “Windows Sysinternals” for more information. Alternatively, you can change your service configuration of your collector to run as “Administrator” account.

To perform the test, open the “Command Prompt”, and list connected VMAX arrays (you may need to add SE bin directory to your PATH):

|  |
| --- |
| C:\Users\Administrator>set PATH=%PATH%;C:\Program Files\EMC\SYMCLI\bin  C:\Users\Administrator>symcfg list  S Y M M E T R I X  Mcode Cache Num Phys Num Symm  SymmID Attachment Model Version Size (MB) Devices Devices  000194900287 Local VMAX-1SE 5876 28672 2 12844  000195700363 Local VMAX40K 5876 73728 2 2432  000195700932 Local VMAX40K 5876 36864 2 1220  000194900405 Remote VMAX-1SE 5876 60160 0 2914 |

You can then test other output, like for example the masking view:

|  |
| --- |
| C:\Users\Administrator>symaccess -sid 000194900287 list view  Symmetrix ID : 000194900287  Masking View Name Initiator Group Port Group Storage Group  ------------------- ------------------- ------------------- -------------------  BM\_lglov177\_E75B\_C\* BM\_lglov177\_E75B BM\_lglov177\_7H0 BM\_lglov177\_CNA\_2  BM\_lglov178\_E835\_C\* BM\_lglov178\_E835 BM\_lglov178\_7H0 BM\_lglov178\_CNA\_2  CD\_lglod220\_0E1A CD\_lglod220\_0E1A CD\_7F0\_8F0 CD\_lglod220  CD\_lglod220\_1514 CD\_lglod220\_1514 CD\_7F0\_8F0 CD\_lglod220  […] |

Note: validate output. In case of missing elements, contact your SYMAPI administrator.

* + Remote scenario

Watch4net services runs by default as “Local System account”. In order to have a valid test, you need to execute “cmd.exe” as “Local System account”. To do this, you may require “Windows Sysinternals” to achieve this. Refer to “Windows Sysinternals” for more information. Alternatively, you can change your service configuration of your collector to run as “Administrator” account.

To perform the test, open the “Command Prompt”, and list connected VMAX arrays (you may need to add SE bin directory to your PATH):

|  |
| --- |
| C:\Users\Administrator>set PATH=%PATH%;C:\Program Files\EMC\SYMCLI\bin  C:\Users\Administrator>set SYMCLI\_CONNECT=MYBOX  C:\Users\Administrator>set SYMCLI\_CONNECT\_TYPE=REMOTE |

List connected VMAX arrays (you may need to add your SE bin directory into your PATH):

|  |
| --- |
| C:\Users\Administrator>symcfg list  S Y M M E T R I X  Mcode Cache Num Phys Num Symm  SymmID Attachment Model Version Size (MB) Devices Devices  000194900287 Local VMAX-1SE 5876 28672 2 12844  000195700363 Local VMAX40K 5876 73728 2 2432  000195700932 Local VMAX40K 5876 36864 2 1220  000194900405 Remote VMAX-1SE 5876 60160 0 2914 |

You can then test other output, like for example the masking view (where 000194900287 is any VMAX in the previous list):

|  |
| --- |
| C:\Users\Administrator>symaccess -sid 000194900287 list view  Symmetrix ID : 000194900287  Masking View Name Initiator Group Port Group Storage Group  ------------------- ------------------- ------------------- -------------------  BM\_lglov177\_E75B\_C\* BM\_lglov177\_E75B BM\_lglov177\_7H0 BM\_lglov177\_CNA\_2  BM\_lglov178\_E835\_C\* BM\_lglov178\_E835 BM\_lglov178\_7H0 BM\_lglov178\_CNA\_2  CD\_lglod220\_0E1A CD\_lglod220\_0E1A CD\_7F0\_8F0 CD\_lglod220  CD\_lglod220\_1514 CD\_lglod220\_1514 CD\_7F0\_8F0 CD\_lglod220  […] |

Note: validate output. In case of missing elements, contact your SYMAPI administrator.

**Know issues:**

* Performance collection in remote scenario.

If running in remote scenario, you may encounter an issue where performance collection is not available. You will notice in logs, some messages similar to:

|  |
| --- |
| WARNING -- [2013-02-22 09:52:05 EST] -- MultipleStreamLogger::log(): 195700363: /opt/APG/Collecting/XML-Collector/emc-vmax/conf/vmax.sh: line 5: 25732 Segmentation fault $\*  SEVERE -- [2013-02-22 09:52:05 EST] -- AbstractXmlJob::b(): VMAX-DISKS-STATS: 195700363:  net.sf.saxon.trans.XPathException: org.xml.sax.SAXParseException: XML document structures must start and end within the same entity.  at net.sf.saxon.event.Sender.sendSAXSource(Sender.java:418)  at net.sf.saxon.event.Sender.send(Sender.java:214)  at net.sf.saxon.IdentityTransformer.transform(IdentityTransformer.java:30)  at com.watch4net.apg.v2.collector.plugins.xmlcollector.engine.AbstractXmlJob.b(SourceFile:127)  at com.watch4net.apg.v2.collector.plugins.xmlcollector.engine.AbstractXmlJob.call(SourceFile:33)  at java.util.concurrent.FutureTask$Sync.innerRun(FutureTask.java:303)  at java.util.concurrent.FutureTask.run(FutureTask.java:138)  at java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:439)  at java.util.concurrent.FutureTask$Sync.innerRun(FutureTask.java:303)  at java.util.concurrent.FutureTask.run(FutureTask.java:138)  at java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.access$301(ScheduledThreadPoolExecutor.java:98)  at java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.run(ScheduledThreadPoolExecutor.java:206)  at java.util.concurrent.ThreadPoolExecutor$Worker.runTask(ThreadPoolExecutor.java:886)  at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:908)  at java.lang.Thread.run(Thread.java:662)  Caused by: org.xml.sax.SAXParseException: XML document structures must start and end within the same entity.  at com.sun.org.apache.xerces.internal.util.ErrorHandlerWrapper.createSAXParseException(ErrorHandlerWrapper.java:195)  at com.sun.org.apache.xerces.internal.util.ErrorHandlerWrapper.fatalError(ErrorHandlerWrapper.java:174)  at com.sun.org.apache.xerces.internal.impl.XMLErrorReporter.reportError(XMLErrorReporter.java:388)  at com.sun.org.apache.xerces.internal.impl.XMLScanner.reportFatalError(XMLScanner.java:1427)  at com.sun.org.apache.xerces.internal.impl.XMLDocumentFragmentScannerImpl.endEntity(XMLDocumentFragmentScannerImpl.java:905)  at com.sun.org.apache.xerces.internal.impl.XMLDocumentScannerImpl.endEntity(XMLDocumentScannerImpl.java:604)  at com.sun.org.apache.xerces.internal.impl.XMLEntityManager.endEntity(XMLEntityManager.java:1391)  at com.sun.org.apache.xerces.internal.impl.XMLEntityScanner.load(XMLEntityScanner.java:1763)  at com.sun.org.apache.xerces.internal.impl.XMLEntityScanner.peekChar(XMLEntityScanner.java:487)  at com.sun.org.apache.xerces.internal.impl.XMLDocumentFragmentScannerImpl$FragmentContentDriver.next(XMLDocumentFragmentScannerImpl.java:2688)  at com.sun.org.apache.xerces.internal.impl.XMLDocumentScannerImpl.next(XMLDocumentScannerImpl.java:647)  at com.sun.org.apache.xerces.internal.impl.XMLNSDocumentScannerImpl.next(XMLNSDocumentScannerImpl.java:140)  at com.sun.org.apache.xerces.internal.impl.XMLDocumentFragmentScannerImpl.scanDocument(XMLDocumentFragmentScannerImpl.java:511)  at com.sun.org.apache.xerces.internal.parsers.XML11Configuration.parse(XML11Configuration.java:808)  at com.sun.org.apache.xerces.internal.parsers.XML11Configuration.parse(XML11Configuration.java:737)  at com.sun.org.apache.xerces.internal.parsers.XMLParser.parse(XMLParser.java:119)  at com.sun.org.apache.xerces.internal.parsers.AbstractSAXParser.parse(AbstractSAXParser.java:1205)  at com.sun.org.apache.xerces.internal.jaxp.SAXParserImpl$JAXPSAXParser.parse(SAXParserImpl.java:522)  at net.sf.saxon.event.Sender.sendSAXSource(Sender.java:404)  ... 14 more  ---------  org.xml.sax.SAXParseException: XML document structures must start and end within the same entity.  at com.sun.org.apache.xerces.internal.util.ErrorHandlerWrapper.createSAXParseException(ErrorHandlerWrapper.java:195)  at com.sun.org.apache.xerces.internal.util.ErrorHandlerWrapper.fatalError(ErrorHandlerWrapper.java:174)  at com.sun.org.apache.xerces.internal.impl.XMLErrorReporter.reportError(XMLErrorReporter.java:388)  at com.sun.org.apache.xerces.internal.impl.XMLScanner.reportFatalError(XMLScanner.java:1427)  at com.sun.org.apache.xerces.internal.impl.XMLDocumentFragmentScannerImpl.endEntity(XMLDocumentFragmentScannerImpl.java:905)  at com.sun.org.apache.xerces.internal.impl.XMLDocumentScannerImpl.endEntity(XMLDocumentScannerImpl.java:604)  at com.sun.org.apache.xerces.internal.impl.XMLEntityManager.endEntity(XMLEntityManager.java:1391)  at com.sun.org.apache.xerces.internal.impl.XMLEntityScanner.load(XMLEntityScanner.java:1763)  at com.sun.org.apache.xerces.internal.impl.XMLEntityScanner.peekChar(XMLEntityScanner.java:487)  at com.sun.org.apache.xerces.internal.impl.XMLDocumentFragmentScannerImpl$FragmentContentDriver.next(XMLDocumentFragmentScannerImpl.java:2688)  at com.sun.org.apache.xerces.internal.impl.XMLDocumentScannerImpl.next(XMLDocumentScannerImpl.java:647)  at com.sun.org.apache.xerces.internal.impl.XMLNSDocumentScannerImpl.next(XMLNSDocumentScannerImpl.java:140)  at com.sun.org.apache.xerces.internal.impl.XMLDocumentFragmentScannerImpl.scanDocument(XMLDocumentFragmentScannerImpl.java:511)  at com.sun.org.apache.xerces.internal.parsers.XML11Configuration.parse(XML11Configuration.java:808)  at com.sun.org.apache.xerces.internal.parsers.XML11Configuration.parse(XML11Configuration.java:737)  at com.sun.org.apache.xerces.internal.parsers.XMLParser.parse(XMLParser.java:119)  at com.sun.org.apache.xerces.internal.parsers.AbstractSAXParser.parse(AbstractSAXParser.java:1205)  at com.sun.org.apache.xerces.internal.jaxp.SAXParserImpl$JAXPSAXParser.parse(SAXParserImpl.java:522)  at net.sf.saxon.event.Sender.sendSAXSource(Sender.java:404)  at net.sf.saxon.event.Sender.send(Sender.java:214) |

The problem is that Solutions Enabler “segfault” in remote mode, when fetching statistics.

**Workaround:** Install collector in local scenario

**Expected fix:** Contact EMC support for Solutions Enabler.