IBM Remote Support Proxy Utility
Version 1.3.2.1

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 version 1.3.2.1

The following list provides the current technical changes and enhancements to the IBM Remote Support Proxy utility.

General availability date: 28 July 2016

New front servers

Two new front servers have been added. Below is the list of IP addresses of all the available front servers:

- 195.110.41.141
- 195.110.41.142
- 129.33.206.139 (new)
- 204.146.30.139 (new)

Configuring front servers in the configuration file

Front servers can now be configured in the configuration file `/etc/xiv/proxy.conf`. To configure front servers, use the following format:

```
ServerAddress[N] IPAddrs
ServerPort[N]PortNo (where N=1..n)
```

For example, to configure two front servers with IP addresses IP1 and IP2 over SSL, add the following to the configuration file `/etc/xiv/proxy.conf`:

```
ServerAddress1 IP1
ServerPort1 443
ServerAddress2 IP2
ServerPort2 443
```

Note: If a front server(s) is configured in the configuration file, then only the configured front server(s) will be used.

System requirements

Version 1.3.2.1 of the IBM Remote Support Proxy utility supports different Linux versions and editions, as listed in the following table.

Operating system	Architecture
Red Hat Enterprise Linux (RHEL) 5.1 or later	x86 and x86-64
Red Hat Enterprise Linux (RHEL) 6.0 or later	x86 and x86-64
Red Hat Enterprise Linux (RHEL) 7.0 or later	x86-64
SUSE Linux Enterprise Server (SLES) 11 or later	x86 and x86-64

Supported storage systems

Version 1.3.2.1 of the IBM Remote Support Proxy utility supports different microcode versions of the IBM storage systems, as listed in the following table.

Storage system	Microcode version
IBM XIV® Storage System	10.2.4.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
IBM FlashSystem® A9000	12.0.x
IBM FlashSystem A9000R	12.0.x

Note: Newer microcode versions may also be compatible. When a newer microcode version becomes available, contact IBM Support to check whether a newer version of the Remote Support Proxy utility is required.

Limitations

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

Known issues

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

Related information and publications

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

- IBM Knowledge Center (ibm.com/support/knowledgecenter)
- IBM XIV Storage System on IBM Knowledge Center (ibm.com/support/knowledgecenter/STJTAG)
- IBM Spectrum Accelerate on IBM Knowledge Center (ibm.com/support/knowledgecenter/STZSWD)
- IBM FlashSystem A9000 on IBM Knowledge Center (ibm.com/support/knowledgecenter/STJKMM)

- IBM FlashSystem A9000R on IBM Knowledge Center (ibm.com/support/knowledgecenter/STJKN5)
- IBM Power Systems™ software website for AIX® (www.ibm.com/systems/power/software/aix)
- IBM System p website(www.ibm.com/systems/p)
- IBM Flash Storage and Solutions marketing website (ibm.com/systems/storage/flash)

Getting information, help, and service

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- IBM website (ibm.com)
- IBM Support Portal website (ibm.com/storage/support)
- IBM Directory of Worldwide Contacts website (ibm.com/planetwide)
- IBM service requests and PMRs (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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