# 【3PAR】SSMC3.3.1创建卷后，对卷进行导出，导出卷失败提示“Timed out waiting for object to update in cache. Please check the task status on the array.”的建议

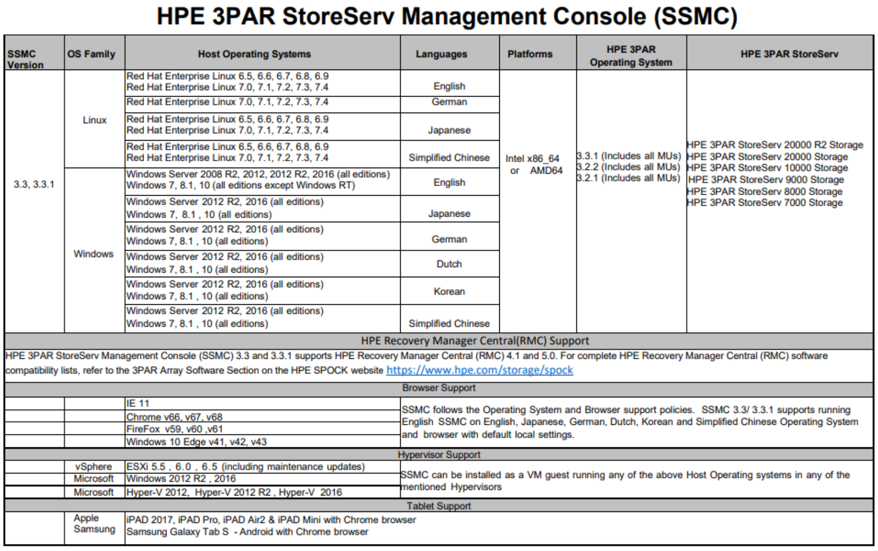
存储软件 **邵家毅** 2023-03-22 发表

## 问题描述

SSMC3.3.1创建卷后，对卷进行导出，导出卷失败提示“Timed out waiting for object to update in cache. Please check the task status on the array.”

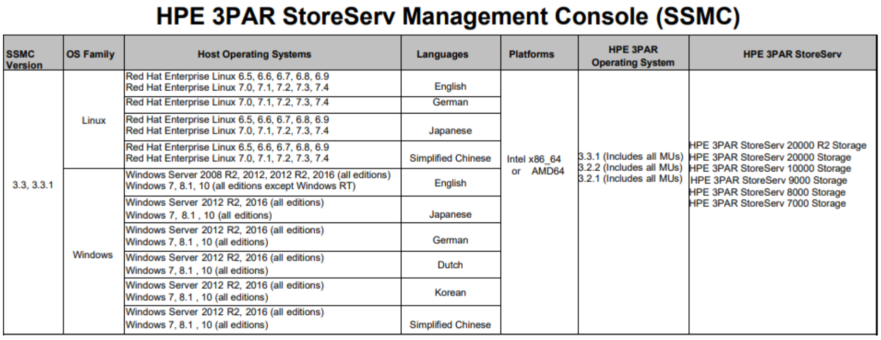
## 过程分析

1 命令行下，通过showvlun，确认已经导出成功，status为active。
2 通过spcok网站确认兼容性，3.3.1版本的SSMC可以支持3PAR OS 3.3.1 3.2.2 3.2.1的所有版本，不存在兼容性问题。



HPE 3PAR StoreServ Management Console (SSMC)

| SSMC Version | OS Family | Host Operating Systems | Languages | Platforms | HPE 3PAR Operating System | HPE 3PAR StoreServ |
|---|---|---|---|---|---|---|
| 3.3, 3.3.1 | Linux | Red Hat Enterprise Linux 6.5, 6.6, 6.7, 6.8, 6.9<br>Red Hat Enterprise Linux 7.0, 7.1, 7.2, 7.3, 7.4 | English | Intel x86_64 or AMD64 | 3.3.1 (Includes all MUs)<br>3.2.2 (Includes all MUs)<br>3.2.1 (Includes all MUs) | HPE 3PAR StoreServ 20000 R2 Storage<br>HPE 3PAR StoreServ 20000 Storage<br>HPE 3PAR StoreServ 10000 Storage<br>HPE 3PAR StoreServ 9000 Storage<br>HPE 3PAR StoreServ 8000 Storage<br>HPE 3PAR StoreServ 7000 Storage |
| | | Red Hat Enterprise Linux 7.0, 7.1, 7.2, 7.3, 7.4 | German | | | |
| | | Red Hat Enterprise Linux 6.5, 6.6, 6.7, 6.8, 6.9<br>Red Hat Enterprise Linux 7.0, 7.1, 7.2, 7.3, 7.4 | Japanese | | | |
| | | Red Hat Enterprise Linux 6.5, 6.6, 6.7, 6.8, 6.9<br>Red Hat Enterprise Linux 7.0, 7.1, 7.2, 7.3, 7.4 | Simplified Chinese | | | |
| | Windows | Windows Server 2008 R2, 2012, 2012 R2, 2016 (all editions)<br>Windows 7, 8.1, 10 (all editions except Windows RT) | English | | | |
| | | Windows Server 2012 R2, 2016 (all editions)<br>Windows 7, 8.1 , 10 (all editions) | Japanese | | | |
| | | Windows Server 2012 R2, 2016 (all editions)<br>Windows 7, 8.1 , 10 (all editions) | German | | | |
| | | Windows Server 2012 R2, 2016 (all editions)<br>Windows 7, 8.1 , 10 (all editions) | Dutch | | | |
| | | Windows Server 2012 R2, 2016 (all editions)<br>Windows 7, 8.1 , 10 (all editions) | Korean | | | |
| | | Windows Server 2012 R2, 2016 (all editions)<br>Windows 7, 8.1 , 10 (all editions) | Simplified Chinese | | | |
| HPE Recovery Manager Central(RMC) Support | | | | | | |
| HPE 3PAR StoreServ Management Console (SSMC) 3.3 and 3.3.1 supports HPE Recovery Manager Central (RMC) 4.1 and 5.0. For complete HPE Recovery Manager Central (RMC) software compatibility lists, refer to the 3PAR Array Software Section on the HPE SPOCK website https://www.hpe.com/storage/spock | | | | | | |
| Browser Support | | | | | | |
| | | IE 11 | SSMC follows the Operating System and Browser support policies. SSMC 3.3/ 3.3.1 supports running English SSMC on English, Japanese, German, Dutch, Korean and Simplified Chinese Operating System and browser with default local settings. | | | |
| | | Chrome v66, v67, v68 | | | | |
| | | FireFox v59, v60 ,v61 | | | | |
| | | Windows 10 Edge v41, v42, v43 | | | | |
| Hypervisor Support | | | | | | |
| | vSphere | ESXi 5.5 , 6.0 , 6.5 (including maintenance updates) | SSMC can be installed as a VM guest running any of the above Host Operating systems in any of the mentioned Hypervisors | | | |
| | Microsoft | Windows 2012 R2 , 2016 | | | | |
| | Microsoft | Hyper-V 2012, Hyper-V 2012 R2 , Hyper-V 2016 | | | | |
| Tablet Support | | | | | | |
| | Apple<br>Samsung | iPAD 2017, iPAD Pro, iPAD Air2 & iPAD Mini with Chrome browser<br>Samsung Galaxy Tab S - Android with Chrome browser | | | | |



HPE 3PAR StoreServ Management Console (SSMC)

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|---|---|---|---|---|---|---|
| 3.3, 3.3.1 | Linux | Red Hat Enterprise Linux 6.5, 6.6, 6.7, 6.8, 6.9<br>Red Hat Enterprise Linux 7.0, 7.1, 7.2, 7.3, 7.4 | English | Intel x86_64 or AMD64 | 3.3.1 (Includes all MUs)<br>3.2.2 (Includes all MUs)<br>3.2.1 (Includes all MUs) | HPE 3PAR StoreServ 20000 R2 Storage<br>HPE 3PAR StoreServ 20000 Storage<br>HPE 3PAR StoreServ 10000 Storage<br>HPE 3PAR StoreServ 9000 Storage<br>HPE 3PAR StoreServ 8000 Storage<br>HPE 3PAR StoreServ 7000 Storage |
| | | Red Hat Enterprise Linux 7.0, 7.1, 7.2, 7.3, 7.4 | German | | | |
| | | Red Hat Enterprise Linux 6.5, 6.6, 6.7, 6.8, 6.9<br>Red Hat Enterprise Linux 7.0, 7.1, 7.2, 7.3, 7.4 | Japanese | | | |
| | | Red Hat Enterprise Linux 6.5, 6.6, 6.7, 6.8, 6.9<br>Red Hat Enterprise Linux 7.0, 7.1, 7.2, 7.3, 7.4 | Simplified Chinese | | | |
| | Windows | Windows Server 2008 R2, 2012, 2012 R2, 2016 (all editions)<br>Windows 7, 8.1, 10 (all editions except Windows RT) | English | | | |
| | | Windows Server 2012 R2, 2016 (all editions)<br>Windows 7, 8.1 , 10 (all editions) | Japanese | | | |
| | | Windows Server 2012 R2, 2016 (all editions)<br>Windows 7, 8.1 , 10 (all editions) | German | | | |
| | | Windows Server 2012 R2, 2016 (all editions)<br>Windows 7, 8.1 , 10 (all editions) | Dutch | | | |
| | | Windows Server 2012 R2, 2016 (all editions)<br>Windows 7, 8.1 , 10 (all editions) | Korean | | | |
| | | Windows Server 2012 R2, 2016 (all editions)<br>Windows 7, 8.1 , 10 (all editions) | Simplified Chinese | | | |

3 由于3.3.1版本不同于后续版本，是直接运行在管理机上的可执行文件，其和3PAR直接的通讯于管理，需要借助管理机自身以及浏览器。
以下是HPE此类案例的处理建议，对于3.3.1和早期的SSMC，它作为服务运行。在极少数情况下，SSMC会与CLI不同步，解决方案是简单地重新启动SSMC服务并等待几分钟，让它刷新它所知道的关于数组的所有信息。
With the 3.3.1 and earlier SSMC, it ran as a service. On the rare occasion SSMC would get out of synch with the CLI, the resolution was to simply restart the SSMC service and wait a few minutes while it refreshed everything it knew about the array(s).

通过命令行确认导出成功，通过spock确认非版本兼容性问题，可以定位问题出现在SSMC与CLI的同步问题。

## 解决方法

此类非故障类的SSMC与CLI同步问题，可以参考如下建议操作：

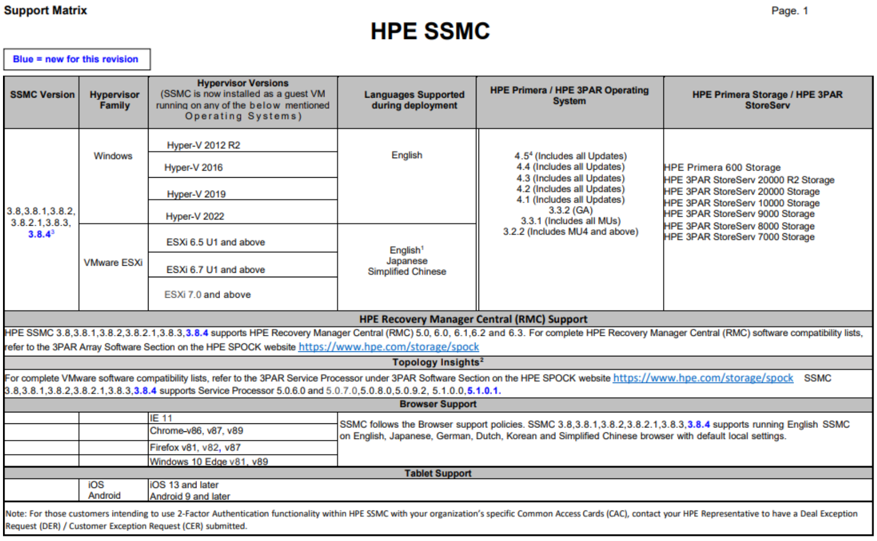
1 退出SSMC等待几分钟重新启动。

2 结束操作系统SSMC以及浏览器的服务进程，然后尝试重启相关软件。

3 重启管理机操作系统。

4 在SSMC中删除存储并重新添加。

5 搭建并使用基于ESXI或Hyper-V平台的高版本SSMC。SSMC版本支持情况，建议通过SPOCK网站获取最新信息。



**Support Matrix**

Page. 1

# HPE SSMC

Blue = new for this revision

| SSMC Version | Hypervisor Family | Hypervisor Versions (SSMC is now installed as a guest VM running on any of the below mentioned Operating Systems) | Languages Supported during deployment | HPE Primera / HPE 3PAR Operating System | HPE Primera Storage / HPE 3PAR StoreServ |
|---|---|---|---|---|---|
| 3.8,3.8.1,3.8.2,<br>3.8.2.1,3.8.3,<br>**3.8.4**[3] | Windows | Hyper-V 2012 R2 | English | 4.5[4] (Includes all Updates)<br>4.4 (Includes all Updates)<br>4.3 (Includes all Updates)<br>4.2 (Includes all Updates)<br>4.1 (Includes all Updates)<br>3.3.2 (GA)<br>3.3.1 (Includes all MUs)<br>3.2.2 (Includes MU4 and above) | HPE Primera 600 Storage<br>HPE 3PAR StoreServ 20000 R2 Storage<br>HPE 3PAR StoreServ 20000 Storage<br>HPE 3PAR StoreServ 10000 Storage<br>HPE 3PAR StoreServ 9000 Storage<br>HPE 3PAR StoreServ 8000 Storage<br>HPE 3PAR StoreServ 7000 Storage |
| | | Hyper-V 2016 | | | |
| | | Hyper-V 2019 | | | |
| | | Hyper-V 2022 | | | |
| | VMware ESXi | ESXi 6.5 U1 and above | English[1]<br>Japanese<br>Simplified Chinese | | |
| | | ESXi 6.7 U1 and above | | | |
| | | ESXi 7.0 and above | | | |

**HPE Recovery Manager Central (RMC) Support**

HPE SSMC 3.8,3.8.1,3.8.2,3.8.2.1,3.8.3,**3.8.4** supports HPE Recovery Manager Central (RMC) 5.0, 6.0, 6.1,6.2 and 6.3. For complete HPE Recovery Manager Central (RMC) software compatibility lists, refer to the 3PAR Array Software Section on the HPE SPOCK website https://www.hpe.com/storage/spock

**Topology Insights[2]**

For complete VMware software compatibility lists, refer to the 3PAR Service Processor under 3PAR Software Section on the HPE SPOCK website https://www.hpe.com/storage/spock SSMC 3.8,3.8.1,3.8.2,3.8.2.1,3.8.3,**3.8.4** supports Service Processor 5.0.6.0 and 5.0.7.0,5.0.8.0,5.0.9.2, 5.1.0.0,**5.1.0.1.**

**Browser Support**

| | | | |
|---|---|---|---|
| | | IE 11 | SSMC follows the Browser support policies. SSMC 3.8,3.8.1,3.8.2,3.8.2.1,3.8.3,**3.8.4** supports running English SSMC on English, Japanese, German, Dutch, Korean and Simplified Chinese browser with default local settings. |
| | | Chrome-v86, v87, v89 | |
| | | Firefox v81, v82, v87 | |
| | | Windows 10 Edge v81, v89 | |

**Tablet Support**

| | | |
|---|---|---|
| | iOS<br>Android | iOS 13 and later<br>Android 9 and later |

Note: For those customers intending to use 2-Factor Authentication functionality within HPE SSMC with your organization's specific Common Access Cards (CAC), contact your HPE Representative to have a Deal Exception Request (DER) / Customer Exception Request (CER) submitted.