

SUPPORT INFORMATION

Server Management Software

Issue: 26.01.2015
Pages: 6

ServerView RAID Manager

:	
:	FTS_ServerView RAID Manager_5.3.14_1067080.zip
:	5.3.14
:	23.11.2011
:	23,95 MB
:	
:	Fujitsu Technology Solutions



Browser connection to ServerView RAID service fails with "connection reset"

Problem:

Opening the ServerView RAID WebGUI in secure mode on Port 3173 (e.g. <https://localhost:3173>) fails with an error message indicating that the connection was reset by the server. This happens after an automatic or manual update of KB2585542 for the Browser and/or the operating system on the client.

Browsers known to be affected:

- Microsoft Internet Explorer (any version after Windows update 2585542, <http://technet.microsoft.com/en-us/security/bulletin/ms12-006>)

Workaround:

1. Use Firefox 9.0.1 or earlier from mozilla.org.
2. Windows users can deinstall the Update 2585542.
3. Alternatively, Internet Explorer users need to fallback to HTTP connection (<http://localhost:3173>). This needs to be enabled in the ServerView RAID configuration file "amDPatch.ini" in the "BIN" subdirectory of the ServerView RAID installation by setting the option "AllowHTTP" to 1.
4. Use local, command line based administration tool amCLI

Notes on using Windows operating systems as clients of ServerView RAID:

- To install the ServerView RAID certificate on Windows Vista, Windows Server 2008, and newer select the "Trusted Root Certification Authorities" store.
- To install the ServerView RAID certificate on older versions of Windows choose the default setting "Automatically select the certificate store".
- To use a Web browser on Windows Server 2003 with high encryption request hotfix KB968730 from Microsoft.




It is highly recommended to use the most recent driver and firmware package in combination with this ServerView RAID Manager Software.

ServerView:

If ServerView RAID and ServerView Agents (Windows, Linux/VMware) will be used together at least Agents version 4.81.08 are required.

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PRIMERGY BX920 S1

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PRIMERGY BX920 S2

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PRIMERGY BX922 S2

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PRIMERGY BX924 S2

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PRIMERGY RX100 S6

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PRIMERGY RX100 S7

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PRIMERGY RX200 S3

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PRIMERGY RX200 S5

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