

IBM Spectrum Virtualize Call Home and Remote Support Code Level 8.4.2 (and above) Upgrade Guide

This guide explains the changes made to the IBM Call Home and Remote Support configuration with code level 8.4.2 and above. It also details the steps needed to convert a pre-8.4.2. Spectrum Virtualize system, that is using the Remote Support Proxy and the customer firewall settings, to the full use of the customer web proxy that replaces all these functions. Further information can be found here on the Spectrum Virtualize Documentation site.

<https://www.ibm.com/docs/en/flashsystem-9x00/8.4.x?topic=configuring-support-assistance>

Downloading upgrade packages onto the system for Remote Code Load

Today, pre code level 8.4.2, Spectrum Virtualize drive firmware and general fix packages are staged onto the system using an SFTP connection to IBM Fix Central and typically performed by the Remote Code Team. To allow this, clients must open firewall holes which isn't satisfactory for most of them.

With Spectrum Virtualize code level 8.4.2 and above, the system can download upgrade packages from the same HTTPS service that is used for cloud call home. This includes the ability to download the files using a HTTP proxy.

If cloud call home is already configured and working, then no actions will be required to make use of this new technology.

IBM Remote Support

The enablement of IBM Remote Support can further reduce time to resolution for those incidents where IBM support needs to interact with your storage system. This capability is only available if there is a suitable maintenance or warranty contract in place. The IBM Remote Support function is also used by the IBM Remote Code Load team to upgrade applicable systems remotely, without the need of an IBM SSR going to site to perform the upgrade.

The IBM Remote Code Load team use a secure system call SRA (System Remote Access) to access the client's machine to perform the remote code upgrades.

The current method for proxying the SRA connection uses a dedicated SSH proxy. This means that clients must use install and maintain a set of dedicated machines to run this proxy and keep it updated.

IBM Spectrum Virtualize code level 8.4.2 and above now allows the SRA to be configured to use an HTTP proxy. The dedicated proxy is still supported for customers that have it installed, but it's use is now deprecated.

Note: If one or more of the dedicated SSH proxies are configured, the system will use those proxies and will not attempt to use any configured HTTP proxies.

How to Convert Spectrum Virtualize Systems Call Home and Remote Support to Level 8.4.2 and above Specifications

This section details the steps needed to convert a pre-8.4.2. Spectrum Virtualize system that is using the Remote Support Proxy and the customer firewall settings to protect certain types of network connections, into the full use of the customer proxy that replaces all these functions

Conversion Process Pre Reqs

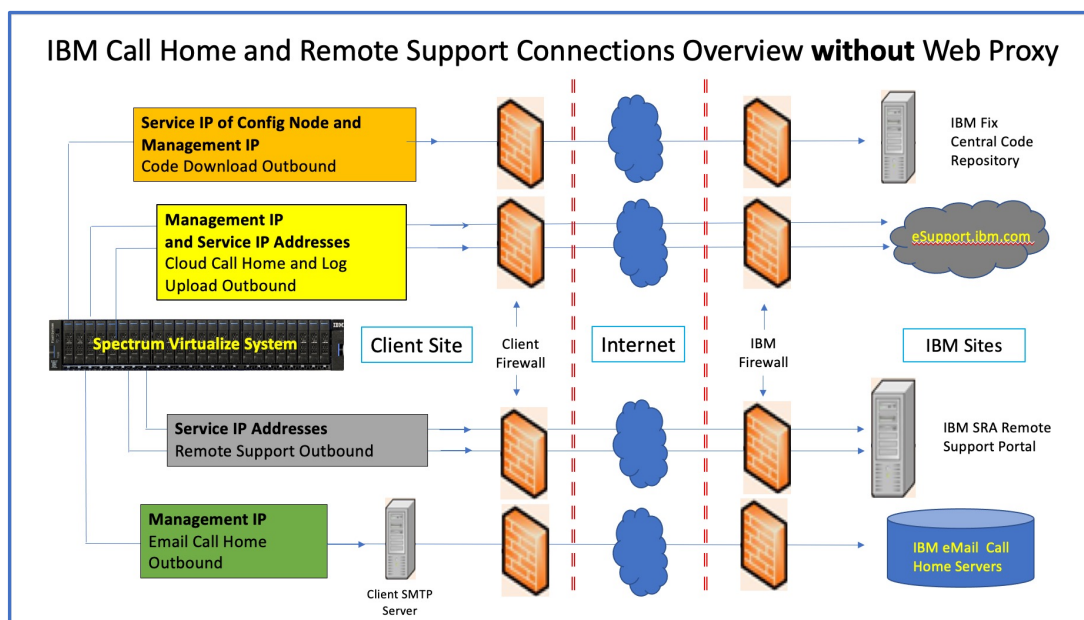
- Systems is running pre-8.4.2. code
- Customer proxy and / or Remote Support proxy is being used
- Customer wishes to fully implement the customer web proxy for all cloud-based connections
- The system has already been configured to use a HTTP proxy for cloud call home.

Conversion steps

1. Upgrade system to code level 8.4.2 and above.
 - Check compatibility for upgrade path here: <https://www.ibm.com/support/pages/concurrent-compatibility-and-code-cross-reference-flashsystem-9200>
2. If necessary, make changes to the HTTP proxy configuration to allow the Spectrum Virtualize device to connect to the IBM SRA servers.
 - See here for more information: <https://www.ibm.com/docs/en/flashsystem-9x00/8.4.x?topic=configuring-support-assistance>
3. Remove all Remote Support proxy servers from the Spectrum virtualize configuration using `rmsystemsupportcenter` CLI command.
 - See here for full instructions: <https://www.ibm.com/docs/en/flashsystem-9x00/8.4.x?topic=assistance-removing-remote-proxy-server>
4. Optionally decommission the server or virtual machine guest that was running the Remote Support Proxy

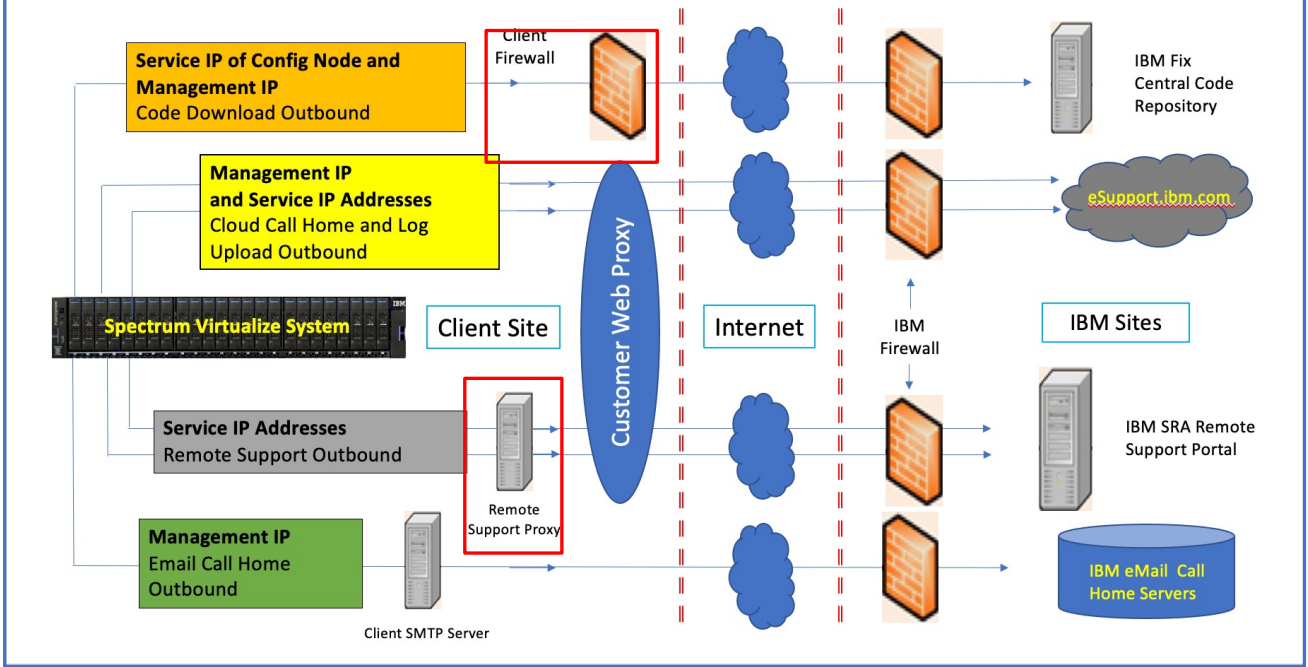
Further information can be found here on the Spectrum Virtualize Documentation site:

<https://www.ibm.com/docs/en/flashsystem-9x00/8.4.x?topic=9200-configuring>



<https://www.ibm.com/docs/en/flashsystem-9x00/8.3.x?topic=configuring-call-home>

IBM Call Home and Remote Support Connections Overview with Web Proxy (8.4.1 and below)

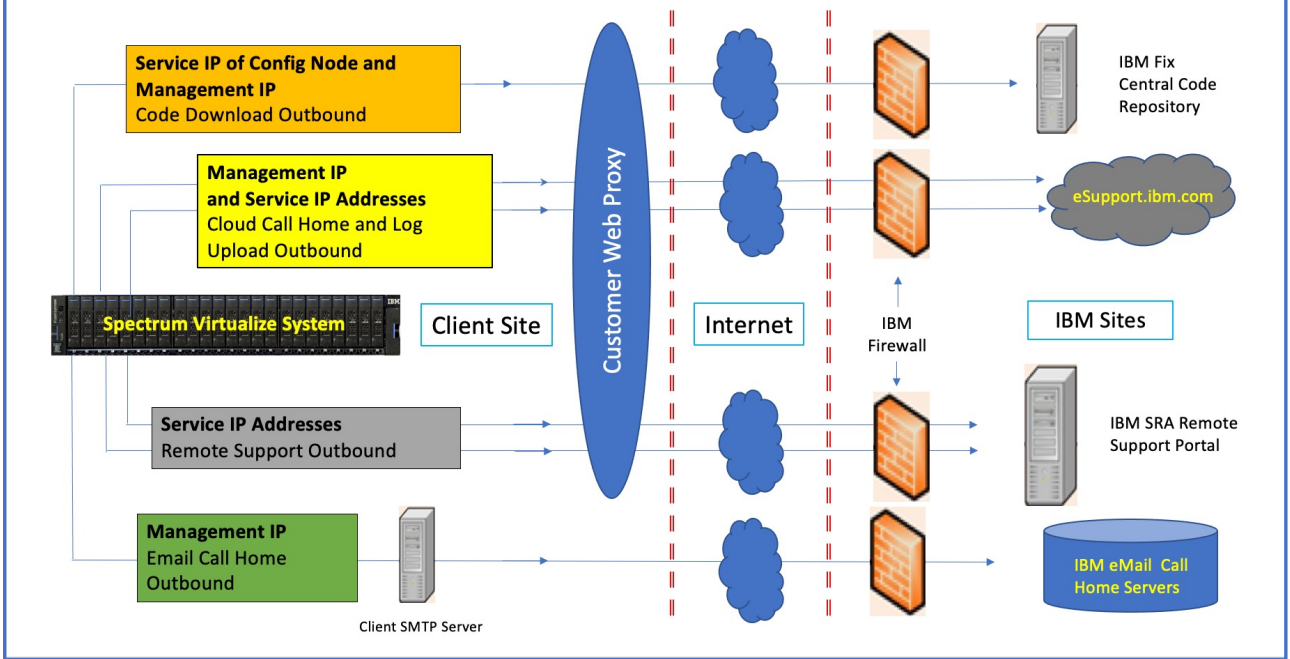


- NOTES:**
- Code download using SFTP outbound via port 22
 - Remote Support Center proxy is mandatory if running the customer web proxy for remote support.

IBM Call Home and Remote Support Setup with Customer Web Proxy

<https://www.ibm.com/docs/en/flashsystem-9x00/8.4.0?topic=overview-call-home>

IBM Call Home and Remote Support Connections Overview with Web Proxy (8.4.2 and above)



IBM Call Home and Remote Support Setup with Customer Web Proxy

<https://www.ibm.com/docs/en/flashsystem-9x00/8.4.0?topic=overview-call-home>