HPE Support Center

SUPPORT COMMUNICATION - CUSTOMER ADVISORY

Document ID: a00111235en_us

Version: 1

Advisory: HPE 3PAR StoreServ Storage VMware Virtual Volumes - Datastores May Incorrectly Appear as Unavailable on VMware vCenter 6.7 Update 3 and Later

NOTICE: The information in this document, including products and software versions, is current as of the Release Date. This document is subject to change without notice.

Release Date: 2021-02-22

Last Updated: 2021-02-22

DESCRIPTION

HPE 3PAR StoreServ Storage or HPE Primera VMware Virtual Volumes (VVols) may appear as offline in VMware vCenter, or new registrations may take several minutes and then appear as disconnected. This condition may occur after upgrading to VMware vCenter 6.7, update 3 or later.

Any VVOL already presented before the VMware vCenter upgrade will remain accessible by hosts, but the volumes may report as disconnected.

SCOPE

This issue has been observed with VMware vCenter Appliance 6.7, update 3(6.7.46000) and later.

RESOLUTION

This issue can be corrected by downgrading VMware vCenter to 6.7.45000 or earlier. Updates will be released for HPE StoreServ Storage and HPE Primera to enable upgrading VMware vCenter 6.7 and later.

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Hardware Platforms Affected: HPE 3PAR StoreServ 9000 Storage, HPE Primera 600 Storage, HPE 3PAR StoreServ 10000 Storage, HPE 3PAR StoreServ 7000 Storage, HPE 3PAR StoreServ 20000 Storage, HPE 3PAR StoreServ 8000 Storage
Operating Systems Affected: VMware vSphere 6.7

Software Affected: Not Applicable
Support Communication Cross Reference ID: SIK6404

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