

Knowledge Base Article: 000191071

RecoverPoint: SRA cannot communicate with RPA cluster after SRM upgrade from 5.1 to 5.5, SRA upgrade from 2.1 to 2.2 (000191071)

Version:5

Audience: Level 30 = Customers

Article Type: Break Fix

Last Published: Mon Jan 26 10:38:09 GMT 2015

Validation Status: Final Approved

Summary:

Issue: SRA cannot communicate with RPA cluster after SRM upgrade from 5.1 to 5.5, SRA upgrade from 2.1 to 2.2

Unable to manage the devices in array manager.

Error msg (SRM log):

```
2014-08-08T14:12:17.664+10:00 [06084 error 'SraCommand' opID=1E8B9F37-00000100]
discoverDevices's stderr:
--> java.io.IOException: Couldn't get lock for /tmp/santorini.log
-->   at java.util.logging.FileHandler.openFiles(Unknown Source)
-->   at java.util.logging.FileHandler.<init>(Unknown Source)
-->   at com.emc.santorini.log.KLogger.<init>(KLogger.java:39)
-->   at com.emc.santorini.log.KLogger.getLogger(KLogger.java:82)
-->   at com.emc.santorini.main.SantoriniMain.main(SantoriniMain.java:35)
--> Aug 08, 2014 2:12:16 PM com.emc.santorini.log.KLogger log
--> INFO: Starting to run: DiscoverDevices command
--> Aug 08, 2014 2:12:17 PM com.emc.santorini.log.KLogger logWithException
--> WARNING: Unknown error:
--> com.sun.xml.internal.ws.client.ClientTransportException: HTTP transport
error: javax.net.ssl.SSLException: Unrecognized SSL message, plaintext
connection?
-->   at
com.sun.xml.internal.ws.transport.http.client.HttpClientTransport.getOutputStream(Unknown
Source)
-->
--> Aug 08, 2014 2:12:17 PM com.emc.santorini.log.KLogger log
--> INFO: Returning xml output file:
--> <Response xmlns="http://www.vmware.com/srm/sra/v2">
-->   <Error code="1049"/>
--> </Response>
-->
2014-08-08T14:12:17.664+10:00 [06084 verbose 'SraCommand'
opID=1E8B9F37-00000100] Stopped listening for updates to file
'c:\temp\vmware-SYSTEM\sra-status-31-41'
2014-08-08T14:12:17.665+10:00 [06084 verbose 'SraCommand'
opID=1E8B9F37-00000100] Cancelling SRA command timeout
2014-08-08T14:12:17.665+10:00 [06084 info 'SraCommand' opID=1E8B9F37-00000100]
discoverDevices exited with exit code 0
2014-08-08T14:12:17.665+10:00 [06084 verbose 'SraCommand'
opID=1E8B9F37-00000100] discoverDevices responded with:
--> <Response xmlns="http://www.vmware.com/srm/sra/v2">
-->   <Error code="1049"/>
--> </Response>
2014-08-08T14:41:40.769+10:00 [07096 error 'RemoteTaskMonitor'
remoteTask=dr.storage.ReplicatedArrayPair.discoverLocalDevices30]
Dr::Internal::RemoteTaskBase::HandleTaskError: The remote task failed, error=
--> (dr.storage.fault.CommandFailed) {
-->   dynamicType = <unset>,
-->   faultCause = (dr.storage.fault.LocalizableAdapterFault) {
-->     dynamicType = <unset>,
-->     faultCause = (vmodl.MethodFault) null,
-->     code = "78814f38-52ff-32a5-806c-73000467afca.1049",
-->     msg = "Failed opening session for user to site mgmt IP.",
-->     Please see server logs for further details.",
-->   },
-->   commandName = "discoverDevices",
```

```

--> msg = "SRA command 'discoverDevices' failed. Failed opening session for
user to site mgmt IP.
--> Please see server logs for further details.",
--> }
2014-08-08T14:41:40.785+10:00 [07096 error 'RemoteTaskMonitor'
remoteTask=dr.storage.ReplicatedArrayPair.discoverLocalDevices30]
Dr::Internal::RemoteTask<void>::Fail: The remote task failed, error=
--> (dr.storage.fault.CommandFailed) {
-->   dynamicType = <unset>,
-->   faultCause = (dr.storage.fault.LocalizableAdapterFault) {
-->     dynamicType = <unset>,
-->     faultCause = (vmodl.MethodFault) null,
-->     code = "78814f38-52ff-32a5-806c-73000467afca.1049",
-->     msg = "Failed opening session for user to site mgmt IP.
--> Please see server logs for further details.",
-->   },
-->   commandName = "discoverDevices",
-->   msg = "SRA command 'discoverDevices' failed. Failed opening session for
user to site mgmt IP.
--> Please see server logs for further details.",
--> }

```

Environment:

EMC Software: EMC RecoverPoint 4.0
EMC Software: EMC RecoverPoint 4.1
EMC Software: EMC RecoverPoint Continuous Remote Replication (CRR)

EMC Software: RecoverPoint Splitter: CLARiiON Splitter
EMC Software: RecoverPoint Splitter: VNX Splitter

EMC Software: EMC RecoverPoint Storage Replication Adapter (SRA) for VMware Site Recovery Manager (SRM)

EMC Hardware: EMC RecoverPoint Appliance (RPA) Gen 5

Cause:

SRA version 2.2 supports HTTPS mode only while the RPA web access mode is set to support both HTTP and HTTPS available mode which caused the communication errors between SRA and the RPA cluster.

Change:

SRM version upgrade from 5.1 to 5.5
SRA version upgrade from 2.1 to 2.2

Resolution:

To resolve this issue:
Login to each RPA with the boxmgmt account:

```

[2] Setup
[8] Advanced options
[7] Security options
[1] Change web server mode

```

The web server is currently in both HTTPS and HTTP available mode
Do you want to disable the HTTP server (y/n)?

Configure all the RPAs to work in HTTPS available mode only and make sure SRM is enabled for HTTPS service (refer to article 184692 [Unable to add array manager in SRM](#) to check).

Product:

RecoverPoint, RecoverPoint CL, RecoverPoint EX, RecoverPoint SE, RecoverPoint Adaptor for VMware Site Recovery Manager