

IBM TotalStorage DS4000 Storage Manager Version 9



# Installation and Support Guide for Windows 2000/Server 2003, NetWare, ESX Server, and Linux



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**Note:**

Before using this information and the product it supports, be sure to read the general information in “Notices” on page 183.

| **Second Edition (March 2005)**

| This edition applies to DS4000 Storage Manager Version 9.1x software release levels and to all subsequent releases and modifications until otherwise indicated in new editions.

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## About this document

Throughout this document, Storage Manager Version 9 refers to all version 9.1 or 9.12 host software release levels. References to other Storage Manager versions refer exclusively to those releases.

This document provides information about how to plan, install, configure, and work with IBM® TotalStorage® DS4000 Storage Manager Version 9.12 in each of the following Intel® processor-based operating systems:

- Windows® 2000
- Windows Server 2003
- Novell NetWare 6.0 and 6.5
- Red Hat Enterprise Linux Advanced Server 3.0
- SuSE Linux Enterprise Server 8 (SLES 8)
- SuSE Linux Enterprise Server 9 (SLES 9)
- Conectiva Linux Enterprise Edition Powered by United Linux
- VMware ESX Server 2.5

Use this document to perform the following tasks:

- Determine the hardware and software that you will require to install the storage management software.
- Integrate the necessary hardware components into your network.
- Install the DS4000 Storage Manager software.
- Upgrade controller firmware, if necessary.
- Identify storage management features that are unique to your installation.

### Notes:

1. The controller firmware version 06.12.xx.xx and NVSRAM that ship with the IBM DS4000 Storage Manager Version 9.12 support only the following DS4000 storage servers:
  - DS4100 Standard (base) Option; Machine Type 1724; Model Number 100

**Note:** The controller firmware version 06.10.xx.xx does not support the DS4100 storage server

  - DS4300 Turbo Option; Machine Type 1722; Model Number 60U
  - DS4300 Turbo Option; Machine Type 1722; Model Number 60X
  - DS4300 Standard (base) Option; Machine Type 1722; Model Number 60U
  - DS4300 Standard (base) Option; Machine Type 1722; Model Number 60X
  - DS4400; Machine Type 1742; Model Number 1RU
  - DS4400; Machine Type 1742; Model Number 1RX
  - DS4500; Machine Type 1742; Model Number 90U
  - DS4500; Machine Type 1742; Model Number 90X
2. There is no controller firmware version 6.12.xx for the following DS4000 storage servers:
  - DS4100 - Single controller model (Machine Type 1724 model number 1SC)
  - DS4300 - Single controller model (Machine Type 1722 model number 6LU/6LX)
  - FASiT200
  - FASiT500

Please contact your IBM reseller or representative regarding any future availability of 6.12.xx.xx controller firmware for these DS4000 storage servers.

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## FASTt product renaming

IBM is in the process of renaming some FASTt family products. Table 1 identifies each new DS4000 product name with its corresponding FASTt product name. Note that this change of **product name only** indicates no change in functionality or warranty. All products listed below with new names are functionally-equivalent and fully-interoperable. Each DS4000 product retains full IBM service as outlined in service contracts issued for analogous FASTt products.

*Table 1. Mapping of FASTt names to DS4000 Series names*

<b>Current FASTt Product Name</b>	<b>New DS4000 Product Name</b>
IBM TotalStorage FASTt Storage Server	IBM TotalStorage DS4000
FASTt	DS4000
FASTt Family	DS4000 Mid-range Disk System
FASTt Storage Manager vX.Y (for example v9.10)	DS4000 Storage Manager vX.Y (for example v9.10)
FASTt100	DS4100
FASTt600	DS4300
FASTt600 with Turbo Feature	DS4300 Turbo
FASTt700	DS4400
FASTt900	DS4500
EXP700	DS4000 EXP700
EXP710	DS4000 EXP710
EXP100	DS4000 EXP100
FASTt FlashCopy	FlashCopy for DS4000
FASTt VolumeCopy	VolumeCopy for DS4000
FASTt Remote Mirror (RM)	Enhanced Remote Mirroring for DS4000
FASTt Synchronous Mirroring	Metro Mirroring for DS4000
	Global Copy for DS4000 (New Feature = Asynchronous Mirroring without Consistency Group)
	Global Mirroring for DS4000 (New Feature = Asynchronous Mirroring with Consistency Group)

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## Who should read this document

This document is intended for system and storage administrators who are responsible for installing software. Readers should have knowledge of Redundant Array of Independent Disks (RAID), Small Computer System Interface (SCSI), and Fibre Channel technology. They should also have working knowledge of the applicable operating systems that are used with the management software.

## DS4000 installation process overview

Figure 1 gives an overview of the DS4000 hardware and the DS4000 Storage Manager software installation process. Lined arrows in the flow chart indicate consecutive hardware and software installation process steps. Labeled arrows indicate which document provides detailed information about a step.

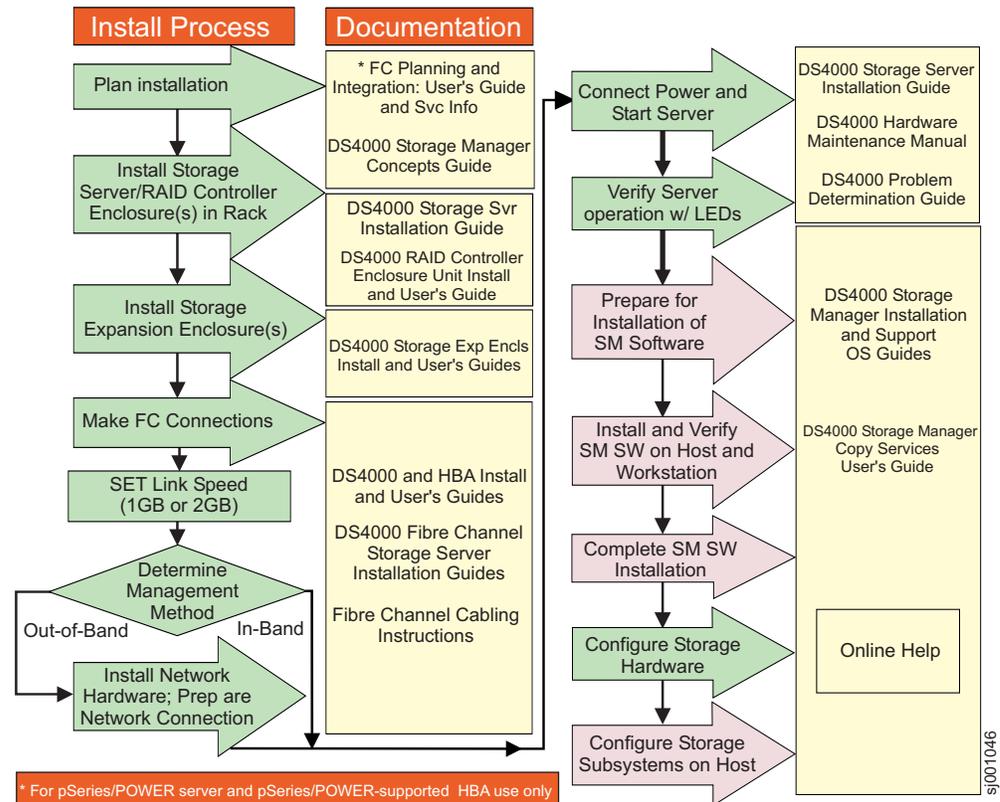


Figure 1. Installation process flow by current publications

## DS4000 Storage Manager Version 9 library

Table 2 on page xvi presents an overview of DS4000 Storage Manager product library documents by the common tasks that they address. You can access documentation for these and other DS4000 products at the following Web site:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

Table 2. TotalStorage DS4000 Storage Manager Version 9.1 titles by user tasks

Title	User tasks					
	Planning	Hardware installation	Software installation	Configuration	Operation and administration	Diagnosis and maintenance
<i>IBM TotalStorage DS4000 Storage Manager Version 9 Installation and Support Guide for Windows 2000/Server 2003, NetWare, ESX Server, and Linux, GC26-7706</i>	✓		✓	✓		
<i>IBM TotalStorage DS4000 Storage Manager Version 9 Installation and Support Guide for AIX, UNIX, Solaris and Linux on Power, GC26-7705</i>	✓		✓	✓		
<i>IBM TotalStorage DS4000 Storage Manager Version 9 Copy Services User's Guide, GC26-7701</i>	✓		✓	✓	✓	
<i>IBM TotalStorage DS4000 Storage Manager Version 9 Concepts Guide, GC26-7661</i>	✓	✓	✓	✓	✓	✓

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## How this document is organized

Chapter 1, “Introduction,” on page 1 provides an overview of IBM DS4000 Storage Manager Version 9.1x and describes storage subsystem management methods, configuration types, types of installations, and installation requirements.

Chapter 2, “Preparing for installation,” on page 47 discusses preparing for a network installation, including setting up a Dynamic Host Configuration Protocol/Boot Protocol (DHCP/BOOTP) server on Windows 2000, Windows Server 2003, NetWare, Linux, and UNIX® platforms. It also describes other setup tasks.

Chapter 3, “Installing Storage Manager software in a standard Windows configuration,” on page 67 provides installation instructions for Windows 2000, and Windows 2000 Server software components in a standard (noncluster) environment.

Chapter 4, “Installing Storage Manager software in a Windows cluster server environment,” on page 75 provides installation instructions for Windows 2000, and Windows 2000 Server software in a cluster server environment.

Chapter 5, “Installing Storage Manager software in a standard NetWare configuration,” on page 87 provides installation instructions for the storage management software in standard (noncluster) and cluster server configurations in the NetWare operating system environment.

Chapter 6, “Installing Storage Manager software in a Linux configuration,” on page 93 provides installation instructions for the storage management software in a Linux operating system environment.

Chapter 7, “Installing Storage Manager software in a VMware ESX Server configuration,” on page 107 provides installation instructions for the storage management software in a VMware ESX Server operating system environment.

Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109 discusses completion of Storage Manager software on Windows 2000, Windows 2000 Server, NetWare, and Linux platforms. It provides details on starting the Enterprise Management window, performing an automatic discovery of storage subsystems, adding devices, setting up alert notifications, downloading firmware and nonvolatile storage random access memory (NVSRAM), creating arrays and logical drives, and other storage subsystem management tasks.

Chapter 9, “Using the storage management software for Windows and NetWare,” on page 127 provides information about adding and deleting logical drives, using the hot\_add and SMdevices utilities, starting and stopping the host-agent software, and uninstalling Storage Manager components in Windows 2000, Windows 2000 Server, and NetWare operating system environments.

Appendix A, “Installing Storage Manager 9.1 Client,” on page 139 provides installation instructions for Storage Manager Version 9.1 for Windows 2000, and Windows 2000 Server software components.

Appendix B, “Windows operating system limitations,” on page 147 discusses Windows 2000, and Windows Server 2003 operating system limitations and other operating system issues.

Appendix C, “NetWare operating system limitations,” on page 157 discusses NetWare operating system limitations and other related operating system issues.

Appendix D, “Linux operating system limitations,” on page 161 discusses Linux operating system limitations and other related operating system issues.

Appendix E, “VMware ESX Server operating system limitations,” on page 165 discusses VMware ESX Server operating system limitations and other related operating system issues.

Appendix F, “Storage subsystem and controller information record,” on page 167 provides a data sheet template that you can use to create a controller information record.

Appendix G, “Host bus adapter settings,” on page 169 provides information on host bus adapter settings for different operating systems.

Appendix H, “Additional DS4000 documentation,” on page 177 provides an overview of the DS4500, DS4400, and DS4300 Fibre Channel Storage Server product libraries, as well as other related documents.

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## Notices that this document uses

This document contains the following notices designed to highlight key information:

- **Notes:** These notices provide important tips, guidance, or advice.
- **Important:** These notices provide information that might help you avoid inconvenient or problem situations.
- **Attention:** These notices indicate possible damage to programs, devices, or data. An attention notice is placed just before the instruction or situation in which damage could occur.

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## Getting information, help, and service

If you need help, service, or technical assistance or just want more information about IBM and IBM products, you will find a wide variety of sources available from IBM to assist you. This section contains information about where to go for additional information, what to do if you experience a problem with your IBM @server xSeries® or IntelliStation® system, and whom to call for service, if it is necessary.

## Before you call

Before you call, make sure that you take these steps to try to solve the problem yourself:

- Check all cables to make sure that they are connected.
- Check the power switches to make sure that the system is turned on.
- Use the troubleshooting information in your system documentation, and use the diagnostic tools that come with your system.
- Go to the IBM Support Web site at:  
[www.ibm.com/pc/support/](http://www.ibm.com/pc/support/)  
to check for technical information, hints, tips, and new device drivers.
- Use an IBM discussion forum on the IBM Web site to ask questions.

You can solve many problems without outside assistance by following the troubleshooting procedures that IBM provides in the online help or in the publications that are provided with your system and software. The information that comes with your system also describes the diagnostic tests that you can perform. Most xSeries and IntelliStation systems, operating systems, and programs come

with information that contains troubleshooting procedures and explanations of error messages and error codes. If you suspect a software problem, see the information for the operating system or program.

## Using the documentation

Information about your IBM eServer xSeries or IntelliStation system and preinstalled software, if any, is available in the documentation that comes with your system. That documentation includes printed documents, online documents, readme files, and help files. See the troubleshooting information in your system documentation for instructions for using the diagnostic programs. The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software. IBM® maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. To access these pages, go to the Web site at:

[www.ibm.com/pc/support/](http://www.ibm.com/pc/support/)

and follow the instructions. Also, to order publications through the IBM Publications Ordering System, go to the Web site at:

[www.elink.ibm.com/public/applications/publications/cgi-bin/pbi.cgi/](http://www.elink.ibm.com/public/applications/publications/cgi-bin/pbi.cgi/)

## Web sites

Locate up-to-date information about DS4000 Fibre Channel Storage Servers and DS4000 Storage Manager 9.1x, including documentation and the most recent software, firmware, and NVSRAM downloads at the following Web sites.

### **IBM xSeries servers**

For IBM xSeries information, go to the Web site at:

[www.ibm.com/eserver/xseries/](http://www.ibm.com/eserver/xseries/)

### **DS4000 Fibre Channel Storage Servers**

Find the latest information about all of the IBM DS4000 Fibre Channel Storage Servers at:

[www.ibm.com/servers/storage/disk/ds4000/](http://www.ibm.com/servers/storage/disk/ds4000/)

### **IBM TotalStorage products**

Find information about all IBM TotalStorage products at:

[www.ibm.com/servers/storage/](http://www.ibm.com/servers/storage/)

### **TotalStorage DS4000 interoperability matrix**

Find the latest information about operating system and host bus adapter (HBA) support, clustering support, storage area network (SAN) fabric support, and Storage Manager feature support at:

[www.ibm.com/servers/storage/disk/ds4000/interop-matrix.html](http://www.ibm.com/servers/storage/disk/ds4000/interop-matrix.html)

### **IBM Service**

For service information for your IBM products, including supported options, go to the Web site at:

[www.ibm.com/pc/support/](http://www.ibm.com/pc/support/)

### **DS4000 technical support**

Find DS4000 software downloads, hints and tips, documentation, parts information, HBA and fibre channel support at:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

If you click **Profile** from the support page, you can create a customized support page. The support page has many sources of information and ways for you to solve problems, including how to:

- Diagnose problems, using the IBM Online Assistant.
- Download the latest device drivers and updates for your products.
- View Frequently Asked Questions (FAQ).
- View hints and tips to help you solve problems.
- Participate in IBM discussion forums.
- Set up e-mail notification of technical updates about your products.

### **Premium feature activation**

Enable a premium feature on a DS4300 or DS4500 by using the online tool at:

[www.storage.ibm.com/pfeatures.html](http://www.storage.ibm.com/pfeatures.html)

### **IBM Publications Center**

Order IBM publications at:

[www.ibm.com/shop/publications/order/](http://www.ibm.com/shop/publications/order/)

## **Software service and support**

Through the IBM Support Line, for a fee, you can get telephone assistance with usage, configuration, and software problems with xSeries servers, IntelliStation workstations and appliances. For information about which products are supported by Support Line in your country or region, go to the Web site at:

[www.ibm.com/services/sl/products/](http://www.ibm.com/services/sl/products/)

For more information about Support Line and other IBM services, go to the Web site at:

[www.ibm.com/services/](http://www.ibm.com/services/)

or, for support telephone numbers, go to the Web site at:

[www.ibm.com/planetwide/](http://www.ibm.com/planetwide/)

## **Hardware service and support**

You can receive hardware service through IBM Integrated Technology Services or through your IBM reseller, if your reseller is authorized by IBM to provide warranty service. For support telephone numbers, go to the Web site at:

[www.ibm.com/planetwide/](http://www.ibm.com/planetwide/)

In the U.S. and Canada, hardware service and support are available 24 hours a day, 7 days a week. In the U.K., service and support are available Monday through Friday, from 9 a.m. to 6 p.m.

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# Chapter 1. Introduction

IBM DS4000 Storage Manager version 9.12 host software supports new features incorporated into the latest release of controller firmware version 06.12.xx.xx. This version of DS4000 Storage Manager also manages DS4000 Storage Servers with all general released firmware versions from 04.01.xx.xx through 06.10.xx.xx. See Table 3 for information on latest supported controller firmware code levels available for all DS4000 Storage Server models. New features associated with the 06.12.xx.xx controller firmware are listed in “New features for Storage Manager” on page 3. All of the controller firmware versions listed below are available free-of-charge. However, you must purchase the DS4100 Storage Server with the single controller option to obtain controller firmware code version 05.42.xx.xx. The controller firmware version 05.41.xx.xx should not be installed in the DS4000 storage subsystem controllers that have EXP100 drive expansion enclosures, use the latest controller firmware version listed in the **Latest controller firmware version for SATA environment** column in Table 3.

Table 3. Current firmware versions by server and environment

Storage server name	Machine type	Model number	Latest controller firmware version for fibre channel environment	Latest controller firmware version for SATA environment
IBM Netfinity Fibre Channel RAID Controller Unit	3526	1RU 1RX	04.01.xx.xx	N/A
DS4100 Single Controller option	1724	1SC (1Sx)	N/A	05.42.xx.xx
DS4100	1724	100	N/A	06.12.xx.xx
FAStT200 High Availability (HA)	3542	2RU 2RX	05.30.xx.xx	N/A
FAStT200		1RU 1RX		
FAStT500	3552	1RU 1RX		
DS4300 Single Controller Unit (SCU)	1722	6LU 6LX	05.34.xx.xx	N/A
DS4300 Base			06.1x.xx.xx	06.1x.xx.xx
DS4300 Turbo Option		60X 60U	06.1x.xx.xx	06.1x.xx.xx
DS4400	1742	1RU 1RX		06.1x.xx.xx
DS4500		90U 90X		06.1x.xx.xx

This document provides information on how to prepare, install, configure, and start the latest version 9.12 of the IBM TotalStorage DS4000 Storage Manager host management software in the following operating system environments:

- Windows 2000
- Windows Server 2003
- Novell NetWare 6.0 and 6.5

- Linux RHEL 3.0, SLES 8 and SLES 9
- VMware ESX Server 2.5

**Note:** For analogous information regarding other operating systems, see the IBM TotalStorage DS4000 Storage Manager 9 Installation and Support Guide for AIX, UNIX, Solaris and Linux on Power.

Consult your IBM service representative for any future support of additional operating system environments.

Before you begin the installation of this product, consult the following documentation:

- readme.txt file

Read this document first. It supplies information associated with operating systems on which you can install Storage Manager software. A readme file is located in the root directory of each of four installation CDs associated with supported operating systems. For the latest installation and user information, refer to the following IBM Web site:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

- *IBM TotalStorage DS4000 Storage Manager Concepts Guide*

Use this document to become familiar with terminology and features of the IBM TotalStorage DS4000 Storage Manager software. To download this book, go to the Web site at:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

When you finish the installation process, refer to the following online help systems:

- Enterprise Management window help

Use this online help system to learn more about working with the entire management domain.

- Subsystem Management window help

Use this online help system to learn more about managing individual storage subsystems.

You can access these help systems from within the Storage Manager Client. From either an Enterprise Management or Subsystem Management window, click **Help** or press **F1**.

After you install IBM DS4000 Storage Manager Version 9.1x, consider installing the DS4000 Management Suite Java (FAS*t*T MSJ) diagnostic program. You can use these programs to verify the status of the fibre channel connections before you use the storage subsystem.

The *IBM FAS*t*T MSJ User's Guide* and the FAS*t*T MSJ program are located on the IBM DS4000 Storage Manager Version 9.12 CD where associated with your particular operating system.

**Note:** If your DS4000 Storage Server is connected to a fibre channel host bus adapter (HBA) in the host server in a SAN environment, consider purchase one of the following software applications helpful for SAN management and troubleshooting.

- IBM Tivoli SAN Manager
- McData SANavigator

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## New features for Storage Manager

### New Storage Manager 9 features

This section describes features that are new or changed with the installation of the following versions of Storage Manager software and appropriate controller firmware:

- “Storage Manager version 9.12 (with firmware 6.12.xx.xx)”
- “Storage Manager version 9.10.xx.xx with controller firmware 6.10.xx.xx” on page 4

#### **Storage Manager version 9.12 (with firmware 6.12.xx.xx)**

DS4000 Storage Manager 9.12 with firmware 6.12.xx.xx supports all of the features listed in “Storage Manager version 9.10.xx.xx with controller firmware 6.10.xx.xx” on page 4. In addition, DS4000 Storage Manager 9.12 supports the following new features:

#### **DS4000 FC/SATA Intermix update: Premium Feature Key**

DS4000 Storage Manager 9.12 supports enabling of the DS4000 FC/SATA Intermix premium feature using a Premium Feature Key.

**Important:** If you are currently using controller firmware version 6.10.xx.xx with the DS4000 FC/SATA Intermix premium feature enabled, and you want to upgrade to controller firmware version 6.12.xx.xx, see “FC/SATA Intermix premium feature” on page 6 for important information before you install 6.12.xx.xx.

For more information about using the Intermix premium feature, including configuration and set-up requirements, see the *IBM TotalStorage DS4000 Fibre Channel and Serial ATA Intermix Premium Feature Installation Overview* (GC26-7713).

#### **New DS4000 Storage Manager installation option**

DS4000 Storage Manager 9.12 features an installation wizard that enables you to automatically install Storage Manager software packages on your host server.

**Note:** Using the DS4000 Storage Manager installation wizard requires a system with a graphics card installed. You still have the option of installing the stand-alone host software packages manually. The packages are included with the installation CD.

#### **Support for DS4100 standard (base) SATA Storage Servers**

Storage Manager 9.12 supports DS4100 Standard (Base) SATA Storage Servers.

**Note:** The VolumeCopy, FC/SATA Intermix and Enhanced Remote Mirroring premium features are not supported at this time with the DS4100 Standard (Base) storage server

#### **DS4000 Storage Manager usability enhancements**

DS4000 Storage Manager 9.12 features the following usability enhancements:

- Storage Partitioning wizard, which helps you easily create storage partitions
- Task Assistant, which helps guide you through common enterprise and subsystem management tasks
- Ability to extract SMART data for SATA drives

## Storage Manager version 9.10.xx.xx with controller firmware 6.10.xx.xx

### Support for DS4300 standard (base) Fibre Channel Storage Servers

DS4000 Storage Manager 9.10, with controller firmware level 6.10.11.xx or higher, supports DS4300 standard (base) Fibre Channel Storage Servers. (Controller firmware that is associated with Storage Manager 8 supports only the DS4300 Turbo option.)

### DS4000 FC/SATA Intermix premium feature

DS4000 Storage Manager 9.10, with controller firmware 6.10.xx.xx or higher, supports the DS4000 FC/SATA Intermix premium feature. This new premium feature supports the concurrent attachment of Fibre Channel and SATA storage expansion enclosures to a single DS4000 controller configuration. With Storage Manager controller firmware 6.10.xx.xx, the premium feature is enabled using NVSRAM.

**Important:** With Storage Manager controller firmware 6.12.xx.xx, this premium feature is enabled using a Premium Feature Key. If you are currently using controller firmware version 6.10.xx.xx with the FC/SATA Intermix premium feature enabled, and you want to upgrade to controller firmware version 6.12.xx.xx, see “FC/SATA Intermix premium feature” on page 6 for important information before you install 6.12.xx.xx.

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## Premium features

### DS4100 and DS4300

- The Enhanced Remote Mirroring feature is not currently supported on either the DS4100 or DS4300 Base or Single Controller Unit models. DS4300 Turbo Option Fibre Channel Storage Servers do support the Remote Mirror feature.
- Storage Partitioning is not a standard feature on the DS4100 or DS4300.
- The DS4100 does not support VolumeCopy.

Five premium features can be enabled on all DS4000 subsystems by purchasing a premium feature key. These include FlashCopy, Remote Mirror option, VolumeCopy, Storage Partitioning (standard on all but the DS4300 and DS4300 Turbo Option), and FC/SATA Intermix. The first four are described in the following section, FC/SATA Intermix is described in “FC/SATA Intermix premium feature” on page 6.

### FlashCopy

This feature supports the creation and management of FlashCopy logical drives. A FlashCopy logical drive is a logical point-in-time image of another logical drive, called a base logical drive, that is in the storage subsystem. A FlashCopy is the logical equivalent of a complete physical copy, but you create it much more quickly and it requires less disk space. Because a FlashCopy is a host addressable logical drive, you can perform backups using the FlashCopy while the base logical drive remains online and user-accessible. In addition, you can write to the FlashCopy logical drive to perform application testing or scenario development and analysis. The maximum number of FlashCopy logical drives allowed is one half of the total number of logical drives supported by your controller model.

## **Enhanced Remote Mirror Option**

The Enhanced Remote Mirror option is used for online, real-time replication of data between storage subsystems over a remote distance. In the event of a disaster or unrecoverable error on one storage subsystem, the Remote Mirror Option enables you to promote a second storage subsystem to take over responsibility for normal input/output (I/O) operations.

Enhancements to the Remote Mirror feature for Storage Manager version 9.1 software include:

### **• Delta Logging**

- Synchronization previously required a complete recopy of the primary Remote Mirror volume. It now only requires updates to the LBAs that were changed.
- A repository volume is now used to store a queue of outstanding write operations for the secondary Remote Mirror.
- Updates to the secondary Remote Mirror are now a background operation once the connection is restored.

### **• Suspend/Resume**

- Uses the delta-logging facility to manage the suspension and resumption of I/O activity with the secondary Remote Mirror.
- Based on the delta logging functionality of outstanding I/O requests.
- Allows suspension and later resumption of asynchronous operation with the secondary Remote Mirror.
- A suspend command stops I/O writes to secondary Remote Mirror.
- A resume command initiates a partial re-synchronous accumulation of log entries and continues primary write synchronization.

### **• Global Copy and Global Mirroring (Asynchronous Write Mode)**

- Allows host acknowledgement of a write operation before data is successfully written to the secondary Remote Mirror.
- Uses a repository volume to hold write data until an acknowledgment is received from the secondary Remote Mirror.
- Write Order Consistency allows for write order preservation to the secondary Remote Mirror under asynchronous writes.
- Write order consistency is maintained across all of the volumes configured for this mode of operation.
- Ensures that the write order to a secondary Remote Mirror is the same as the acknowledged order to a host.
- Asynchronous Write Mode without write order consistency is referred to as Global Copy.
- Asynchronous Write Mode with write order consistency is referred to as Global Mirroring.

### **• Read access to secondary Remote Mirror**

- Allows direct host Read access to a secondary Remote Mirror.
- Allows for creation of FlashCopy volume of the secondary Remote Mirror volume.
- Allows Read and Write access to the FlashCopy volume of the secondary mirror volume.

- **Inter-array Communication Diagnostics**

- Improves return status for failed Remote Mirror creation requests as follows:
  - Array to fabric connection
  - Array to array communication
  - Array to volume on remote system
- Allows the user to test connectivity between mirrors after Remote Mirror relationships are established.

- **Increased number of Remote Mirror relationships**

The number of Remote Mirror relationships now supported is 64.

**Note:** The terms Remote Mirror and Enhanced Remote Mirror are used interchangeably throughout this document, the DS4000 Storage Manager client program GUI and online help.

- **Increased maximum distance between nodes**

The maximum distance between nodes in Metro Mirroring (synchronous write mode) configurations is increased with this update.

### **VolumeCopy**

The VolumeCopy feature is a firmware-based mechanism for replicating logical drive data within a storage array. This feature is designed as a system management tool for tasks such as relocating data to other drives for hardware upgrades or performance management, data backup, or restoring FlashCopy logical drive data. Users submit VolumeCopy requests by specifying two compatible drives. One drive is designated as the Source and the other as the Target. The VolumeCopy request is persistent so that any relevant result of the copy process can be communicated to the user.

**Note:** The terms VolumeCopy and Logical Drive Copy are used interchangeably throughout this document, the DS4000 Storage Manager client program GUI, and online help.

### **Storage Partitioning**

Storage Partitioning allows the user to present all storage volumes to a SAN through several different partitions by *mapping* storage volumes to a LUN number, each partition presenting LUNs 0 - 255. This volume/LUN mapping applies only to the host port or ports that have been configured to access that LUN. A given storage volume can have only one Host/LUN mapping. This feature allows the total number of configurable storage volumes supported by the array to be much greater than the number of addressable storage devices.

This feature also allows the support of multiple hosts using different operating systems and their own unique disk storage subsystem settings to be connected to the same DS4000 Storage Server at the same time (heterogeneous host environment).

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## **FC/SATA Intermix premium feature**

The IBM TotalStorage DS4000 Fibre Channel and Serial ATA Intermix premium feature supports the concurrent attachment of Fibre Channel and SATA storage expansion enclosures to a single DS4000 controller configuration. With this premium feature, IBM TotalStorage DS4500, DS4400, and DS4300 Turbo storage

servers can support the attachment of DS4000 EXP700 and EXP710 Fibre Channel storage expansion enclosures, and DS4000 EXP100 Serial ATA storage expansion enclosures, concurrently.

In this way, the Intermix premium feature enables you to create and manage distinct arrays that are built from either Fibre Channel disks or SATA disks, and allocate logical drives to the appropriate applications using a single DS4000 storage server.

Please see your IBM technical service representative for information regarding future DS4000 storage server support for the FC/SATA Intermix premium feature.

For important information about using the Intermix premium feature, including configuration and set-up requirements, see the *IBM TotalStorage DS4000 Fibre Channel and Serial ATA Intermix Premium Feature Installation Overview* (GC26-7713).

## Enabling the DS4000 FC/SATA Intermix premium feature

Storage Manager 9.12 supports the DS4000 FC/SATA Intermix premium feature with both controller firmware versions, 6.10.xx.xx and 6.12.xx.xx. However, depending on which level of controller firmware is installed on your storage subsystem, you need to follow different procedures to enable the premium feature.

### 6.10.xx.xx

On subsystems using Storage Manager controller firmware version 6.10.xx.xx, the DS4000 FC/SATA Intermix premium feature is enabled using an NVSRAM file.

Download the appropriate NVSRAM version, as described in the *IBM TotalStorage DS4000 Fibre Channel and Serial ATA Intermix Premium Feature Installation Overview*, Second Edition (GC26-7713-01), to enable the DS4000 FC/SATA Intermix premium feature.

### 6.12.xx.xx

On subsystems using Storage Manager controller firmware version 6.12.xx.xx, the DS4000 FC/SATA Intermix premium feature is enabled using a premium feature key.

Install the DS4000 FC/SATA Intermix Premium Feature Key, as described in the *IBM TotalStorage DS4000 Fibre Channel and Serial ATA Intermix Premium Feature Installation Overview*, Third Edition (GC26-7713-02), to enable the DS4000 FC/SATA Intermix premium feature.

## Upgrading Storage Manager 9.1x controller firmware with Intermix enabled

The procedure in this section describes the steps you need to take when upgrading from Storage Manager controller firmware version 6.10.xx.xx to version 6.12.xx.xx, when you already have the FC/SATA Intermix premium feature enabled on your subsystem.

If you are currently using Storage Manager 9.1x with controller firmware version 6.10.xx.xx, with the DS4000 FC/SATA Intermix premium feature enabled, and you want to upgrade to controller firmware version 6.12.xx.xx, complete the following steps to upgrade the controller firmware.

**Before you begin:** Do not proceed with upgrading the controller firmware until you have obtained the feature key file. Use the instructions in the DS4000 FC/SATA Intermix premium feature activation card to generate the premium feature key file.

1. Upgrade the controller firmware and NVSRAM to 06.12.xx.xx version. After the firmware is upgraded, the recovery guru will display the error “premium feature out-of-compliance.” The premium feature that is out-of-compliance is the DS4000 FC/SATA Intermix premium feature. You will not be able to modify any existing, or create arrays or logical drives until you complete the next step.
2. Enable the DS4000 FC/SATA Intermix premium feature using the premium feature key file. This restores the DS4000 subsystem to full functionality.

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## Storage Manager 9.1 limitations

Because there is no Storage Manager 9.1-level controller firmware version 06.10.xx.xx and NVSRAM for DS4100 Single Controller Model (1724-SC/1Sx), FAStT200 (3542, all models), FAStT500 (3552, all models), or DS4300 Single Controller model (1722-6LU and -6LX), Storage Manager 9.12 features are unavailable for these products. However, IBM recommends that you use Storage Manager 9.12 host software to manage these Storage Manager servers, provided the installed controller firmware in these models is version 04.10.xx.xx or higher. See Table 3 on page 1.

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## Supported machine types

Table 4 provides a list of DS4000 machine types, their all inclusive supported storage management host software and compatible DS4000 Storage Server controller firmware versions.

*Table 4. Machine types and supported storage management software*

Product name	Machine type	Model	Firmware version	Supported Storage Manager software version
IBM Netfinity® Fibre Channel RAID Controller Unit	3526	1RU 1RX	4.x	7.0, 7.01, 7.02, 7.10, 8.0, 8.2, 8.21, 8.3, 8.41, 8.42, 9.1, 9.12
IBM TotalStorage DS4100 Storage Server (Base Model)	1724	100	5.42.xx.xx (supports DS4100 single controller model only), 06.12.xx.xx	8.42, 9.1, 9.12
IBM TotalStorage DS4100 Storage Server (Single Controller Model)		1SC, 1Sx		
IBM FAStT200 Storage Server	3542	1RU 1RX	4.x, 5.20.xx.xx 5.30.xx.xx	7.02, 7.10, 8.0, 8.2, 8.21, 8.3, 8.41, 8.42, 9.1, 9.12
IBM FAStT200 High Availability (HA) Storage Server	3542	2RU 2RX	4.x, 5.20.xx.xx 5.30.xx.xx	7.02, 7.10, 8.0, 8.2, 8.21, 8.3, 8.41, 8.42, 9.1, 9.12
IBM Netfinity FAStT500 RAID Controller Enclosure Unit (no longer available for purchase)	3552	1RU 1RX	4.x, 5.00.xx.xx 5.20.xx.xx 5.21.xx.xx 5.30.xx.xx	7.0, 7.01, 7.02, 7.10, 8.0, 8.2, 8.21, 8.3, 8.41, 8.42, 9.1, 9.12

Table 4. Machine types and supported storage management software (continued)

Product name	Machine type	Model	Firmware version	Supported Storage Manager software version
IBM TotalStorage DS4300 Fibre Channel Storage Server (Single Controller)	1722	6LU 6LX	5.34.xx.xx	8.41.xx.03 or later, 8.42, 9.1, 9.12
IBM TotalStorage DS4300 Fibre Channel Storage Server (Base Model)		60U 60X	5.33.xx.xx 5.34.xx.xx 5.40.xx.xx 6.1x.xx.xx	8.3, 8.4, 8.41, 8.42, 9.1, 9.12
IBM TotalStorage DS4300 Fibre Channel Storage Server (Turbo Model)		60U 60X	5.41.xx.xx (supports EXP100 only)	
IBM TotalStorage DS4400 Fibre Channel Storage Server	1742	1RU 1RX	5.00.xx.xx 5.20.xx.xx 5.21.xx.xx 5.30.xx.xx 5.40.xx.xx 6.1x.xx.xx	8.0, 8.2, 8.21, 8.3, 8.41, 8.42, 9.1, 9.12
IBM TotalStorage DS4500 Fibre Channel Storage Server	1742	90X 90U	5.30.xx.xx 5.40.xx.xx 5.41.xx.xx (supports EXP100 only) 06.1x.xx.xx	8.3, 8.4, 8.41, 8.42, 9.1, 9.12

**Notes:**

1. Firmware level 06.12.xx.xx provides EXP100 expansion enclosure support for DS4100 and DS4300 Base models, the DS4300 turbo models, the DS4400 and DS4500. The controller firmware version 05.41.5x.xx provided in the controller firmware CD that is shipped with every EXP100 drive enclosures should be used only to upgrade a DS4000 storage subsystem controller with 05.41.1x.xx firmware installed to controller firmware version 05.41.5x.xx to enable the controller to be upgraded to controller firmware version 06.1x.xx.xx or later.
2. Firmware level 5.40.xx.xx and earlier provide support for EXP500 and EXP700 expansion enclosures only. Firmware version 06.1x.xx.xx or higher required for EXP710 support.

**Note:** Firmware version 06.10.11.xx and later provide Fibre Channel and SATA drive expansion enclosures intermix in the same DS4000 storage server support if the DS4000 FC/SATA intermix premium feature option is purchased. Contact your IBM representatives or reseller for more information.

3. Controller firmware versions regulate the function of any given Storage Manager client code version release. You might need to purchase the appropriate firmware upgrade or hardware option to enable the function of your particular Storage Manager client code version release. Storage subsystem firmware must be at version 04.00.02.xx or higher to be managed with Storage Manager versions 8.0, 8.2, 8.21, 8.3, 8.4, 8.41, 8.42, 9.1, or 9.12.

- This table associates all compatible controller firmware and management software versions for the various DS4000 Storage Server products. To ensure the highest level of compatibility and error-free operation, the controller firmware for all DS4000 Storage Server products should be at the latest firmware version for each DS4000 storage server model as indicated. For example, the FASiT500 storage server controller firmware should be at version 05.30.xx.xx or the DS4300 storage server with Turbo option controller firmware should be at version 06.1x.xx.xx (except for machine type 3526, for which the latest available firmware level is 04.01.xx.xx.) and the management software version should be version 09.12.xx.xx or higher.

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## Terms to know

If you are upgrading from a previous version of Storage Manager software, some of the terms you are familiar with have changed. It is important that you familiarize yourself with the new terminology. Table 5 provides a list of some of the changed terms. For further information on terminology, see the Help section of the Storage Manager Enterprise Management window, the Storage Subsystem Management window, or the glossary on page 185.

*Table 5. New terminology*

Term used in previous versions	New term
RAID module	Storage subsystem
Drive group	Array
Volume	Logical drive

It is important to understand the distinction between the following two terms when you read this document.

### Management station

A management station is a system that is used to manage the storage subsystem. You can attach it to the storage subsystem in either of the following ways:

- Through a TCP/IP Ethernet connection to the controllers in the storage subsystem
- Through a TCP/IP connection to the host-agent software that is installed on a host computer, which in turn is directly attached to the storage subsystem through the fibre-channel input/output (I/O) path

### Host computer

A host computer is a system that is directly attached to the storage subsystem through a fibre-channel I/O path. This system is used to perform the following tasks:

- Serve data (typically in the form of files) from the storage subsystem
- Function as a connection point to the storage subsystem for a remote-management station

### Notes:

- The terms host and host computer are used interchangeably throughout this document.
- A host computer can also function as a management station.

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## IBM DS4000 Storage Manager Version 9.12 software for Windows

**Note:** Servers with AMD AMD64 or Intel EM64T processor architecture have no Storage Manager 9.12 host software support when their operating system are written in AMD64 or EM64T native code. If the IA-32 version of the operating system is installed and is running in compatibility mode on the AMD64 or EM64T servers, then you can use the appropriate IA-32 software package.

Storage Manager Version 9.12 contains the following software components for Windows 2000 and Windows Server 2003:

- The following component installs on both the host and management station:
  - Storage Manager 9.12 Client (SMclient)
- The following components install only on the host:
  - Redundant Disk Array Controller (RDAC)
  - Storage Manager 9.12 Agent (SMagent)
  - Storage Manager 9.12 Utility (SMutil)

### Storage Manager 9.12 Client

The Storage Manager 9.12 Client (SMclient) component provides the graphical user interface (GUI) for managing storage subsystems. The SMclient contains two main components:

- **Enterprise Management.** You can use the Enterprise Management component to add, remove, and monitor storage subsystems within the management domain.
- **Subsystem Management.** You can use the Subsystem Management component to manage the components of an individual storage subsystem.

The Event Monitor is a separate program that is bundled with the SMclient. If installed, it monitors storage subsystems whenever the Enterprise Management window is closed. It runs continuously in the background and can send alert notifications in the event of a critical problem.

### Redundant disk array controller

The redundant disk array controller (RDAC) contains the multi-path device driver that is necessary to provide controller failover support when a component on the fibre-channel I/O path fails. For RDAC in Storage Manager 9 and higher, a maximum of four end-to-end fibre-channel paths from the host to the storage subsystems are supported.

### Storage Manager 9.12 Agent

The Storage Manager Agent (SMagent) provides a management conduit for the SMclient to configure and monitor the subsystem through the fibre-channel I/O path. The agent also provides local or remote access to the SMclient depending on whether the client is installed on the host or in a network management station over the TCP/IP network.

### Storage Manager 9.12 Utility

The Storage Manager 9.12 Utility (SMutil) dynamically defines and maps new logical drives to the operating system. This software package contains the following components:

- **hot\_add utility.** The hot\_add utility enables you to register newly created logical drives with the operating system. For more information, see “Using the hot\_add utility” on page 130.
- **SMdevices utility.** The SMdevices utility enables you to associate storage subsystem logical drives with operating-system device names. For more information, see “Using the SMdevices utility” on page 130.
- **SMrepassist utility.** The SMrepassist utility enables you to perform the following tasks:
  - Flush cached data before creating a FlashCopy or VolumeCopy.
  - This is a Windows-only utility. Unmount the file system when using other operating systems.

For more information, see “Using the SMrepassist utility” on page 131.

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## IBM DS4000 Storage Manager Version 9.12 software for NetWare

**Note:** Servers with AMD AMD64, Intel EM64T or Intel IA-64 processor architecture have no Storage Manager 9.12 host software support when their operating system are written in AMD64, EM64T or Intel IA-64 native code. If the IA-32 version of the operating system is installed and is running in compatibility mode on the AMD64 or EM64T servers, then you can use the appropriate IA-32 software package.

Storage Manager Version 9.12 contains the following software components for NetWare:

- The following components install on both the host and management station:
  - Storage Manager 9.12 Client (SMclient)
- The following components install only on the host:
  - LSIMPE.CDM

Versions of this component appear on the latest IBM fibre channel HBA device driver for NetWare, on Novell NetWare Support Packs and on the Novell web site. Always select the latest version of this component for use. Download this software component from the following Web site:  
support.novell.com

IBM recommends managing the DS4000 storage server using the direct (out-of-band) method in a Novell Netware environment.

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## IBM DS4000 Storage Manager Version 9.12 software for Linux

**Note:** Two Linux operating system DS4000 Storage Manger 9.12 packages are made available on the product CD and Internet site. These packages are for servers with Intel architecture 32-bit (IA-32) or 64-bit (IA-64) processors only. Servers with AMD AMD64 or Intel EM64T processor architecture have no Storage Manager 9.12 host software support when having installed operating system written in AMD64 or EM64T native code. If the IA-32 version of operating system is installed in the AMD64 or EM64T servers, then you can use the appropriate IA-32 host software package.

Storage Manager Version 9.12 contains the following software components for Linux:

- The following components install on both the host and management station:

- Storage Manager 9.12 Runtime (SMruntime)  
This component contains the Java JRE for other software packages.
  - Storage Manager 9.12 Client (SMclient)  
This component is necessary if you intend to manage the storage subsystem from a host computer or a management station.
  - If you choose Linux RDAC as the failover multipath driver for logical drives that are created on DS4000 storage servers that have controller firmware 05.4x.xx.xx and later installed. The following components install only on the host:
    - Storage Manager 9.12 Utility (SMutil)  
This component packaged with the SMclient package contains the hot\_add and SMdevices utilities.
    - Storage Manager 9.12 RDAC (SMRDAC)  
This component provides multipath failover/failback capability.
    - Storage Manager 9.12 Agent (SMagent)  
This component is necessary if you intend to use the host-agent (in band) management method. It requires that you first install RDAC.
- Note:** If you have logical drives that are created on DS4000 storage servers that have controller firmware 05.3x.xx.xx and earlier installed, you must use the Fibre Channel HBA failover device driver as the multipath driver.
- If you choose the Fibre Channel HBA failover driver as the multipath failover/failback driver, the following components install only on the host:
    - Storage Manager 9.12 Utility (SMutil)
    - DS4000 Management Suite Java™ (FAST MSJ)  
This component is optional if you installed RDAC to provide FC HBA diagnostic functions. It is required if you did not install RDAC. It is necessary to configure the LUN failover/failback path information for the Linux fibre channel Host Bus Adapter failover device drivers.
    - IBM FAST MSJ QLremote agent

---

## Storage subsystem management methods

Storage Manager software provides the following two methods for managing storage subsystems:

- The host-agent (in-band) management method
- The direct (out-of-band or Ethernet) management method

**Note:**

- You must make direct (out-of-band) management connection to the DS4000 Storage Server in order to obtain the correct host type. The correct host type will allow the DS4000 Storage Server to configure itself properly for the operating system of the host server. After you do so, and depending on your particular site requirements, you can use either or both management methods. The management methods you select will determine where you will need to install the software components.
- To optimize DS4000 Storage Server management availability and access, IBM recommends that you configure both host-agent (in-band) and direct (out-of-band) management connections. In such an arrangement, should either connection type fail, you should still be able to manage your storage server using the other connection.
- If you establish management connections from multiple management stations or hosts to the same DS4000 Storage Servers, it is best practice to have only one active management connection to the DS4000 Storage Server at a time, even though IBM supports up to eight simultaneous active management sessions to a given DS4000 Storage Server.
- Storage Manager 9.12 supports only the direct (out-of-band) management method for use with the Linux operating system when no Linux RDAC is used.

## Host-agent (in-band) management method

When you use the host-agent (in-band) management method, you manage the storage subsystems through the fibre-channel I/O path to the host. The management information can either be processed in the host or passed to the management station through the network connection, as shown in Figure 2 on page 15.

Managing storage subsystems through the host-agent has the following advantages:

- Ethernet cables do not need to be run to the controllers.
- A Dynamic Host Configuration Protocol/Bootstrap Protocol (DHCP/BOOTP) server is not needed to connect the storage subsystems to the network.
- The controller network configuration tasks that are described in Chapter 2, “Preparing for installation,” on page 47, do not need to be performed.
- A host name or IP address must only be specified for the host instead of for the individual controllers in a storage subsystem. Storage subsystems that are attached to the host are automatically discovered.

Managing storage subsystems through the host-agent has the following disadvantages:

- The host-agent requires a special logical drive, called an *access logical drive*, to communicate with the controllers in the storage subsystem. Therefore, you are limited to configuring one less logical drive than the maximum number that is allowed by the operating system and the host adapter that you are using.
- If the connection through the fibre channel is lost between the host and the subsystem, the subsystem cannot be managed or monitored.

**Note:** The access logical drive is also referred to as the *Universal Xport Device*.

**Important:** If your host already has the maximum number of logical drives configured, either use the direct-management method or give up a logical drive for use as the access logical drive. For more information, see “Number of supported logical drives” on page 45.

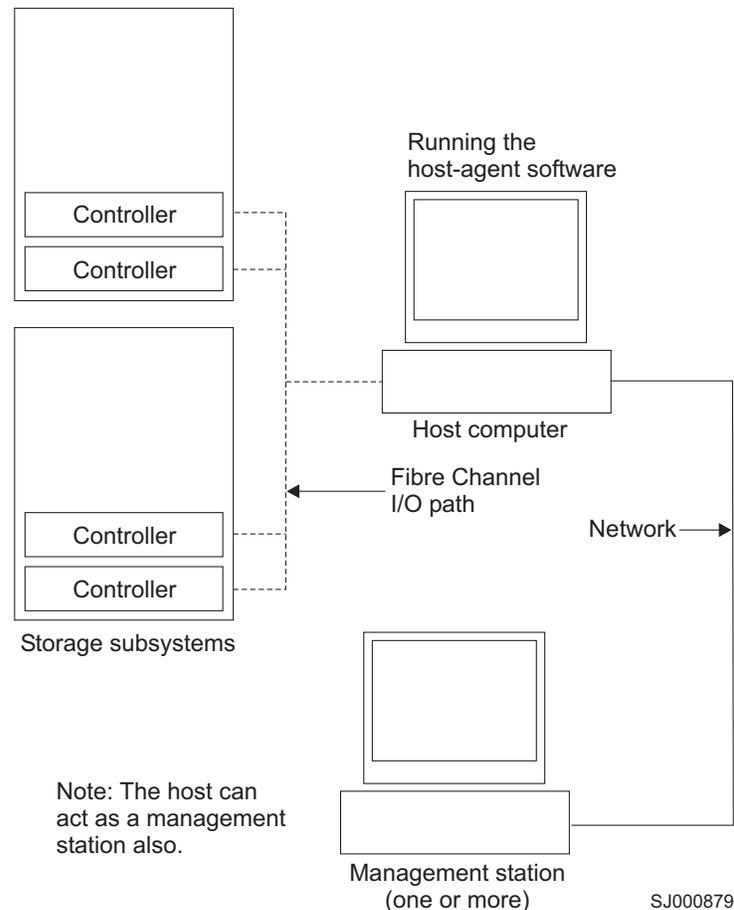


Figure 2. Host-agent (in-band) managed storage subsystems

### Required host-agent (in-band) management activities

Perform the following activities to establish host-agent (in-band) management connections.

1. Make fibre channel connections between the DS4000 and host server.
2. Follow instructions located at “Preparing a network installation” on page 50 for host-managed systems. Install TCP/IP on the host server and establish a host IP address.
3. Install the HBA device driver, SMRuntime (if required), SMclient, RDAC, and SMagent on the host server.
4. Make sure that the Storage Manager Agent Service starts successfully.
5. Open the SMclient Enterprise window and add the IP address of the host server to the management domain. All DS4000 devices recognized by the host server will be displayed in the management window.

#### Key installation requirements:

1. Fibre channel HBA device driver

2. RDAC installation prior to SMagent (depending on your operating system)
3. SMagent installation and the Storage Manager Agent Service starts successfully

## Direct-management (out-of-band) method

When you use the direct-management (out-of-band) method, you manage storage subsystems directly over the network through a TCP/IP Ethernet connection to each controller. To manage the storage subsystem through the Ethernet connections, you must define the IP address and host name for each controller. Each of the storage subsystem controllers must be connected, through a cable connected to the RJ-45 connector, to an Ethernet network, as shown in Figure 3 on page 18.

Managing storage subsystems using the direct-management (out-of-band) method has the following advantages:

- The Ethernet connections to the controllers enable a management station running SMclient to manage storage subsystems that are connected to a host running any of the operating systems that Storage Manager 9.12 supports.
- An access logical drive is not needed to communicate with the controllers. You can configure the maximum number of logical drives that are supported by the operating system and the host adapter that you are using.
- You can manage and troubleshoot the storage subsystem when there are problems with the fibre-channel links.

Managing storage subsystems using the direct-management (out-of-band) method has the following disadvantages:

- You need two Ethernet cables to connect the storage subsystem controllers to a network.
- When adding devices, you must specify an IP address or host name for each controller.
- Network preparation tasks are required and you might need a DHCP/BOOTP server. For a summary of the preparation tasks, see Chapter 2, “Preparing for installation,” on page 47.

**Important:** To avoid DHCP/BOOTP server and network tasks, use the controller default TCP/IP addresses or assign static IP addresses to the controller.

- Storage subsystem controllers with firmware version 05.00.xx.xx or higher have the following default settings.

Controller	IP address	Subnet mask
A	192.168.128.101	255.255.255.0
B	192.168.128.102	255.255.255.0

**Important:**

1. If the DS4000 storage subsystem controllers have firmware version 05.4x.xx.xx or higher, you can use the DS4000 Storage Manager Client Program to change the controller default TCP/IP address. In order to change the DS4000 storage subsystem controller default TCP/IP address, you must make a direct management connection to the storage subsystem using the default TCP/IP addresses. In the Subsystem Management window of the DS4000 storage subsystem that you want to define new controller TCP/IP addresses, right click on the controller icon and select **Change -> Network Configuration** from the pull-down menu. When the **Change Network Configuration** window opens, enter the appropriate TCP/IP address

information for both controller A and B by select the appropriate controller tab in the window. Click **OK** to apply the new TCP/IP address.

**Important:** Make sure that the new TCP/IP address information is correct because you will not be able to make direct management connection to the storage subsystem again via the controller default TCP/IP addresses once they are changed to different values. Close the **Subsystem Management** window, delete the storage subsystem entry in the **Enterprise Management** window with the default TCP/IP addresses, wait about five minutes and re-establish management connection to the storage subsystem using the new TCP/IP addresses.

**Note:** You may want to ping the new addresses first to make sure that there is a good network connections to the controllers before adding the storage subsystem into the Enterprise management window.

2. You must make a direct management connection to the storage server using the default IP addresses before you can change them.
- If you are not able to use the controller default TCP/IP address to assign the static TCP/IP address, see the IBM support Web site at:  
[www.ibm.com/pc/support/](http://www.ibm.com/pc/support/)  
Refer to Retain Tip #H171389 Unable To Setup Networking Without DHCP/BOOTP.

Figure 3 on page 18 shows a system in which storage subsystems are managed by using the direct-management (out-of-band) method.

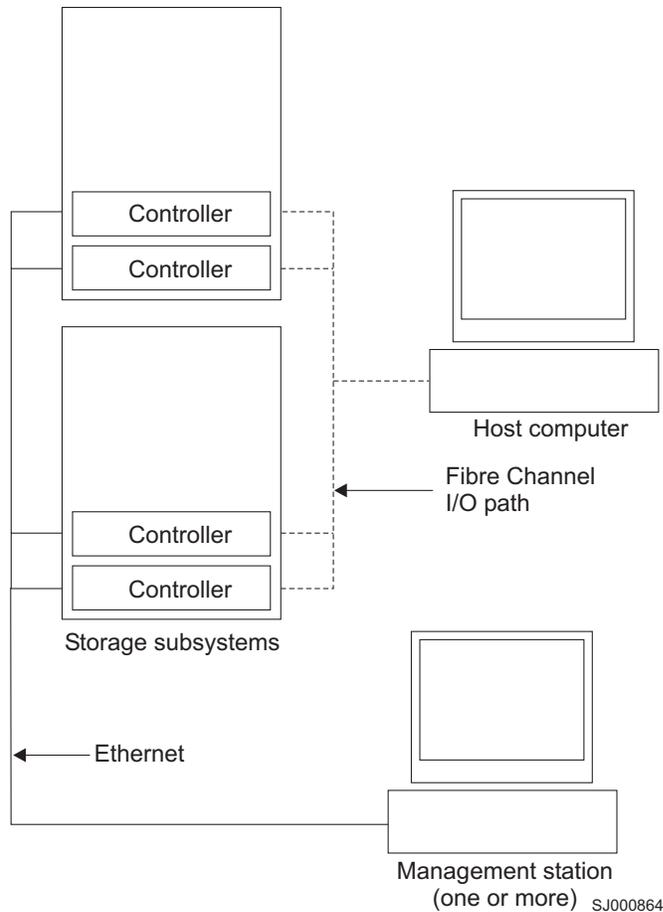


Figure 3. Direct-management (out-of-band) storage subsystems

### Required direct-management (out-of-band) management activities

1. Make Ethernet connections between the DS4000 and the Ethernet network.
2. Follow instructions located at “Preparing a network installation” on page 50 for directly managed systems. Assign IP addresses to the DS4000 controllers.
3. Install SMruntime (if required) and SMclient .
4. Open the GUI and add the IP addresses for the DS4000 controllers (A and B). If you have multiple DS4000 storage subsystems, add the IP address of each to the domain.

---

## Reviewing a sample network

Figure 4 on page 19 shows an example of a network that contains both a directly-managed storage subsystem (Network A) and a host-agent-managed storage subsystem (Network B).

**Directly-managed storage subsystem:** Network A is a directly-managed storage subsystem. Network A contains the following components:

- A DHCP/BOOTP server
- A network management station (NMS) for Simple Network Management Protocol (SNMP) traps

- A host that is connected to a storage subsystem through a fibre-channel I/O path
- A management station that is connected by an Ethernet cable to the storage subsystem controllers

**Note:** If the controllers static TCP/IP addresses or default TCP/IP addresses are used, you do not need to setup the DHCP/BOOTP server.

**Host-agent-managed storage subsystem:** Network B is a host-agent-managed storage subsystem. Network B contains the following components:

- A host that is connected to a storage subsystem through a fibre-channel I/O path
- A management station that is connected by an Ethernet cable to the host computer

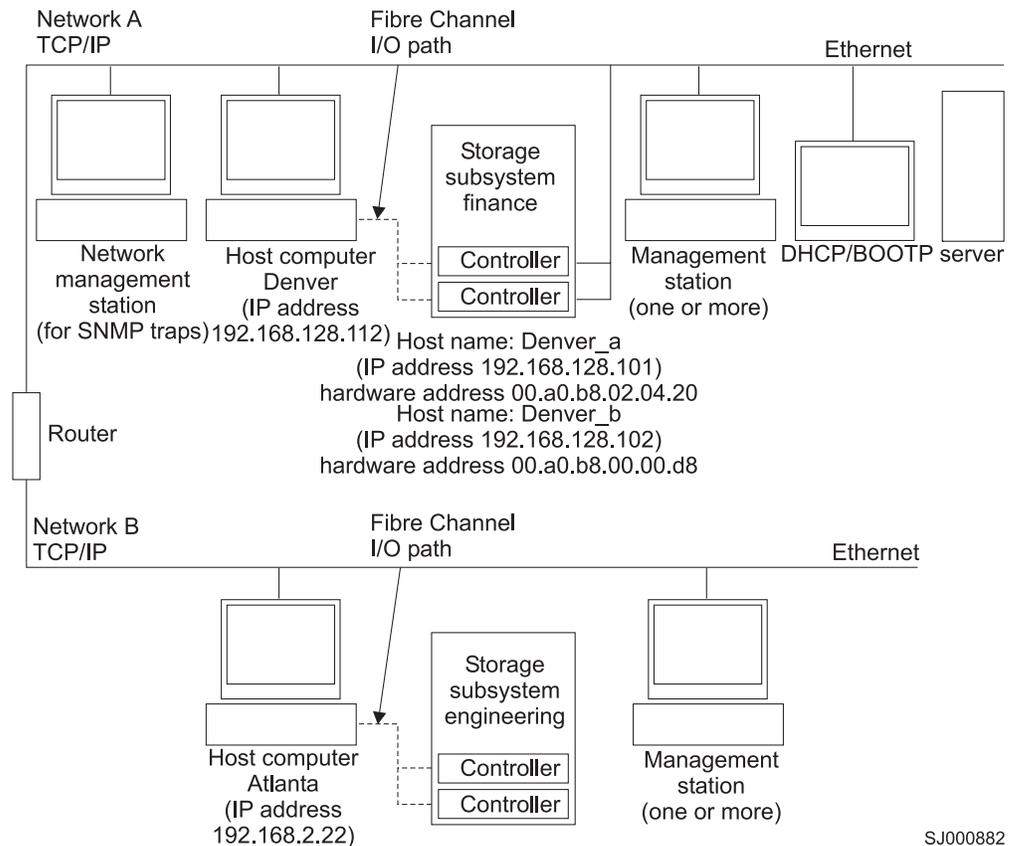


Figure 4. Sample network using directly-managed and host-agent managed storage subsystems

## Installation process diagram

Figure 5 on page 20 through Figure 10 on page 25 provide an overview of the installation process.

### DS4000 hardware and Storage Manager software installation process

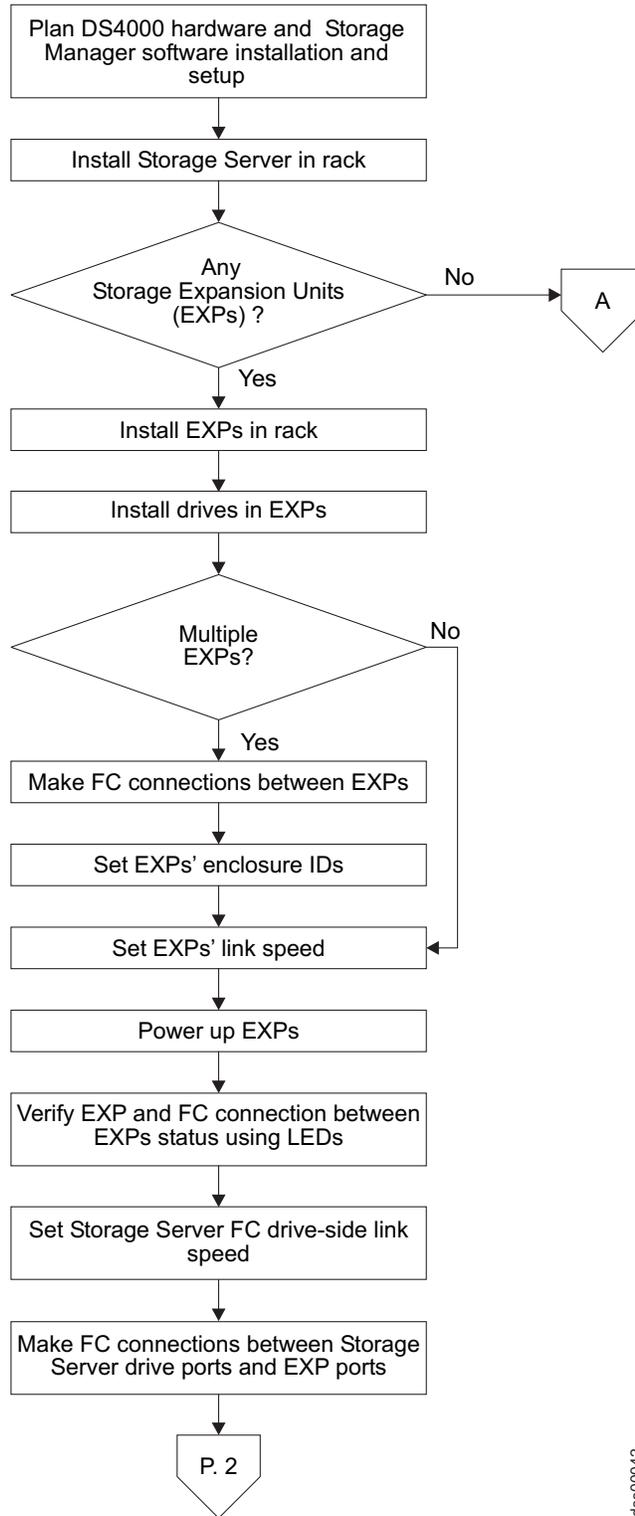
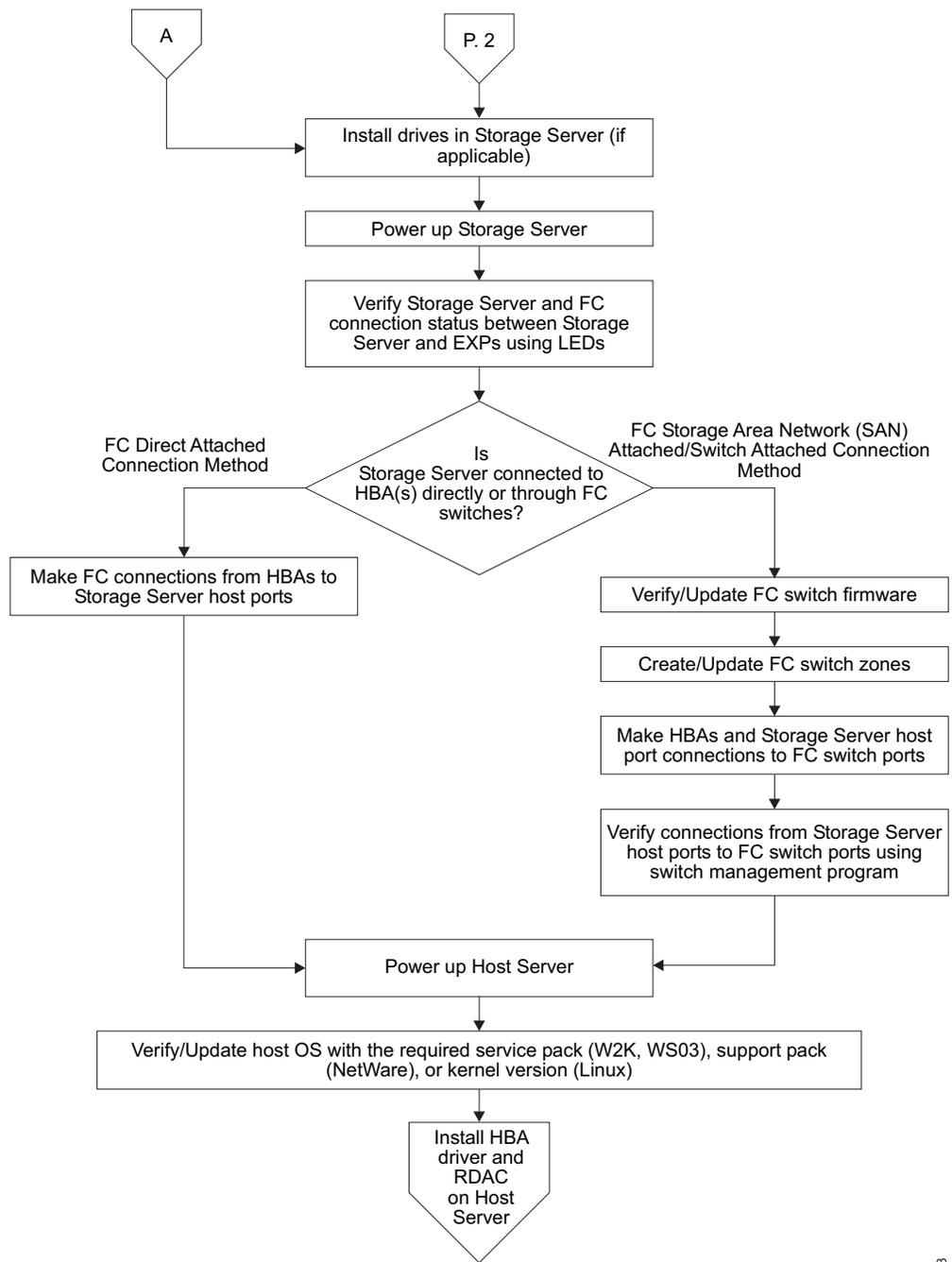


Figure 5. Installation process (part 1 of 6)

dss00042



ds-s00043

Figure 6. Installation process (part 2 of 6)

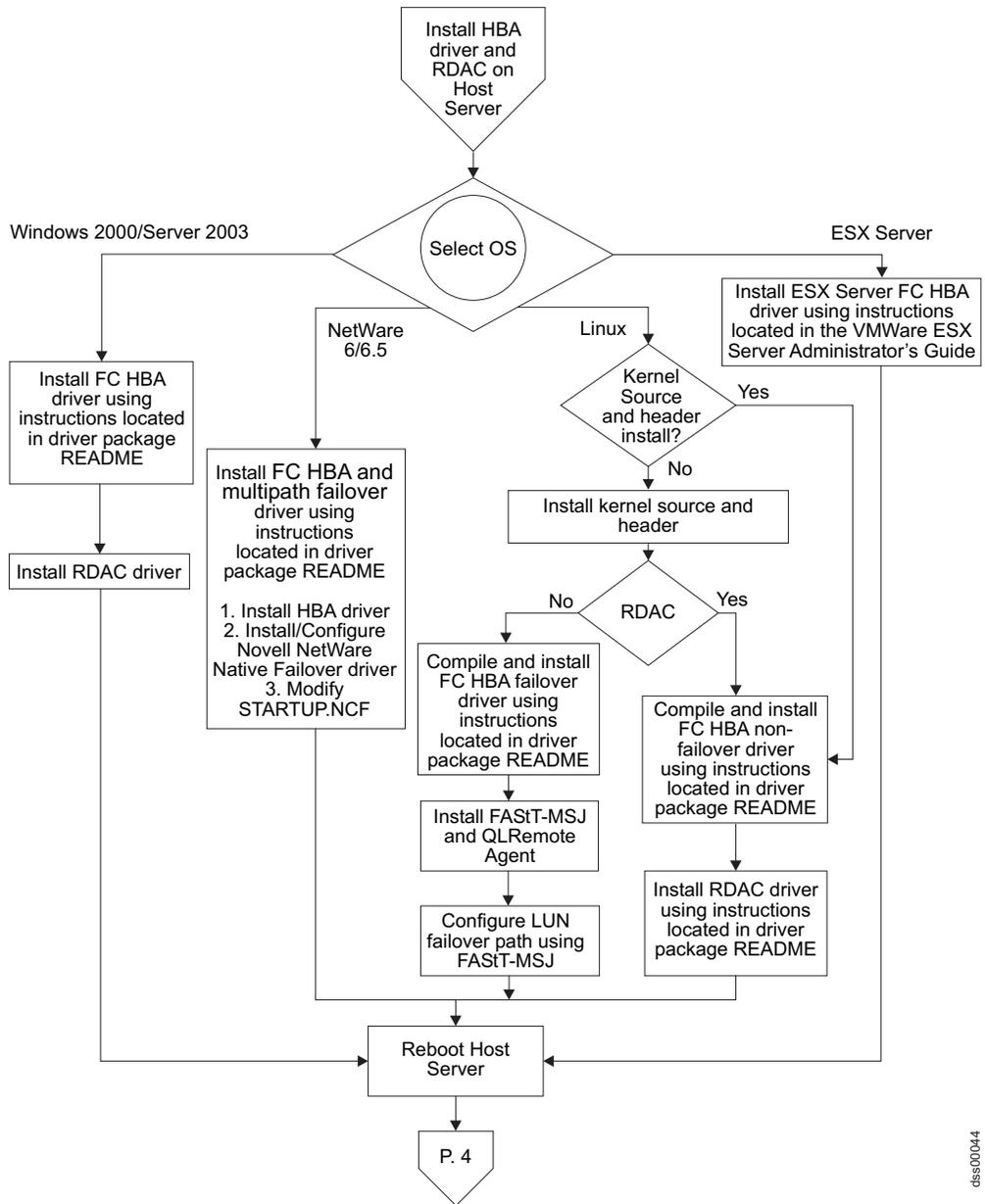


Figure 7. Installation process (part 3 of 6)

ds00044

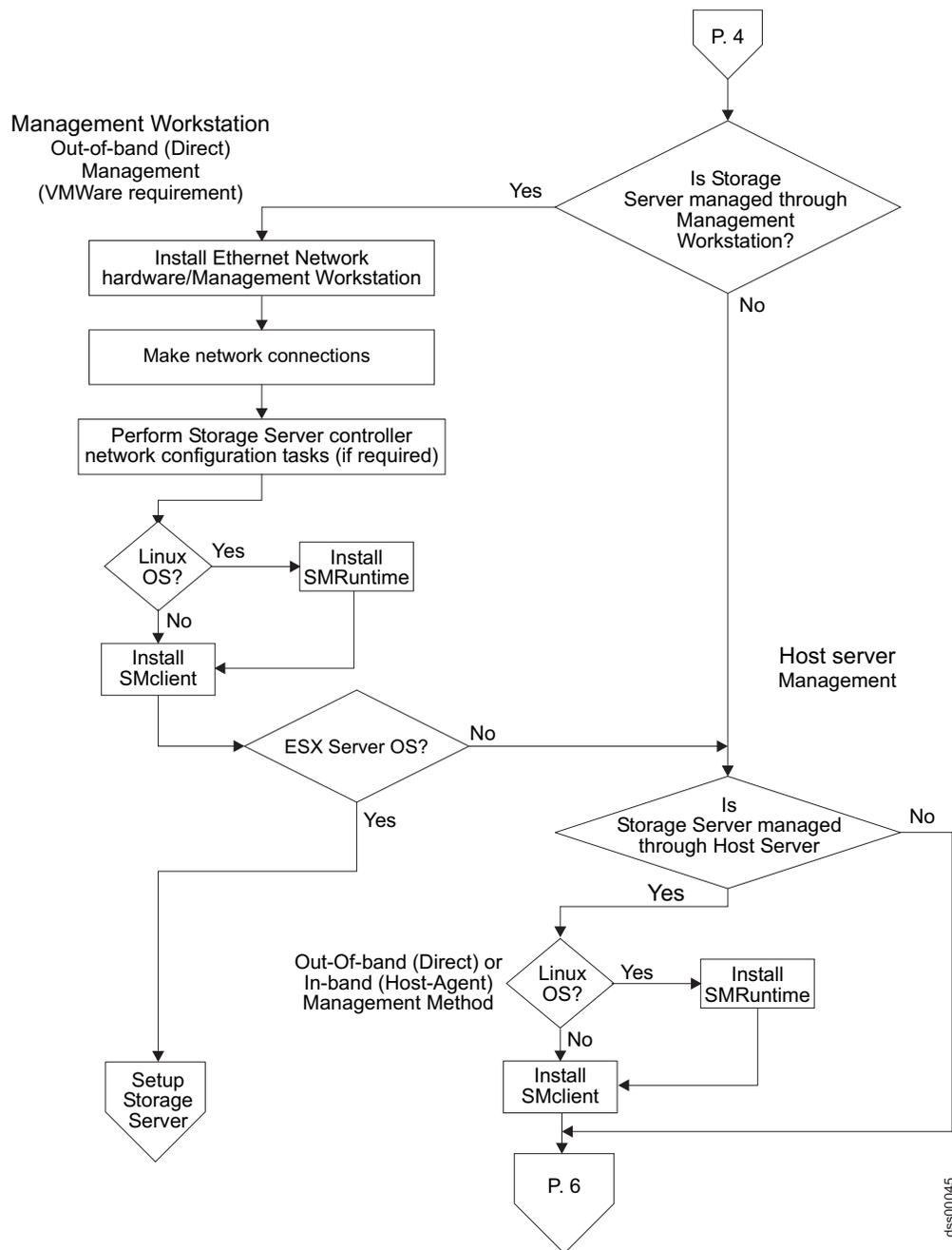


Figure 8. Installation process (part 4 of 6)

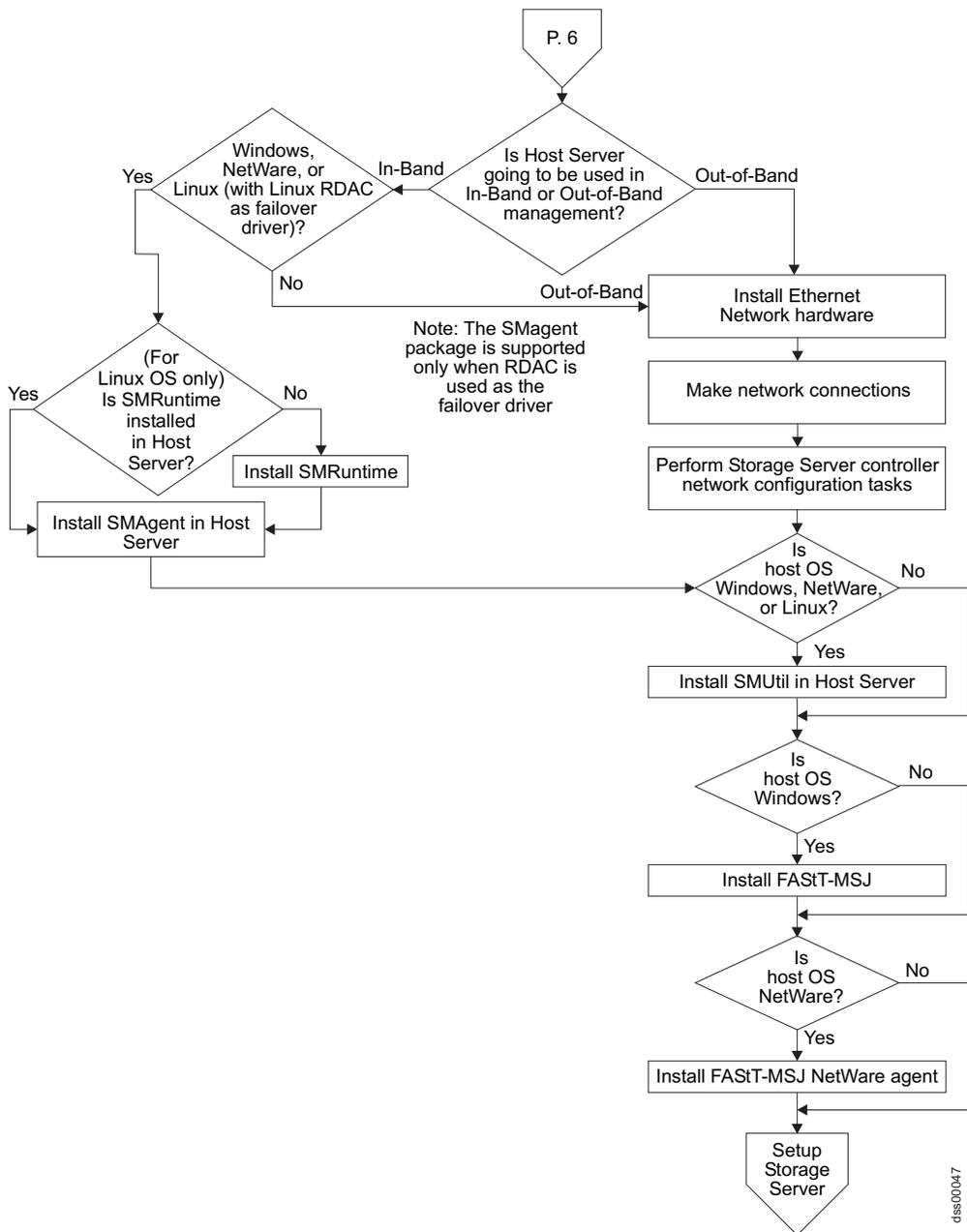


Figure 9. Installation process (part 5 of 6)

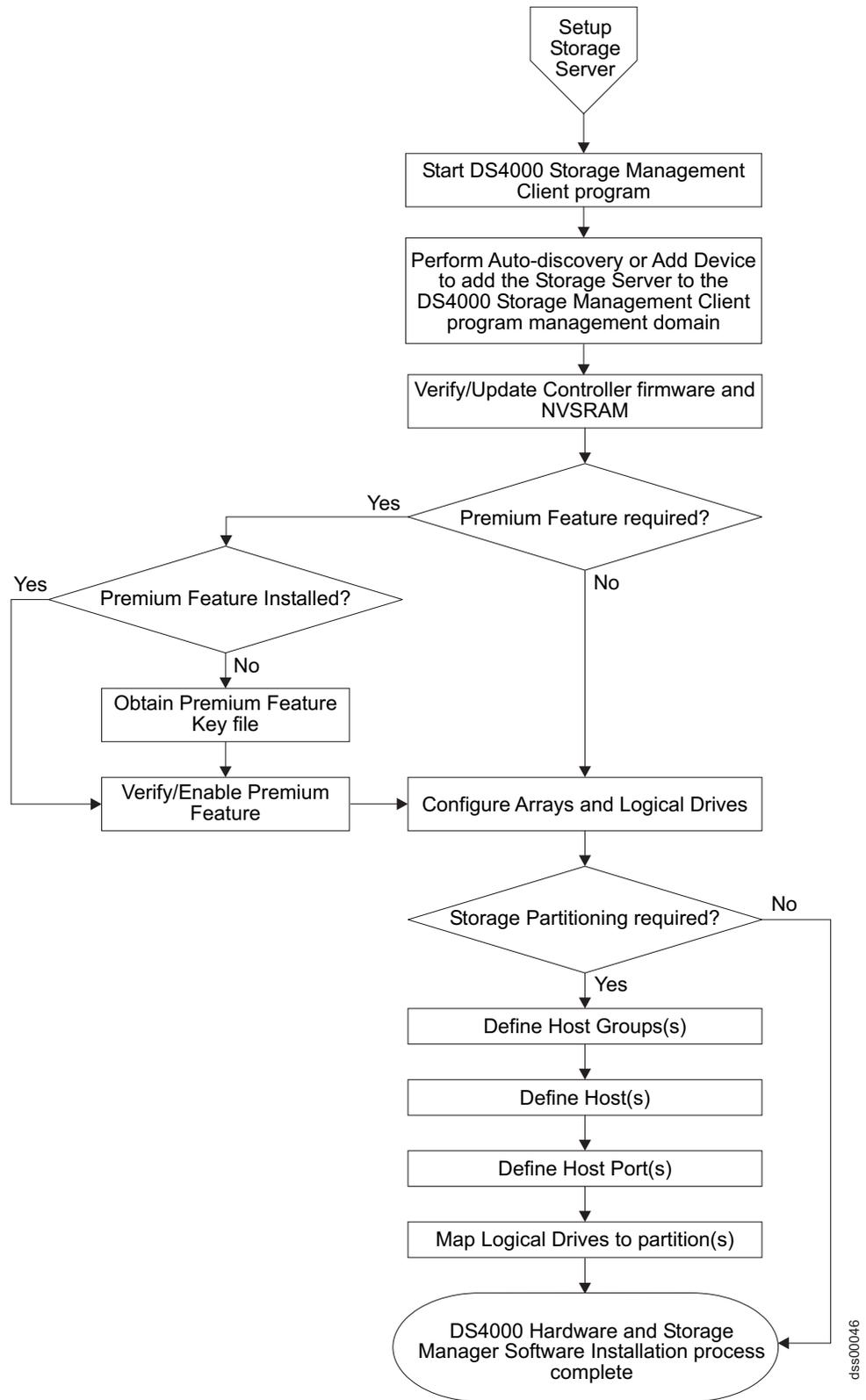


Figure 10. Installation process (part 6 of 6)

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## Where to install software components

How you manage the storage subsystems determines where you must install the various software components.

### Management stations

You must install the following software components on each management station:

- SMclient
- SMruntime (for Linux only)

### Host computers

You must install the following software components on each host computer:

- RDAC (for Linux, Windows 2000, and Windows Server 2003 only)  
**Attention:** Linux RDAC is supported only when the DS4000 storage servers have controller firmware version 05.4x.xx.xx and later installed.
- SMutil (for NetWare, Linux, Windows 2000, and Windows Server 2003 only)
- LSIMPE.com (for NetWare only)
- IBM FAStT MSJ and QLRemote agent (for Linux only, if Linux RDAC is not installed)

**Note:** See “Linux RDAC installation” on page 99 for detailed Linux RDAC installation instructions. This information is also available in a readme available at:

<http://www.ibm.com/servers/storage/support/disk/>

Once on that page, click on the link for your DS4000 storage server model. When the Support web page for your storage server opens, click on the **Download** tab → **Current recommended Firmware (v6.1) and Storage Manager (v9.10)**. The readme file can be found by going to the IBM FAStT Storage Manager v9.10 Fibre Channel table, then click on the **v9.10** link in the **Current Version** column for the *IBM TotalStorage FAStT Linux RDAC Software Package*.

Depending on how you intend to manage the storage subsystems, you might need to install the following additional host software components:

- SMruntime (for Linux only)
- SMclient
- SMagent (for Linux [if Linux RDAC is used], Windows 2000, Windows Server 2003, and NetWare only)

**Note:** Install the SMagent on a host computer if you intend to manage the storage subsystems using the host-agent management method.

You must install the SMclient on a host computer if you intend the host computer to act as a management station. If the host computer is not connected to a network, you must install TCP/IP software and assign an IP address.

---

## Creating a SAN-attached configuration

Use the following procedure to create a SAN-attached configuration.

## Requirements

- Multiple HBAs within the same server must be unable to "see" the same DS4000 controller port.
- Each HBA and controller port must be in its own fabric zone, if they are connecting through a single switch, such as a 2109-F16.

See the documentation provided by the switch manufacturer for more information about zoning. Multiple DS4000 devices can be configured to the same set of HBAs through a fibre-channel switch.

Complete the following steps to set up a SAN-attached configuration:

1. Connect the HBAs to the switch or switches.
2. Connect the DS4000 storage subsystems to the switch or switches.
3. Set and enable the required zones on the fibre channel switch or switches, if applicable.

**Note:** For information about zoning and enabling zones, see the documentation that is provided by the switch manufacturer.

4. Configure and verify the configuration.

---

## Connecting HBAs in a FC switch environment

When connecting fibre channel host bus adapters in host servers to DS4000 Storage Server host ports in a fibre channel switch environment, IBM recommends that you establish one-to-one zones between the HBA and DS4000 host ports.

For instructions on how to set up a zone inside a fibre channel switch, see your fibre channel switch's installation and user's guide.

**Note:** You can find links to switch documentation at the following Web site:

[www.ibm.com/servers/storage/support/san/index.html](http://www.ibm.com/servers/storage/support/san/index.html)

Figure 11 on page 28 illustrates a sample configuration consisting of two host servers, each with two fibre channel host bus adapters, each of which are connected to a DS4000 Storage Server host port through a fibre channel switch.

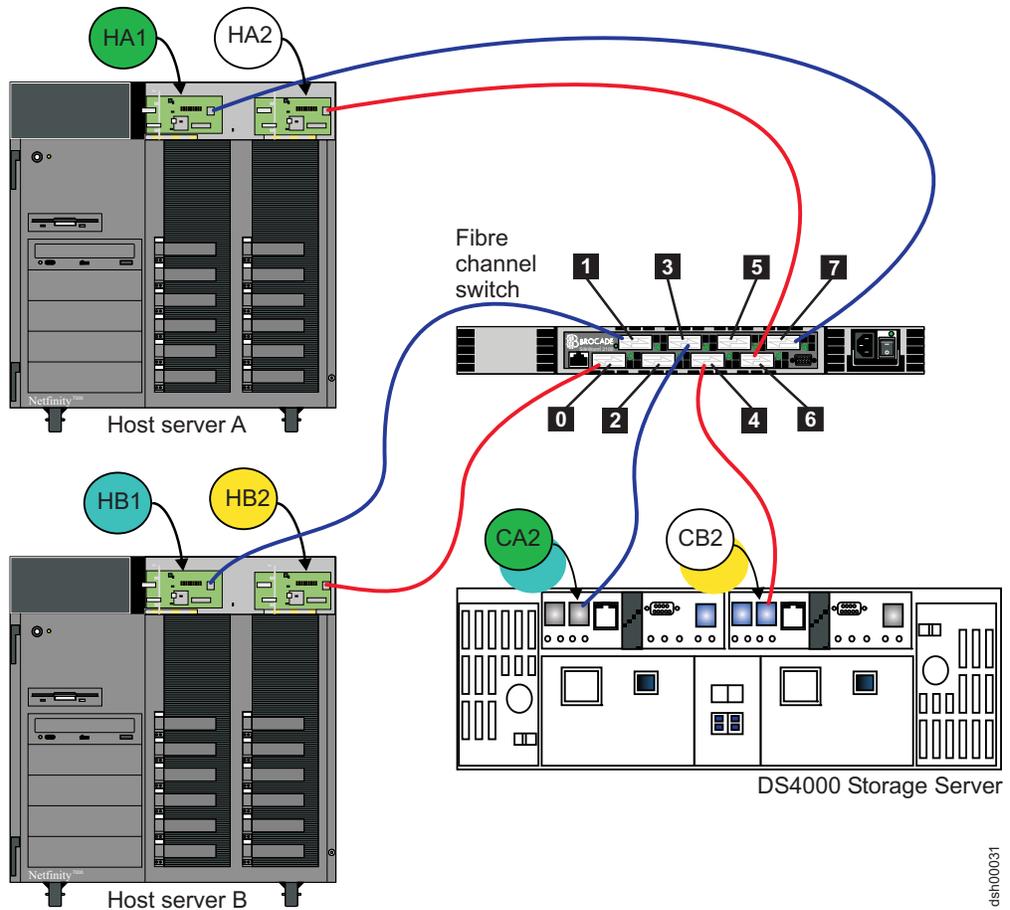


Figure 11. Fibre channel fabric switch environment connecting host servers to a DS4000 Storage Server

Legend:				
Controller	Zone	Port	Connection to and from	Description
A	1	<b>7</b> <b>3</b>	HA1 CA2	This will zone the fibre channel HBA port HA1 in host server A to port 2 of the DS4300 Storage Server controller A.
	2	<b>1</b> <b>3</b>	HB1 CA2	This will zone the fibre channel HBA port HB1 in host server B to port 2 of the DS4300 Storage Server controller A.
B	3	<b>6</b> <b>4</b>	HA2 CB2	This will zone the fibre channel HBA port HA2 in host server A to port 2 of the DS4300 Storage Server controller B.
	4	<b>0</b> <b>4</b>	HB2 CB2	This will zone the fibre channel HBA port HB2 in host server B to port 2 of the DS4300 Storage Server controller B.

## Configuration types

You can install Storage Manager 9.12 in either of the two following configurations:

- Standard (noncluster) configuration
- Cluster server configuration
  - Although there is currently no support for Linux cluster server configurations, you can contact IBM for updates regarding availability of such support in the future.
  - Illustrations of cluster server configurations that follow do not pertain to NetWare or Linux.

### Standard (non-cluster) configuration

Figure 12 shows a sample standard (non-cluster) configuration.

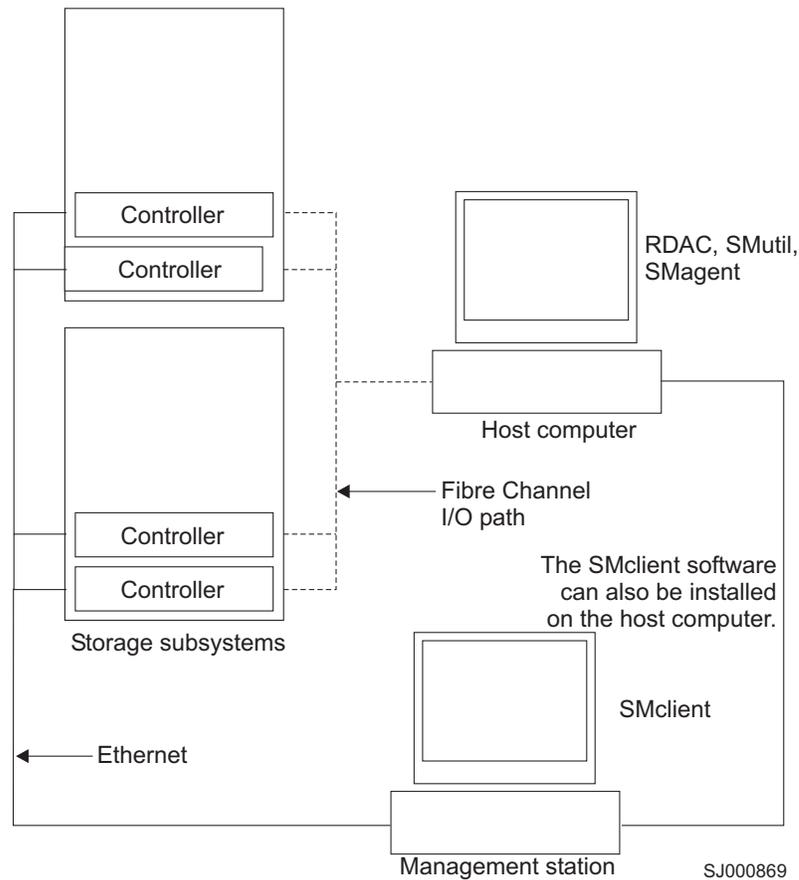


Figure 12. Sample standard (non-cluster) configuration

# Cluster server configuration for Windows and NetWare

Figure 13 shows a sample cluster server configuration.

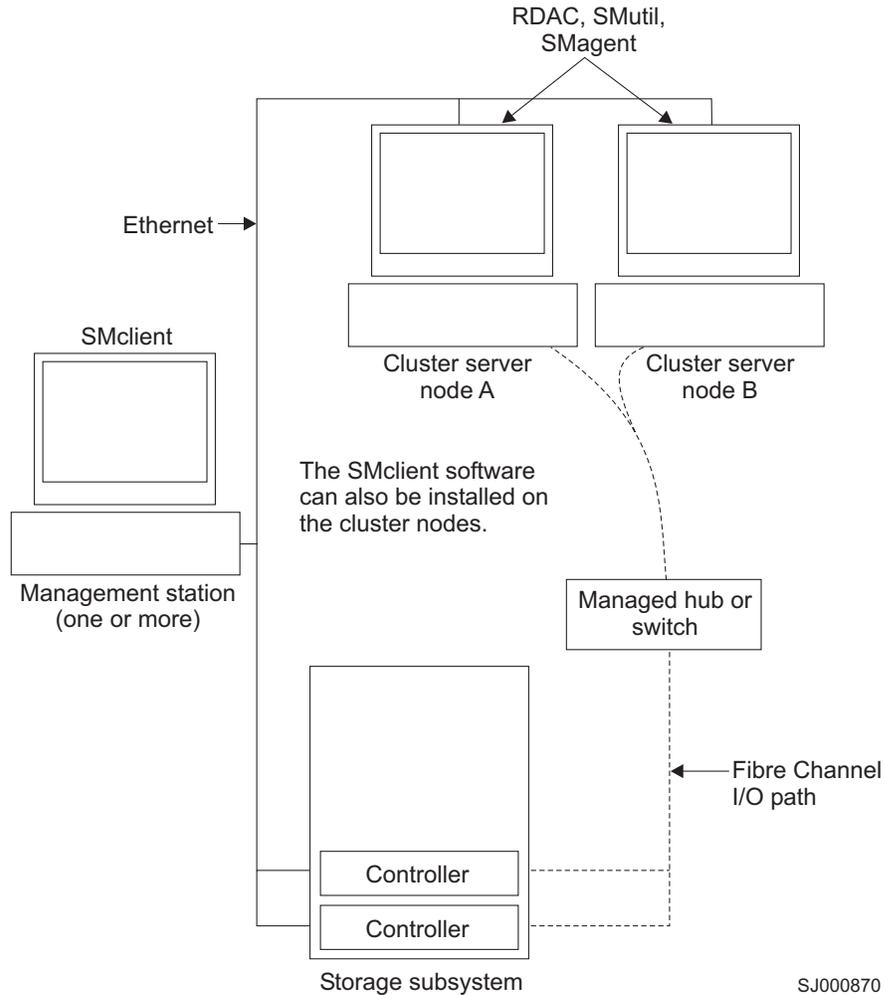


Figure 13. Sample cluster server configuration

## Installation types

You can install Storage Manager software in either of the following types of hardware environments:

- **New storage subsystem environment.** Use this hardware environment if you are installing the IBM TotalStorage DS4000 Fibre Channel Storage Server using firmware 06.12.xx.xx and you will manage storage subsystems using Storage Manager 9.12.
- **Existing storage subsystem environment.** If you are installing Storage Manager software in an environment with existing storage subsystems, see Table 6 on page 32 for your installation options.

**Notes:**

1. Where you are instructed in the following table to uninstall Storage Manager software, be sure to uninstall the management software on all management systems or hosts that have access to the storage subsystem that has firmware 06.12.xx.xx. The Storage Manager 9.12 RDAC has new functionality and

| features and it is compatible with older versions of firmware. To ensure the  
| highest level of compatibility and error-free operation, install the Storage  
| Manager 9.12 RDAC on all host computers that have disks defined on storage  
| subsystems that have firmware level 06.12.xx.xx.

- | 2. Because uninstallation and installation of RDAC in Windows operating systems  
| requires system reboot, it is possible to install all other components of Storage  
| Manager 9.12, except RDAC, so that you can download the new firmware  
| version (06.12.xx.xx) to the storage subsystem and manage it. Schedule an  
| RDAC installation as soon as possible to ensure error-free operation and the  
| highest level of compatibility.
- | 3. Controller firmware version 05.42.xx.xx is associated only with the IBM  
| TotalStorage DS4100 Storage Server. Do not load this controller firmware  
| version on any other DS4000 Storage Server.

Table 6. Configurations for existing storage subsystems

Current environment	Planned environment	Action
<p>Existing DS4400 and DS4500 (machine type 1742) storage subsystems with controllers that have firmware versions 05.00.xx.xx, 05.2x.xx.xx, 05.3x.xx.xx, 05.4x.xx.xx or 06.10.xx.xx</p> <p>Existing DS4300 storage subsystems (machine type 1722 — Turbo Option model) with controllers that have firmware version 05.4x.xx.xx</p> <p>Existing DS4300 storage subsystems (machine type 1722 - Standard/Base Option model) with controllers that have firmware version 05.34.xx.xx or 05.4x.xx.xx</p> <p>Existing DS4100 storage subsystems (machine type 1724 - Standard/Base Option model) with controllers that have firmware version 05.42.xx.xx</p>	<p>Firmware version 06.12.xx.xx</p> <p>Storage Manager 9.12.</p> <p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. For FC/SATA intermix support behind a DS4000 storage subsystem, the FC/SATA intermix premium feature option is purchased and the targeted DS4000 model is in the FC/SATA intermix premium feature support list.</li> <li>2. Firmware version 06.10.11.xx and later supports the intermix of both fibre channel expansion enclosures (EXP700 and EXP710) and SATA expansion enclosures (EXP100) behind a DS4000 storage subsystem if the above requirements are met.</li> <li>3. Firmware version 06.1x.06.xx and later supports both fibre channel expansion enclosures (EXP700 and EXP710) and SATA expansion enclosures (EXP100) without the need of the FC/SATA intermix premium feature key as long as the fibre channel and SATA expansion enclosures are not intermixed behind a DS4000 storage subsystem. The target DS4000 must be in the supported list for that particular expansion enclosures.</li> </ol>	<ol style="list-style-type: none"> <li>1. Uninstall Storage Manager 8.4x or 9.10. See “Uninstalling storage management software components” on page 132 for more information.</li> <li>2. Install Storage Manager 9.12. See “New installation process” on page 67 for more information.</li> <li>3. Discover the storage subsystems. See “Performing an initial automatic discovery of storage subsystems” on page 109 for more information.</li> <li>4. Download firmware and NVSRAM version 06.12.xx.xx. See “Downloading controller, NVSRAM, ESM firmware” on page 114 for more information.</li> </ol> <p><b>Note:</b> To incorporate SATA hardware in an existing DS4300 Turbo, DS4400, or DS4500 storage subsystem with controller firmware 05.40.xx.xx or earlier installed, do not use the controller firmware version 05.41.xx.xx, just upgrade the storage subsystem with controller firmware 06.12.xx.xx, apply the FC/SATA intermix premium feature key and then connecting in the new EXP100 drive expansion enclosures.</p> <p><b>Note:</b> Always add new hardware to an existing configuration while it is powered on and is in optimal condition.</p>

Table 6. Configurations for existing storage subsystems (continued)

Current environment	Planned environment	Action
Existing FASt500 (machine type 3552) storage subsystems with controllers that have firmware version levels 04.00.xx.xx through 05.3x.xx.xx	Firmware version level 05.3x.xx.xx  Storage Manager 9.12. <b>Note:</b> Firmware version level 05.4x.xx.xx or higher does not support machine type 3552.	<ol style="list-style-type: none"> <li>1. Uninstall previous Storage Manager version. See “Uninstalling storage management software components” on page 132 for more information.</li> <li>2. Install Storage Manager 9.12. See “New installation process” on page 67 for more information.</li> <li>3. Discover the storage subsystems. See “Performing an initial automatic discovery of storage subsystems” on page 109 for more information. If the current controller firmware version number starts with “4.”, go to the DS4000 technical support Web site listed on page xx to download firmware level 04.01.02.30 or higher and its matching NVSRAM.  <b>Important:</b> The storage subsystem controllers must be at firmware level 04.01.02.30 or higher before you download firmware level 05.3x.xx.xx and NVSRAM to the controllers.</li> <li>4. If the current controller firmware version number starts with “4.”, download firmware level 04.01.02.30 or higher and its associated NVSRAM. See “Downloading controller, NVSRAM, ESM firmware” on page 114 for more information.</li> <li>5. Download the latest firmware and NVSRAM version 5.3x.xx.xx from the IBM Web site. See “Downloading controller, NVSRAM, ESM firmware” on page 114 for more information.</li> </ol>

Table 6. Configurations for existing storage subsystems (continued)

Current environment	Planned environment	Action
<p>Existing FAStT200 storage subsystems (machine type 3542) with controllers that have firmware versions 04.00.02.xx through 05.3x.xx.xx</p>	<p>Firmware version 5.3x.xx.xx</p> <p>Storage Manager 9.12.  <b>Note:</b> Firmware version 05.4x.xx.xx or higher does not support machine type 3542.</p>	<ol style="list-style-type: none"> <li>1. Uninstall the previous Storage Manager software. See “Uninstalling storage management software components” on page 132 for more information.</li> <li>2. Install Storage Manager 9.12. See “New installation process” on page 67.</li> <li>3. Discover storage subsystems. See “Performing an initial automatic discovery of storage subsystems” on page 109 for more information. If the current controller firmware version number starts with “4.”, go to the DS4000 technical support Web site listed on page xx to download the level 04.01.02.30 or higher firmware and matching NVSRAM.  <b>Important:</b> The storage subsystem controllers must be at firmware level 04.01.02.30 or higher before you download firmware level 05.3x.xx.xx and NVSRAM to the controllers.</li> <li>4. Download firmware level 04.01.02.30 or higher and its associated NVSRAM. See “Downloading controller, NVSRAM, ESM firmware” on page 114 for more information.</li> <li>5. Download firmware and NVSRAM version 5.3x.xx.xx. See “Downloading controller, NVSRAM, ESM firmware” on page 114 for more information.</li> </ol>
<p>Existing DS4100 storage subsystems with single controller option (machine type 1724) with controllers that have firmware version 05.42.xx.xx</p> <p>Existing DS4300 storage subsystems with single controller option (machine type 1722) with controllers that have firmware version 05.34.xx.xx</p>	<p>Firmware version 5.42.xx.xx for DS4100 Single Controller model  Firmware version 05.34.xx.xx for DS4300 single controller model</p> <p>Storage Manager 9.12.  <b>Note:</b> Firmware version 06.1x.xx.xx does not support DS4300 or DS4100 Single controller models.</p>	<ol style="list-style-type: none"> <li>1. Uninstall Storage Manager 8.4x. See “Uninstalling storage management software components” on page 132 for more information.</li> <li>2. Install Storage Manager 9.12. See “New installation process” on page 67 for more information.</li> <li>3. Discover the storage subsystems. See “Performing an initial automatic discovery of storage subsystems” on page 109 for more information.</li> </ol>

Table 6. Configurations for existing storage subsystems (continued)

Current environment	Planned environment	Action
Existing IBM Netfinity RAID Controller Unit and FASiT500 storage subsystems (machine types 3526 and 3552, respectively) with controllers that have firmware versions 04.00.xx.xx through 04.00.01.xx	<p>Firmware version 04.01.xx.xx for machine type 3526</p> <p>Firmware version 05.3x.xx.xx for machine type 3552</p> <p>Storage Manager 9.12  <b>Note:</b> Firmware version 05.3x.xx.xx or higher does not support machine type 3526.                      Firmware version 05.4x.xx.xx or higher does not support machine type 3552.</p>	<ol style="list-style-type: none"> <li>1. Uninstall Storage Manager Version 7.x. See “Uninstalling storage management software components” on page 132 for more information.</li> <li>2. Install Storage Manager 9.12. See “New installation process” on page 67 for more information.</li> <li>3. Discover the storage subsystems. See “Performing an initial automatic discovery of storage subsystems” on page 109 for more information. If the current controller firmware version number starts with “4.”, go to the DS4000 technical support Web site listed on page xx to download the level 04.01.02.30 or higher firmware and matching NVSRAM.  <b>Important:</b> The storage subsystem controllers must be at firmware level 04.01.02.30 or higher before you download firmware level 05.3x.xx.xx and NVSRAM to the controllers.</li> <li>4. If the current controller firmware version number starts with “4.”, download firmware level 04.01.02.30 or higher and its associated NVSRAM. See “Downloading controller, NVSRAM, ESM firmware” on page 114 for more information.</li> <li>5. For FASiT500 storage server only, download firmware and NVSRAM version 5.3x.xx.xx. See “Downloading controller, NVSRAM, ESM firmware” on page 114 for more information</li> </ol>
Existing DS4300, DS4400, DS4500, FASiT500, FASiT200 storage servers, and the IBM Netfinity RAID Controller Unit (machine types 1722, 1742, 3552, 3542 and 3526, respectively) storage subsystems with controllers that have firmware versions 04.01.xx.xx through 06.1x.xx.xx	<p>Remain at existing firmware version.</p> <p>Storage Manager 9.12  <b>Note:</b> Storage Manager 9.12 can only manage DS4000 Storage Servers with controller firmware versions 04.01.xx.xx or higher.</p>	<ol style="list-style-type: none"> <li>1. Uninstall older versions of Storage Manager. See “Uninstalling storage management software components” on page 132 for more information.</li> <li>2. Install Storage Manager 9.12. See “New installation process” on page 67 for more information.</li> <li>3. Discover the storage subsystems. See “Performing an initial automatic discovery of storage subsystems” on page 109 for more information.</li> </ol>

Table 6. Configurations for existing storage subsystems (continued)

Current environment	Planned environment	Action
Existing IBM Netfinity RAID Controller Unit, FAST200, and FAST500 (machine types 3526, 3542, and 3552, respectively) storage subsystems with controllers that have firmware versions 04.00.02.xx upto but not including 04.01.xx.xx	Existing firmware versions  Storage Manager 8.4x	Set up a separate management station with Storage Manager 8.4x installed to manage the storage subsystems with controllers that have back-level firmware. <b>Note:</b> The minimum controller firmware level required for management by Storage Manager 9.1 is 04.01.xx.xx or higher.
Existing IBM Netfinity RAID Controller Unit and FAST500 (machine types 3526 and 3552, respectively) storage subsystems with controllers that have firmware versions 04.00.xx.xx through 4.00.01.xx	Existing firmware versions  Storage Manager 7.10	Set up a separate management station with Storage Manager 7.10 installed to manage the storage subsystems with controllers that have back-level firmware.

## Managing coexisting storage subsystems

Storage subsystems are *coexisting storage subsystems* when the following conditions are met:

- Multiple storage subsystems with controllers are running different versions of firmware.
- These storage subsystems are attached to the same host.

For example, a coexisting situation exists when you have a new storage subsystem with controllers running firmware version level 06.12.xx.xx, and it is attached to the same host as one or more of the following configurations:

- A storage subsystem with controllers running firmware version levels 04.00.xx.xx through 04.00.01.xx, which is managed by a separate management station with Storage Manager 7.10.
- A storage subsystem with controllers running firmware version levels 04.00.02.xx through 05.3x.xx.xx, which is managed with Storage Manager 8.4x.

**Important:** The common host must have the latest level (9.12) of RDAC and SMagent installed. Upgrade all storage subsystems running firmware at or below level 05.2x.xx.xx to the current code level. The latest 05.3x.xx.xx firmware for FAST200, FAST500, DS4300 Single Controller, 05.42.xx.xx for DS4100 Single Controller and 06.12.xx.xx for DS4100 Base, DS4300 Base and Turbo, DS4400, and DS4500 is available free of charge for download with all fixes and software patches from the following IBM support Web site:

<http://www.ibm.com/servers/storage/support/disk/>

Figure 14 on page 37 shows an example of a Windows environment that includes coexisting storage subsystems.

**Note:** The "Storage Manager version 9.1" phrase/words refers to the latest version of storage manager software, which is not necessary version 9.1.

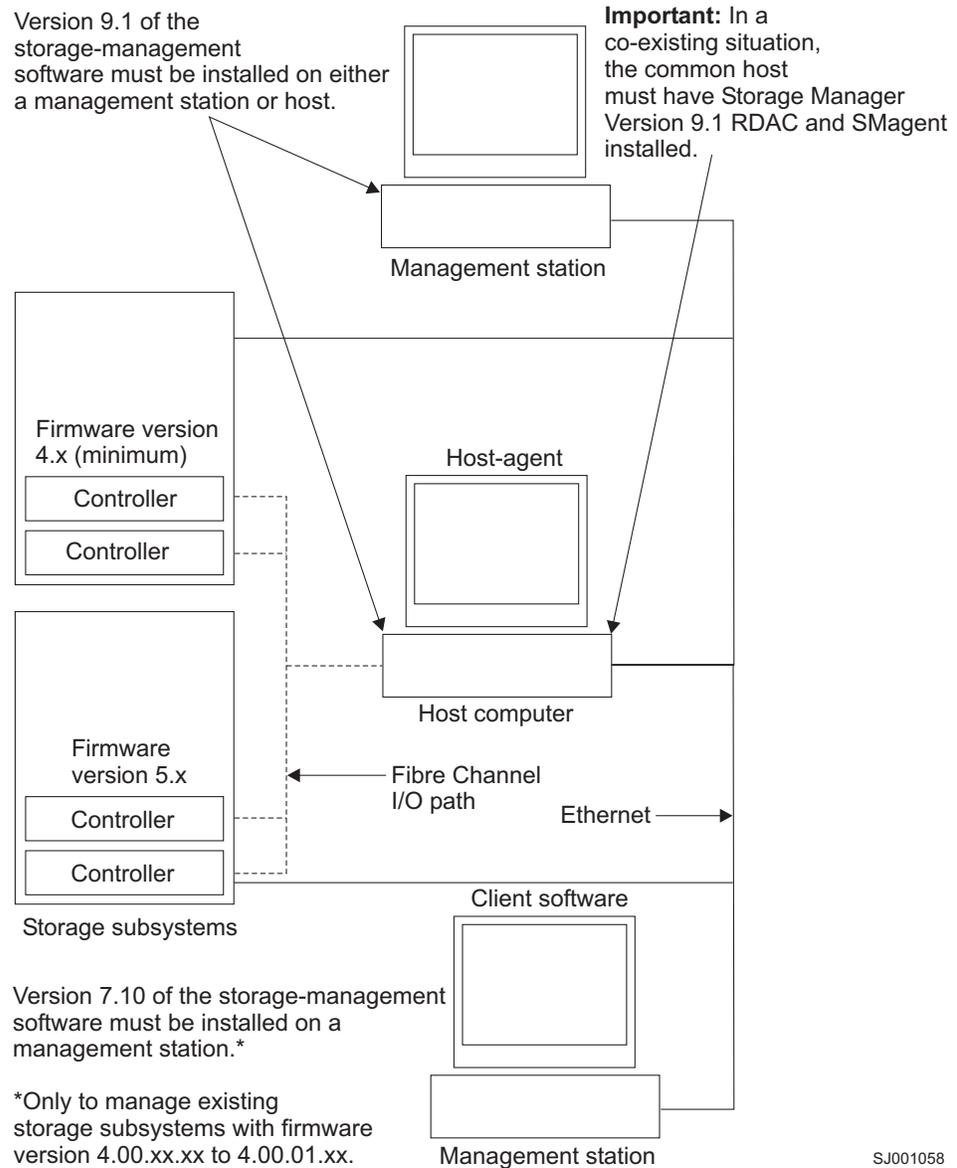


Figure 14. Sample coexisting storage subsystems

## System requirements

This section provides detailed information about the hardware, software, and operating system requirements for Storage Manager 9.12.

## Hardware requirements

Table 7 lists the hardware required for installing Storage Manager 9.12.

Table 7. Hardware requirements for Storage Manager 9.12 software

Hardware component	Requirements	Software tested
<p>A DHCP/BOOTP server (only for directly managed storage subsystems)  <b>Note:</b> If the controllers static IP addresses or default IP addresses are used, you do not need to set up the DHCP/BOOTP server.</p>	<p>One of the following BOOTP or BOOTP-compatible servers:</p> <ul style="list-style-type: none"> <li>• Microsoft BOOTP-compatible DHCP server for Windows 2000</li> <li>• Microsoft BOOTP-compatible DHCP server for Windows Server 2003</li> <li>• UNIX BOOTP server</li> <li>• NetWare DHCP server</li> </ul>	
<p>Storage subsystems (one or more)</p>	<p>Storage subsystems with controllers running firmware version levels 04.01.xx.xx through 06.1x.xx.xx</p>	
<p>Fibre Channel host adapters</p>		<p>The following fibre-channel host adapters were tested with the storage management software:</p> <ul style="list-style-type: none"> <li>• IBM DS4000 host adapter (part number: 00N6881)</li> <li>• An IBM DS4000 FC2 Host Bus Adapter (part number 19K1246) or IBM DS4000 single port FC2-133 Host Bus Adapter (part number 24P0960)</li> </ul> <p>For information about specific host adapter requirements:</p> <ul style="list-style-type: none"> <li>• Refer to the readme file in the \Host_Adapter directory on the installation CD.</li> <li>• Read the host adapter documentation.</li> <li>• Go to the Web site at: <a href="http://www.ibm.com/pc/support/">www.ibm.com/pc/support/</a></li> </ul>

Table 7. Hardware requirements for Storage Manager 9.12 software (continued)

Hardware component	Requirements	Software tested
Fibre Channel fabric switches (if needed for the desired configuration)		<p>The following fibre-channel fabric switches were tested with the storage management software:</p> <ul style="list-style-type: none"> <li>• IBM 8-port fibre-channel switch (machine type 2109 S08)</li> <li>• IBM 16-port fibre-channel switch (machine type 2109 S16)</li> <li>• IBM 16-port 2 Gbps fibre-channel switch (machine type 2019 F16)</li> <li>• IBM 8-port 2 Gbps fibre-channel switch (machine type 3534 F08)</li> <li>• IBM 32-port 2 Gbps fibre-channel switch (machine type 2109 F32)</li> <li>• IBM TotalStorage SAN Switch H08 (machine type 2005-H08)</li> <li>• IBM TotalStorage SAN Switch H16 (machine type 2005-H16)</li> <li>• INRANGE IN-VSN FC/9000 2 Gbps fibre-channel directors (machine types 2042-01 and 2042-128)</li> <li>• McDATA 4500 Sphereon 2 Gbps 16-, 24-, and 32-port fibre-channel switch (machine types 2031-216, 2031-224, and 2032-232)</li> <li>• McDATA Intrepid 6140 2 Gbps directors (machine type 2032-140)</li> <li>• CISCO MDS 9209 2 Gbps multilayer director (machine types 2062-D07 and 2062-T07)</li> <li>• CISCO MDS 9216 2 Gbps multilayer fabric switch (machine type 2062-D01)</li> </ul> <p>For specific fibre-channel switch setup requirements:</p> <ul style="list-style-type: none"> <li>• Read the switch documentation.</li> <li>• Go to the Web site at: <a href="http://www.ibm.com/servers/storage/san">www.ibm.com/servers/storage/san</a></li> </ul>

Table 7. Hardware requirements for Storage Manager 9.12 software (continued)

Hardware component	Requirements	Software tested
Management station (for client software)	<p>Your management station computer requires:</p> <ul style="list-style-type: none"> <li>• Intel Pentium® or Pentium-equivalent microprocessor (450 MHz or faster)</li> <li>• CD-ROM drive</li> <li>• Mouse or similar pointing device</li> <li>• System memory:               <ul style="list-style-type: none"> <li>– For Windows 2000: A minimum of 128 MB (256 MB recommended)</li> <li>– For Windows Server 2003, NetWare, and Linux: A minimum of 256 MB (512 MB recommended)</li> </ul> </li> <li>• Ethernet network interface adapter</li> <li>• AGP or PCI video adapter (AGP preferred); ISA adapters are not supported</li> <li>• Monitor setting of 1024 x 768 pixels with 64 000 colors. The minimum display setting that is allowed is 800 x 600 pixels with 256 colors.</li> <li>• Hardware-based Windows acceleration. Desktop computers that use system memory for video memory are not preferred for use with the storage management software.</li> </ul> <p><b>Important:</b> Many PC-based servers are not designed to run graphic-intensive software. If your server has difficulty running the storage management software smoothly without video artifacts, you might need to upgrade the server video adapter.</p>	

**Note:** For more information about host adapters, fabric switches, and managed hubs, go to the following ServerProven™ Web sites at:

[www.ibm.com/pc/us/compat/](http://www.ibm.com/pc/us/compat/)

[www.ibm.com/servers/storage/disk/ds4000/interop-matrix.html](http://www.ibm.com/servers/storage/disk/ds4000/interop-matrix.html)

## Firmware requirements

To use all of the features of Storage Manager 9.12, your storage subsystem must contain controllers with firmware version 06.12.xx.xx for machine types 1722

(DS4300 Standard/Base and Turbo Option model only), 1724 (DS4100 standard/base only) and 1742 (all DS4400 and DS4500 models). To manage storage subsystems with Storage Manager 9.12, your storage subsystems must contain controllers with firmware versions 04.01.xx.xx or higher.

Storage Manager 9.12 also supports five premium feature options:

- FC/SATA intermix
- Storage Partitioning
- FlashCopy
- VolumeCopy
- Remote Mirror

**Note:** Not all DS4000 storage server models that are supported with controller firmware version 06.12.xx.xx can have all five premium features enable. Please refer to the IBM marketing information for your storage subsystem.

## Determining firmware levels

There are two different methods to determine DS4000 Storage Server, expansion unit, drive, and ESM firmware versions. Each method uses the DS4000 Storage Manager client that manages the DS4000 storage subsystem with the attached expansion unit.

### Method one:

Go to the Subsystem Management window and select **Storage Subsystem → View Profile** (if the DS4000 storage server has controller firmware 06.xx.xx.xx or later) or **View → Storage Subsystem Profile** (if the DS4000 storage server has controller firmware 05.4x.xx.xx or earlier). When the Storage Subsystem Profile window opens, select the **All** tab and scroll through the **Profile For Storage Subsystem** to locate the following information.

**Note:** The **Profile For Storage Subsystem** contains all the profile information for the entire subsystem. Therefore, it may be necessary to scroll through a large amount of information to locate the firmware version numbers.

### DS4000 Storage Server

- NVSRAM version
- Appware version (Appware is a reference to controller firmware).
- Bootware version (Bootware is a reference to controller firmware.)

See the following example or snapshot of profile information.

```
Controller in Enclosure 0, Slot A
Status: Online
Current configuration
Firmware version: 06.10.07.00
Appware version: 06.10.07.00
Bootware version: 06.10.07.00
NVSRAM version: 1722F600R910V05
```

### Drives

- Firmware version

### ESM

- ESM card firmware version

### Method two:

Select the appropriate procedure from the following options and complete it to obtain the specified firmware version.

#### To obtain the controller firmware version:

Right click the Controller icon in the Physical View pane of the Subsystem Management window and select **Properties**. The Controller Enclosure properties window opens and displays the properties for that controller.

You must perform this step for each individual controller.

#### To obtain the drive firmware version:

Right Click the Drive icon in the Physical View pane of the Subsystem Management window and select **Properties**. The Drive Properties window opens and displays the properties for that drive.

You must perform this step for each individual drive.

#### To obtain the ESM firmware version:

1. In the Physical View pane of the Subsystem Management window, click the Drive Enclosure Component icon (which is the icon furthest to the right). The Drive Enclosure Component Information window opens.
2. Click the ESM icon in the left pane. The ESM information displays in the right pane of the Drive Enclosure Component Information window.
3. Locate the firmware version of each ESM in the drive enclosure.

---

## Windows software requirements

Table 8 lists the disk space and administrator privileges that are required to install version 9.12 of the storage management software in a Windows environment.

**Note:** The disk space listed in Table 8 is for the packages after the installation. During the installation of each software package, you might need up to 150 MB of free disk space.

*Table 8. Installation requirements for Windows by software package*

Package	Disk space requirement (Windows 2000/Server 2003)	Administrator privilege (Windows 2000/Server 2003)
SMclient	90 MB (125 MB for host server based on the Intel Architecture 64 bit [Itanium 2] processor technology)	Not required
RDAC	2 MB	Required
SMagent	1 MB  45 MB (75 MB for host server based on the Intel Architecture 64 bit [Itanium 2] processor technology) if SMclient is not installed.	Required
SMutil	2 MB	Required

---

## Windows operating system requirements

Each management station, host computer, or cluster node requires one of the following operating systems:

### Management stations

- Windows 2000 Server with Service Pack 4
- Windows 2000 Professional with Service Pack 4
- Windows 2000 Advanced Server with Service Pack 4
- Windows XP, Professional Edition
- Windows Server 2003, Web Edition
- Windows Server 2003, Standard Edition
- Windows Server 2003, Enterprise Edition

### Host computers

- Windows 2000 Server with Service Pack 4
- Windows 2000 Professional with Service Pack 4
- Windows 2000 Advanced Server with Service Pack 4
- Windows Server 2003, Web Edition
- Windows Server 2003, Standard Edition
- Windows Server 2003, Enterprise Edition

### Cluster nodes

- Windows 2000 Advanced Server with Service Pack 4
- Windows 2000 Datacenter
- Windows Server 2003, Enterprise Edition

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## NetWare software requirements

Table 9 lists the disk space that is required for installing the Storage Manager 9.12 software in a NetWare environment. During the installation of each software package, you may need up to 130 MB of free disk space.

*Table 9. Installation requirements for NetWare by software package*

Package	Disk space requirement
Storage Manager 9.12 Client (SMclient)	60 MB
LSIMPE.CDM driver	2 MB
IBM DS4000 Management Suite Java (FAST MSJ agent only) <b>Note:</b> Another 100 MB on a separate Microsoft Windows computer is required to install the actual FAST-MSJ program. This program will work with the installed agent in the Netware server to allow for the IBM FAST and FC2, FC2-133 Fibre Channel Host Bus Adapter maintenance and troubleshooting.	2 MB
IBM HA device driver	2 MB

---

## NetWare operating system requirements

Each management station, host computer, or cluster node requires one of the following operating systems:

### Management stations

- Windows 2000 Server with Service Pack 4
- Windows 2000 Professional with Service Pack 4
- Windows 2000 Advanced Server with Service Pack 4
- Windows XP
- Windows Server 2003

### Host computers

- Novell NetWare 6.0 with Service Pack 4
- Novell NetWare 6.5 with Service Pack 2

### Cluster nodes

- Novell NetWare 6.0 with Service Pack 4 and NCS 1.6
- Novell NetWare 6.5 with Service Pack 2 and NCS 1.7

---

## Linux software requirements

Table 10 lists the disk space that is required for installing Storage Manager 9.12 in a Linux environment.

*Table 10. Installation requirements for Linux by software package*

Package	Disk space requirement
Storage Manager 9.12 Client (SMclient)	60 MB on /opt, 2 MB on /tmp
IBM DS4000 Management Suite Java (FASTT MSJ)	100 MB on /opt
Storage Manager 9.12 RDAC	2 MB
Storage Manager 9.12 Agent (SMagent)	2 MB on /opt
Storage Manager 9.12 Utility (SMutil)	7 MB on /opt
IBM Host Adapter device driver	1 MB
Storage Manager 9.12 run time (SMruntime)	70 MB on /opt, 1 MB on /var

---

## Linux operating system requirements

Table 11 lists the minimum operating system and kernel levels required by each management station or host computer.

*Table 11. Management station or host computer by minimum operating system and kernel levels*

Operating system	Kernel
Red Hat Enterprise Linux Advanced Server 3.0	2.4.21-27.0.2.el or higher
SuSE Linux Enterprise Server Version 8 (SLES 8)	2.4.21-273 or higher
SuSE Linux Enterprise Server Version 9 (SLES 9)	2.6.5-7.145

**Notes:**

1. Red Hat Enterprise Linux Advanced Server 2.1 is not supported with Storage Manager 9.12.
2. Red Hat Enterprise Linux Advanced Server 3.0 support 256 logical drives per partition. Older Redhat Linux kernels supports only 128 logical drives per storage partition.
3. SuSE Linux Enterprise Server 8 and SuSE Linux Enterprise Server 9 support a maximum of 256 logical drives per storage partition.

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## Number of supported logical drives

With controller firmware 05.40.xx.xx and higher, the supported logical drive limits for NetWare 6.0, Linux, Windows 2000, and Windows Server 2003 are as follows:

- NetWare 6.0 with SP3 or higher and NetWare 6.5 with SP2 or higher, support up to 256 logical drives per storage subsystem (LUNs 0-255) when you use IBM-approved DS4000 adapters and their supported device drivers.
- Linux supports up to 256 logical drives per storage subsystem (LUNs 0 through 255) when you use IBM-approved DS4000 adapters and their supported device drivers.

Check your Linux kernel documentation for the maximum total number of logical drives supported in the host sever and the maximum number of logical drives that can be mapped from a storage subsystem.

- Windows 2000 supports up to 64 logical drives per storage subsystem (LUNs 0 through 63) when you use IBM-approved DS4000 adapters and their supported device drivers.
- Windows Server 2003 supports a maximum of 255 LUNs (LUNs 0 through 254) when you use IBM-approved DS4000 adapters and their supported device drivers.
- The maximum number of logical drives that a DS4000 storage subsystem supports with firmware version 05.4x.xx.xx depends on the model of the DS4000 storage subsystem. See Table 12.

Table 12. Maximum number of logical drives per storage server

Product name	Model Type	Maximum logical drives	Maximum logical drives per storage unit partition	Maximum FlashCopy logical drives
DS4400	1742	2048 (See notes 3 on page 46 and 5 on page 46)	256 (See notes 4 on page 46 and 6 on page 46)	1024 (See note 2)
DS4500				
DS4300	1722	1024 (See notes 1 and 5 on page 46)	256 (See notes 4 on page 46 and 6 on page 46)	512 (See note 2)
DS4100	1724	1024 (See notes 1 and 5 on page 46)	256 (See notes 4 on page 46 and 6 on page 46)	512 (See note 2)

The access logical drive is also referred to as the *Universal Xport Device*.

**Notes:**

1. When you use firmware version 5.xx.xx.xx or higher, the firmware reserves one logical drive for use by the system.
2. Maximum of four FlashCopy logical drives for each standard logical drive.

3. Maximum of 64 Remote Mirror pairs with controller firmware version 06.1x.xx.xx or higher.
4. The host-agent management method uses a special logical drive, called an *access logical drive*, to communicate with the controllers on the storage subsystem. The access logical drive uses one of the available LUNs. Therefore, managing storage subsystems with the host-agent software limits you to one fewer LUN than the maximum number supported by the operating system and the host adapter.
5. For firmware version levels 05.2x.xx.xx and higher, the maximum number of logical drives includes the FlashCopy repository logical drives and the Remote Mirror logical drives in addition to the standard data logical drives. If the Remote Mirror option is enabled, two logical drives are reserved for use by the system.
6. For firmware version level 05.4x.xx.xx and higher, the default host type limit is the maximum LUN value allowed in the default partition. If the default host type has the restriction option enabled, the default partition allows only 32 LUNs; otherwise, it allows 256 LUNs.

**Important:**

- The FlashCopy drive can not be added or mapped to the same server that has the base logical drive of the FlashCopy logical drive in a Windows 2000, Windows Server 2003, or NetWare environment. You must map the FlashCopy logical drive to another server.
- For firmware version 05.3x.xx.xx and earlier, the maximum number of logical drives that can be mapped to a host server from each storage subsystem is 32.

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## Chapter 2. Preparing for installation

This chapter provides information to help you plan the installation of the storage management software.

See the appropriate sections of this document to install either Storage Manager 9.12 host software for a particular operating system. When you have completed Storage Manager 9.12 software component installation procedures, perform the procedures in Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109 and Chapter 9, “Using the storage management software for Windows and NetWare,” on page 127.

See the *FASTT Storage Server version 5.41 and 6.10 Controller Firmware Support for FASTT EXP100 SATA Storage Expansion Unit* for additional information as well as firmware associated with DS4000 EXP100 Storage Expansion Unit.

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### Planning and preparing for Windows installation

**Note:** Servers with AMD AMD64 or Intel EM64T processor architecture have no Storage Manager 9.12 host software support when their operating system are written in AMD64 or EM64T native code. If the IA-32 version of the operating system is installed and is running in compatibility mode on the AMD64 or EM64T servers, then you can use the appropriate IA-32 software package.

Table 13 contains information about where you need to install the Storage Manager software components.

*Table 13. Software component installation in a Windows environment*

System type	Software installation sequence
Management station	SMclient

Table 13. Software component installation in a Windows environment (continued)

System type	Software installation sequence
Host computer and cluster node	<p>For Storage Manager 9.12, see “Installing Storage Manager 9.12 Client” on page 69, if you are installing Storage Manager 9.1 use the following;</p> <ol style="list-style-type: none"> <li>1. SMclient <ul style="list-style-type: none"> <li>• Optional component</li> <li>• Necessary if you intend to manage the storage subsystem from the host computer.</li> <li>• See Appendix A, “Installing Storage Manager 9.1 Client,” on page 139.</li> </ul> </li> <li>2. RDAC <ul style="list-style-type: none"> <li>• Required component</li> <li>• See “RDAC” on page 141.</li> </ul> </li> <li>3. SMagent <ul style="list-style-type: none"> <li>• Optional component</li> <li>• Necessary if you intend to use the host-agent management method.</li> <li>• See “Storage Manager 9.1 Agent” on page 142</li> </ul> </li> <li>4. SMutil <ul style="list-style-type: none"> <li>• Required component</li> <li>• Contains the hot_add, SMdevices, and SMrepassist utilities</li> <li>• See “Storage Manager 9.1 Utility” on page 144.</li> </ul> </li> </ol>

## Planning and preparing for NetWare installation

**Note:** Servers with AMD AMD64, Intel EM64T or Intel IA-64 processor architecture have no Storage Manager 9.12 host software support when their operating system are written in AMD64, EM64T or Intel IA-64 native code. If the IA-32 version of the operating system is installed and is running in compatibility mode on the AMD64 or EM64T servers, then you can use the appropriate IA-32 software package.

Table 14 shows the installation sequence for Storage Manager software components and provides information to help you plan for the installation of the storage management software.

**Important:**

- If you are upgrading from Storage Manager version 8.x, remove the current software before installing Storage Manager version 9.12.
- No reboot is required during the client software installation process. The event monitor software is installed automatically during client software installation.

Table 14. Software component installation sequence in a Novell NetWare 6.0 and 6.5 environment

System type	Software installation sequence
Management station	Storage Manager 9.12 Client (SMclient).

Table 14. Software component installation sequence in a Novell NetWare 6.0 and 6.5 environment (continued)

System type	Software installation sequence
Host computer and cluster node	<ol style="list-style-type: none"> <li>1. Storage Manager 9.12 Client (SMclient) <ul style="list-style-type: none"> <li>This optional component is necessary if you intend to manage the storage subsystem from a host computer.</li> <li>See “Storage Manager 9.12 Client” on page 88.</li> <li>a. Storage Manager 9.12 Agent (SMagent) <ul style="list-style-type: none"> <li>This optional component packaged with the SMclient package is necessary if you intend to use the a host-agent management method. IBM recommends direct (out-of-band) management method only in Novell Netware environment.</li> </ul> </li> <li>b. Storage Manager 9.12 Utility (SMutil) <ul style="list-style-type: none"> <li>This required component packaged with the SMclient package contains the hot_add, SMdevices, and SMrepassist utilities.</li> </ul> </li> </ul> </li> <li>2. IBM Host Adapter device driver (QL2x00) <ul style="list-style-type: none"> <li>See “Installing the NetWare fibre channel HBA device driver” on page 91.</li> </ul> </li> <li>3. LSIMPE.CDM and Novell native multipath failover drivers. <ul style="list-style-type: none"> <li>See “Installing the LSIMPE driver and NetWare native failover device driver” on page 92.</li> </ul> </li> </ol>

## Planning and preparing for Linux installation

**Note:** Two Linux operating system DS4000 Storage Manger 9.12 packages are made available on the product CD and Internet site. These packages are for servers with Intel architecture 32-bit (IA-32) or 64-bit (IA-64) processors only. Servers with AMD AMD64 or Intel EM64T processor architecture have no Storage Manager 9.12 host software support when having installed operating system written in AMD64 or EM64T native code. If the IA-32 version of operating system is installed in the AMD64 or EM64T servers, then you can use the appropriate IA-32 host software package.

Table 15 shows the installation sequence for Storage Manager software components and provides information to help you plan for the installation of the storage management software for Linux.

Table 15. Software component installation sequence in a Linux environment

System type	Software installation sequence
Management station (and any host server in use as a management station)	<ol style="list-style-type: none"> <li>1. Storage Manager 9.12 runtime (SMruntime)</li> <li>2. Storage Manager 9.12 Client (SMclient) <ul style="list-style-type: none"> <li>See “Installing the Storage Manager 9.12 Client (SMclient)” on page 97.</li> </ul> </li> </ol>

Table 15. Software component installation sequence in a Linux environment (continued)

System type	Software installation sequence
Host computer and cluster node	<p>If you chose the Linux RDAC as the failover multipath, install the following components:</p> <ol style="list-style-type: none"> <li data-bbox="667 321 1425 378">1. IBM Linux fibre channel host bus adapter <b>non-failover</b> device driver version of the fibre channel HBA (QLA2200.o and QLA2300.o).</li> <li data-bbox="667 388 1425 485">2. Storage Manager 9.12 RDAC (required) This component provides failover/failback capability. See “RDAC” on page 141.</li> <li data-bbox="667 495 1425 709">3. Storage Manager 9.12 Agent (optional) This component is necessary if you intend to use the host-agent (in band) management method. It requires that you first install RDAC (see step 2). IBM recommends direct (out-of-band) management method only in a Linux environment. See “Installing Storage Manager 9.12 Agent (SMagent)” on page 104.</li> <li data-bbox="667 720 1425 905">4. IBM DS4000 Management Suite Java and QLRemote Agent (optional, for diagnostics only) These components are optional. Completed this step to provide fibre channel host bus adapter diagnostic functions. See “Installing IBM DS4000 Management Suite Java” on page 105.</li> </ol> <p>Install the following packages if you chose the IBM Linux Host Bus Adapter failover driver as the multipath (non-RDAC) failover driver:</p> <ol style="list-style-type: none"> <li data-bbox="667 993 1425 1207">1. IBM Linux Host Adapter <b>failover</b> device driver version of the FC HBA (QLA2200.o and QLA2300.o). These required components enable your computer to communicate with the host adapter and to provide logical drive failover/failback support. See “Installing the IBM fibre-channel host bus adapter device driver” on page 105.</li> <li data-bbox="667 1218 1425 1497">2. IBM FAST Management Suite Java and QLRemote (required) This package is required if you did not install RDAC (step 4). It will configure the LUN failover/failback path information for the Linux FC Host Bus Adapter failover device drivers and also provide diagnostic function. See the README file that ships with the FAST MSJ package and the Linux FC HBA failover device driver for information needed to set up the failover/failback path. See “Installing IBM DS4000 Management Suite Java” on page 105.</li> </ol>

## Preparing a network installation

To begin installing the storage management software, ensure that the network components are set up and operating properly, and that you have all the host and controller information needed for the software to operate correctly.

The following steps provide an overview of the tasks involved in setting up a network installation:

1. Install all hardware components (host computers, storage subsystems, and cables) that you want to connect to the network. You might need to refer to the installation guides specific to the hardware components.

2. Establish a naming convention for the storage subsystems connected to the network. See “Step 1: Naming the storage subsystems” for more information.
3. Record the storage subsystem names and management types in Appendix F, “Storage subsystem and controller information record,” on page 167. An example of a completed information record is shown in Table 16 on page 52.

**Note:** Throughout the remaining steps, you will need to return to Appendix F, “Storage subsystem and controller information record,” on page 167 to record information such as hardware Ethernet addresses and IP addresses.

4. (For a directly-managed system only) Determine the hardware Ethernet address for each controller in storage subsystems connected to the network. See “Step 3: Identifying the hardware Ethernet MAC address for each controller” on page 52 for more information.
5. (For a directly-managed system only) If you are using a default controller IP address, go to step 7. Otherwise, obtain the TCP/IP address and host name for each of the controllers in the storage subsystems on the network from the network administrator. See “Step 4: Assigning IP addresses to hosts and controllers” on page 54.

(For a host-managed system only) Obtain the IP address and host name of the host computer on which the host-agent software will run from the network administrator. See “Step 4: Assigning IP addresses to hosts and controllers” on page 54.

6. (For a directly-managed system only) Set up the DHCP/BOOTP server to provide network configuration information for a specific controller. If you are using a controller static IP addresses, skip this step.
7. Verify that the TCP/IP software is installed. For more information, see “Step 6 (Windows): Verifying the TCP/IP protocol and setting up the host or DNS table” on page 62.
8. (For a directly-managed system only) Set up the host or domain name server (DNS) table. For more information, see “Step 6 (Windows): Verifying the TCP/IP protocol and setting up the host or DNS table” on page 62.
9. Power on the devices that are connected to the network.

---

## Step 1: Naming the storage subsystems

As you set up your network, decide on a naming convention for the storage subsystems. When you install the storage management software and start it for the first time, all storage subsystems in the management domain display as <unnamed>. Use the Subsystem Management window to rename the individual storage subsystems.

Consider the following factors when you name storage subsystems:

- There is a 30-character limit. All leading and trailing spaces are deleted from the name.
- Use a unique, meaningful naming scheme that is easy to understand and remember.
- Avoid arbitrary names or names that might quickly lose their meaning.
- The software displays storage-subsystem names with the prefix Storage Subsystem. Therefore, if you rename a storage subsystem to Engineering, it is displayed as:

Storage Subsystem Engineering

---

## Step 2: Recording the subsystem names

After you decide on a naming scheme, record the storage subsystem names in the blank information record form provided in Appendix F, “Storage subsystem and controller information record,” on page 167).

Table 16 shows a sample information record for the network shown in Figure 4 on page 19. This network contains storage subsystems that are managed by using both the direct-management and host-agent-management method.

Table 16. Sample information record

Storage subsystem name	Management method	Controllers-Ethernet and IP addresses, and host name		Host-IP address and host name
		Controller A	Controller B	
Finance	Direct	Hardware Ethernet address = 00a0b8020420	Hardware Ethernet address = 00a0b80000d8	
		IP address = 192.168.128.101	IP address = 192.168.128.102	
		Host = Denver_a	Host = Denver_b	
Engineering	Host-agent			IP address = 192.168.2.22
				Host = Atlanta

If you plan to manage your storage subsystem using the direct-management method, go to “Step 3: Identifying the hardware Ethernet MAC address for each controller.” If you plan to manage your storage subsystem using the host-agent management method, go to “Step 4: Assigning IP addresses to hosts and controllers” on page 54.

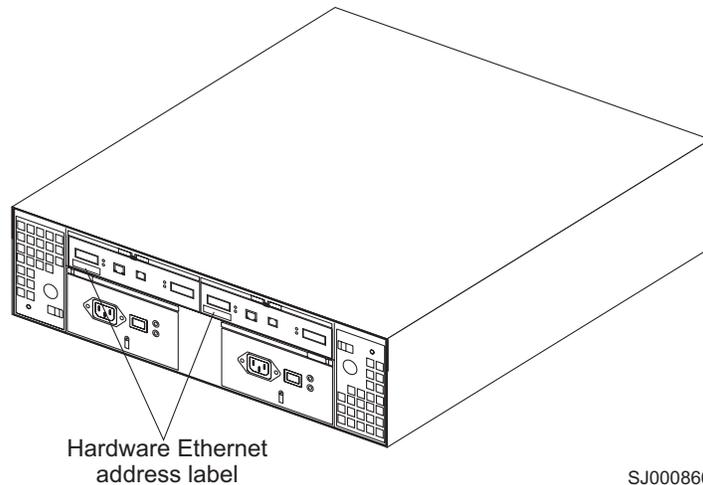
---

## Step 3: Identifying the hardware Ethernet MAC address for each controller

To manage your storage subsystem using the direct-management method, you need to identify the hardware Ethernet medium access control (MAC) address for each controller.

To identify the hardware Ethernet MAC address for machine types 3542 (FAStT200) and 1722 (DS4300), perform the following steps:

1. Locate the Ethernet MAC address at the back of the unit, under the controller fibre-channel host ports, as shown in Figure 15 on page 53. The number will be in the form xx.xx.xx.xx.xx.xx (for example, 00.a0.b8.20.00.d8).
2. Record each Ethernet address in the information record (Appendix F, “Storage subsystem and controller information record,” on page 167).

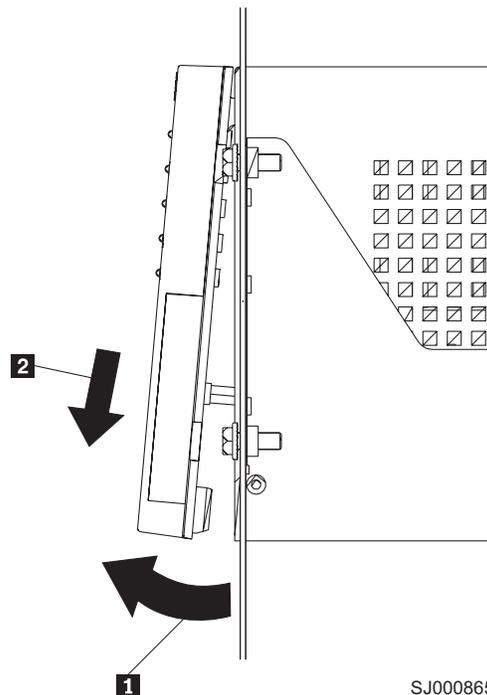


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Figure 15. Locating the Ethernet MAC address (machine types 3542 [FASt200], 1724 [DS4100], and 1722 [DS4300])

To identify the hardware Ethernet MAC address for machine types 3552 (FASt500), 1724 (DS4100), and 1742 (DS4400 and DS4500), perform the following steps:

1. Remove the front bezel from the storage subsystem, as shown in Figure 16. Carefully pull the bottom of the bezel out **1** to release the pins. Then slide the bezel down **2**.



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Figure 16. Removing the controller-unit bezel (machine types 3552 [FASt500] and 1742 [DS4400 and DS4500])

2. On the front of each controller, look for a label with the hardware Ethernet MAC address. The number will be in the form xx.xx.xx.xx.xx.xx (for example, 00.a0.b8.20.00.d8).

3. Record each Ethernet address in the information record (Appendix F, “Storage subsystem and controller information record,” on page 167).
4. To replace the bezel, slide the top edge under the lip on the chassis **1**. Then push the bezel bottom until the pins snap into the mounting holes **2**, as shown in Figure 17.

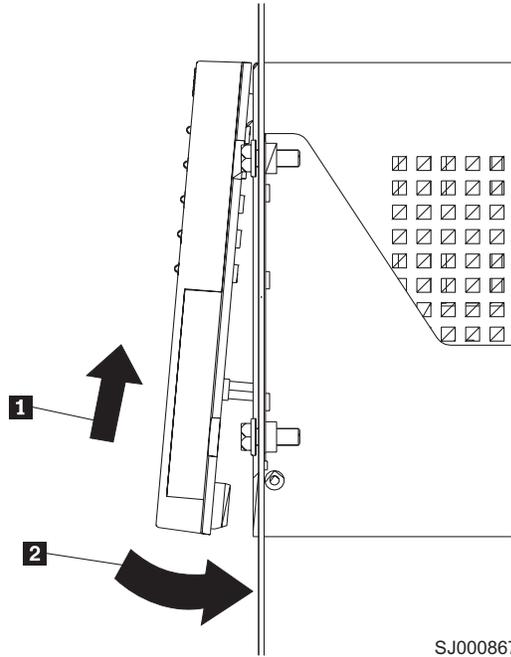


Figure 17. Replacing the controller-unit bezel (machine types 3552 [FAStT500] and 1742 [DS4400 and DS4500])

5. Continue with “Step 4: Assigning IP addresses to hosts and controllers.”

---

## Step 4: Assigning IP addresses to hosts and controllers

If you plan to manage your storage subsystem using the out-of-band management (direct-management) method, assign a unique IP address for every controller in all storage subsystems on the network. Record the IP address for each controller in the information record (Appendix F, “Storage subsystem and controller information record,” on page 167). Then, go to “Step 5: Setting up the DHCP or BOOTP-compatible server” on page 55.

**Note:** If you are not able to use the controller default TCP/IP address to assign the static TCP/IP address, refer to the information in “Direct-management (out-of-band) method” on page 16 and Retain Tip #H171389 *Unable to setup networking without DHCP/BOOTP* at the IBM support Web site at:

[www.ibm.com/support](http://www.ibm.com/support)

Then go to “Step 6 (Windows): Verifying the TCP/IP protocol and setting up the host or DNS table” on page 62.

For DS4000 storage controllers with firmware versions 05.4x.xx.xx or higher, you can establish the out-of-band management connection to the DS4000 Storage Server by using the default IP addresses of 192.168.128.101 and 192.168.128.102 for controllers A and B, respectively. You can change the IP addresses by using the

**Controller → Change → Network Configuration** menu option in the Storage Manager Client Subsystem Management window.

If you plan to manage your storage subsystem using the host-agent management method, assign an IP address for each host on which you will install the host-agent software. Record the IP address for each host in the information record (Appendix F, “Storage subsystem and controller information record,” on page 167). Then, go to “Step 6 (Windows): Verifying the TCP/IP protocol and setting up the host or DNS table” on page 62.

---

## Step 5: Setting up the DHCP or BOOTP-compatible server

To directly manage storage subsystems through the Ethernet connection to each controller, you will need to set up a DHCP or BOOTP-compatible server and configure the following options:

- Router/Gateway
- DNS Server
- Hostname
- DNS

This section provides instructions to set up a DHCP server on Windows 2000, Windows Server 2003, and Novell NetWare, as well as instructions to set up a UNIX BOOT server.

**Note:** The remote management station (RMS) and network management station (NMS) entries used in previous versions of the storage management software are not required for Storage Manager 9.12.

### Setting up a Windows 2000 DHCP server

You must use a version of DHCP that supports BOOTP static addressing. To use a DHCP server, you must have a DHCP Manager installed. If a DHCP Manager is installed on the system, go to “Creating a scope and setting up a DHCP server” on page 56.

#### Installing the DHCP Manager

To install the DHCP Manager, perform the following steps:

1. Click **Start → Administrative Tools → Configure Your Server**. The Configure Your Server window opens.
2. In the left pane, double-click **Networking**. Click **DHCP**.
3. In the right pane, click **Start**. The Windows Components Wizard starts.
4. In the **Components** field, select **Networking Services**. Then click **Details**. The Networking Services window opens.

**Note:** Do not select the check box; you do not want to install all of the Networking Services subcomponents.

5. In the **Subcomponents of Networking Services** field, select **Dynamic Host Configuration Protocol (DHCP)**.
6. Click **OK**. The Windows Components Wizard window opens.
7. Click **Next** to start the installation process.
8. If prompted, type the full path to the Windows 2000 distribution files and click **Continue**.

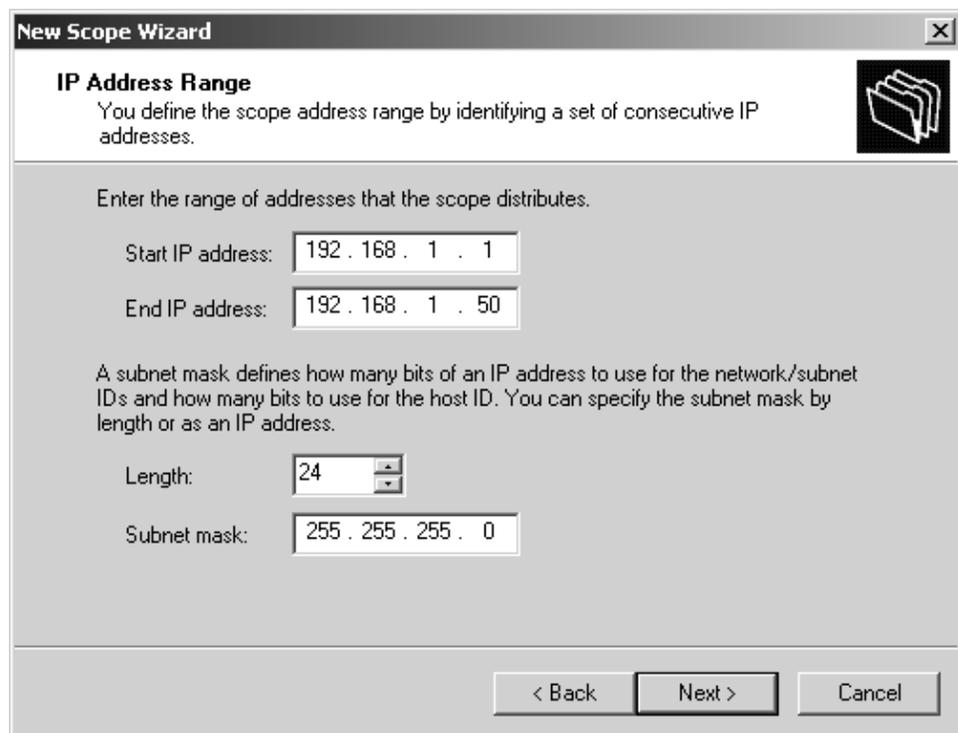
9. When the installation has successfully completed, the Windows Components Wizard window closes and the Configure Your Server Window opens.
10. Click **Next**.
11. Click **Open the DHCP Manager**. The DHCP window opens.
12. Continue with step 2 of “Creating a scope and setting up a DHCP server.”

**Note:** After you install the DHCP Manager, you can refer to the DHCP Manager online help for additional information.

### Creating a scope and setting up a DHCP server

Use the following procedure to create a scope and to set up a DHCP server. A scope defines a group of controllers by their IP addresses. You must create and configure a scope so that dynamic IP addresses can be assigned to controllers on your network. Refer to the information record (Appendix F, “Storage subsystem and controller information record,” on page 167). Before you begin, read through the instructions to determine what information is required. Then request the information from your network administrator.

1. Click **Start** → **Programs** → **Administrative Tools** → **DHCP**. The DHCP window opens.
2. In the Console tree, right-click the server you want to configure; click **New Scope**. The New Scope Wizard starts, as shown in Figure 18.



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Figure 18. New Scope Wizard: IP Address Range window

3. Follow the on-screen instructions to define the scope of IP addresses for TCP/IP clients. You will define the following fields:
  - a. Scope name and description

- b. IP address range for the subnet mask, and the controllers you are configuring
- c. IP addresses that you want to exclude from the IP address range
- d. IP address lease duration
- e. Common DHCP options:
  - IP address for a router
  - Domain name and DNS servers
4. When you have defined the scope, click **Yes, I want to activate this scope now**. The wizard ends, and the DHCP window opens.
5. In the Console tree, open the scope folder.
6. Right-click **Reservations**. Then select **New Reservations**. The New Reservations window opens.
7. To define the IP address reservation, type the following information:
  - a. Reservation name
  - b. IP address
  - c. Ethernet hardware MAC address
  - d. Description
8. In the **Supported Type** field, select **Both (DHCP and BOOTP)**.
9. Click **Add**.
10. Repeat steps 5 through 9 for each controller in the network.
11. Restart the DHCP server and then restart the storage subsystem so that all modifications are applied.
12. Proceed to “Step 6 (Windows): Verifying the TCP/IP protocol and setting up the host or DNS table” on page 62.

## Setting up a Windows Server 2003 DHCP server

You must use a version of DHCP that supports BOOTP static addressing. To use a DHCP server, you must have a DHCP Manager installed. If a DHCP Manager is already installed on the system, see “Creating a scope and setting up a DHCP server” on page 58.

### Installing the DHCP Manager

To install the DHCP Manager, perform the following steps:

1. Click **Start** → **Control Panel** → **Add or Remove Programs**. The Add or Remove Programs window opens.
2. In the left pane, click **Add/Remove Windows Components**. The Windows Components Wizard window opens.
3. In the **Components** field, select **Networking Services**. Then click **Details**. The Networking Services window opens.

**Note:** Do not select the check box; you do not want to install all of the Networking Services subcomponents.

4. In the **Subcomponents of Networking Services** field, select **Dynamic Host Configuration Protocol (DHCP)**. Click **OK**. The Networking Services window closes.
5. In the Windows Components Wizard window, click **Next** to start the installation process.
6. If prompted, type the full path to the Windows Server 2003 distribution files and click **Continue**.

7. When the installation has successfully completed, the Windows Components Wizard window opens. Click **Finish** to close the Windows Components Wizard window.
8. Close the Add or Remove Programs window. You are now ready to perform the tasks in “Creating a scope and setting up a DHCP server.”

After you install the DHCP Manager, you can refer to the DHCP Manager online help for additional information.

### **Creating a scope and setting up a DHCP server**

Perform the following steps to create a scope and to set up a DHCP server. A scope defines a group of controllers by their IP addresses. You must create and configure a scope so that dynamic IP addresses can be assigned to controllers on your network. See Appendix F, “Storage subsystem and controller information record,” on page 167. Before you begin, read through the instructions to determine what information is required. Then request the information from your network administrator.

1. Click **Start → Administrative Tools → DHCP**. The DHCP window opens.
2. In the Console tree, right-click the server you want to configure, then click **New Scope**. The New Scope Wizard starts.
3. Follow the on-screen instructions to define the scope of IP addresses for TCP/IP clients. You will define the following fields:
  - Scope name and description
  - IP address range for the subnet mask, and the controllers that you are configuring
  - IP addresses that you want to exclude from the IP address range
  - IP address lease duration
  - Common DHCP options:
    - IP address for a router
    - Domain name and DNS servers or Windows Internet Naming Service (WINS) servers
4. When you have defined the scope, click **Yes, I want to activate this scope now**. The New Scope Wizard window opens.
5. Click **Finish**. The New Scope Wizard window closes and the DHCP window opens.
6. In the Console tree, expand the Scope folder.
7. Right-click **Reservations**. Then select **New Reservations**. The New Reservations window opens.
8. To define the IP address reservation, type the following information:
  - Reservation name
  - IP address
  - Ethernet hardware MAC address
  - Description
9. In the **Supported Type** field, select **Both (DHCP and BOOTP)**.
10. Click **Add**.
11. Repeat steps 7 through 10 for each controller in the network.
12. Restart the DHCP server and then restart the storage subsystem so that all the modifications are applied.
13. Proceed to “Step 6 (Windows): Verifying the TCP/IP protocol and setting up the host or DNS table” on page 62.

## Setting up a Novell NetWare DHCP server

A Novell NetWare DHCP server automatically assigns IP addresses and other configuration information to clients upon request or when the clients are restarted.

Perform the following steps to set up a Novell NetWare DHCP server:

1. Install DNS/DHCP Services, either during or after installing NetWare 6.
2. Install the DNS/DHCP Management Console.
3. Create the DHCP server object.
4. Create the DHCP subnet address.
5. Create the subnet address range.
6. Create the IP address object.
7. Start the DHCP server.

Each of these tasks is described in detail in the sections that follow.

### Adding Novell DNS/DHCP Services during the NetWare 6.0 installation

Perform the following steps to add Novell DNS/DHCP Services during the NetWare installation:

1. From the Installation Options window, select **Custom**.
2. From the Components window, select the **Novell DNS/DHCP Services** check box.
3. Follow the on-screen instructions to complete the NetWare installation.

### Adding Novell DNS/DHCP Services after the NetWare 6.0 installation

Perform the following steps to add Novell DNS/DHCP Services after the NetWare installation:

1. Insert the NetWare 6.0 Installation CD into the CD-ROM drive. Then mount the CD as a volume.
2. Load NWCONFIG and select **Product Options**.
3. Select **Install a Product not Listed**.
4. Press **F3** and specify the volume name of the CD. The X Server-Graphical Console window opens.
5. In the **Additional Products and Services** dialog box, select the **Novell DNS/DHCP Services** check box.
6. Follow the on-screen instructions to complete installation.

**Note:** Installing the DNS/DHCP Service will extend the Novell Directory Services (NDS) schema and create the following NDS objects:

- DNSDHCP-GROUP Group object
- DNS/DHCP Locator object
- RootServerInfo Zone object

### Installing the DNS/DHCP Management Console

Perform the following steps to install the DNS/DHCP Management Console and NetWare Administrator snap-in files on the client workstation you will use to administer DNS and DHCP:

1. If you have not done so, install the latest version of Novell Client 32 on your workstation.
2. From the workstation, run the SYS:PUBLIC\DNSDHCP\SETUP.EXE program.

3. Install the DNS/DHCP Management Console on the local hard-disk drive.
4. Install the NetWare Administrator snap-in files in the SYS:PUBLIC\WIN32 directory.
5. Restart the workstation.
6. To start the DNS/DHCP Management Console, double-click the shortcut icon on the desktop, type the NDS tree name, and click **Launch**.

**Note:** You can install the DNS/DHCP Management Console on a workstation, or you can access it from the Tools menu of the NetWare Administrator utility.

### Creating the DHCP server object

Use the DHCP Management Console to create a DHCP server object. You can create a DHCP server object under any of the following objects:

- Organization (O)
- Organization Unit (OU)
- Country (C)
- Locality (L)

Perform the following steps to create a DHCP server object:

1. From the DHCP Management Console, click the **DHCP Service** tab.
2. In the left pane, select **Our Network**.
3. Click **Create**. The Create New DHCP Object window opens.
4. Select **DHCP Server**. Click **OK**. The Create DHCP Server window opens.
5. Select a server. Click **Create**. This creates the DHCP server object, called DHCP\_servename, in NDS.
6. In the DHCP Management Console, locate the icon for the DHCP server object at the bottom of the DHCP Service tab. The server object displays with a red line through it, indicating that the DHCP server has not been started.
7. Continue with “Creating the DHCP subnet object.”

### Creating the DHCP subnet object

Perform the following steps to create a DHCP subnet object for each of the subnets for which you want to assign addresses:

1. In the DNS/DHCP Management Console, click the **DHCP Service** tab.
2. Select **Our Network** or the **DHCP Server Object**.
3. Click **Create**. The Create New DHCP Object window opens.
4. Select **Subnet**. Then click **OK**. The Create Subnet window opens.
5. For each subnet, type the following information:
  - Subnet name
  - NDS context
  - Subnet address
  - Subnet mask
  - Default DHCP Server
6. Click **Create**. The DHCP subnet object is created and displayed in the DNS/DHCP Management Console.

### Creating the subnet address range

Perform the following steps to create a subnet address range object:

1. From the DNS/DHCP Management Console, click the **DHCP Service** tab.

2. Select the subnet object under which you want to create the subnet address range object. Then click **Create**. The Create New DHCP Record window opens.
3. Select **Subnet Address Range**. Then click **OK**. The Create New Subnet Address Range window opens.
4. Type the following information for the subnet address range:
  - Subnet address range name
  - Starting address
  - Ending address
5. Click **Create**.
6. Select the **Define Additional Properties** check box. Then set the Range Type to **Dynamic BOOTP and DHCP**.

### Creating the IP address object

Use the DNS/DHCP Management Console to create IP address objects. You use IP address objects for the following purposes:

- To exclude an IP address from assignment
- To assign an IP address manually to a specific host
- To record dynamic IP address leases

Perform the following steps to create an IP address object:

1. From the DNS/DHCP Management Console, click the **DHCP Service** tab.
2. Select the subnet object of the target IP address. Then click **Create**.
3. Select **IP Address**. Click **OK**. The Create IP Address window opens.
4. In the **IP Address** field, type the IP address for the first controller.
5. In the **Assignment** field, select **Manual**.
6. In the **Client Identifier** field, specify the MAC address.
7. In the **MAC Address** field, enter the hardware Ethernet MAC address for the controller.
8. Select the **Define Additional Properties** check box.
9. In the **Hostname** field, type the eight-character name for the controller.
10. In the **Usage** field, select **Permanent**.
11. Repeat steps 3 through 10 for each controller.

### Starting the DHCP server

To start the DHCP server, at the DHCP server console, type:

```
LOAD DHCPSRVR
```

The DHCP server can now respond to client requests and assign IP addresses.

#### Notes:

1. To load the DHCP server automatically each time the server starts, place the DHCPSRVR command in the SYS:\SYSTEM\AUTOEXEC.NCF directory.
2. For additional information about setting up, configuring, or using Novell DNS/DHCP Services, see either the Novell Documentation CD or to the following Web site:  
[www.novell.com/documentation/](http://www.novell.com/documentation/)

## Setting up a UNIX BOOTP server

To use a UNIX BOOTP server, you must set up a BOOTP table. Table 17 and the information record (Appendix F, “Storage subsystem and controller information record,” on page 167) provide the necessary information.

Table 17. Required entries for setting up the UNIX BOOTP server

Entry	Description	Sample format in BOOTP server
Subnet mask	Mask that is used to route packets to defined subnets	dot notation (sm=255.255.0.0)
Router	IP address of the host computer that routes packets to networks	dot notation (gw=192.168.128.1)
Host name for the controller	Host name that is associated with the controller (see Table 27 on page 167)	host name (Denver_a)
IP address	IP address of the controller (see Table 27 on page 167)	dot notation (ip=192.168.128.101)
Ethernet address	The Ethernet address of the controller hardware (see Table 27 on page 167)	hexadecimal notation (ha=00a0b8020420)

Perform the following steps to set up a UNIX BOOTP server:

1. Use a text editor to edit the bootptab file in the /etc directory.

Use the following example of the BOOTP table to configure the Network A server shown in Figure 4 on page 19 where the `s4.default:\` entry denotes settings that are common to all controllers, and the `tc=s4.default:\` entry associates this common setting group to a specific controller.

```
s4.default:\ (common settings)
ht=ether:\
sm=255.255.255.0:\
gw=192.168.128.1:\
hn:
denver_a:\
tc=s4.default:\ (common settings)
ip=192.168.128.101:\
ha=00a0b8020420:
denver_b:\
tc=s4.default:\
ip=192.168.128.102:\
ha=00a0b80000d8:
```

2. If the storage subsystem is running, shut down and then restart the subsystem. This ensures that the parameters in the BOOTP table take effect.
3. Continue with “Step 6 (Windows): Verifying the TCP/IP protocol and setting up the host or DNS table.”

---

## Step 6 (Windows): Verifying the TCP/IP protocol and setting up the host or DNS table

Install the TCP/IP networking stack to enable SMclient functions. Perform the following two tasks by using the procedure that follows them:

- Verify that the TCP/IP protocol software is installed on the management station or the host server on which you will install and from which will run SMclient.
- Set up the host or DNS table.

**Note:** Make sure that the host names for the controllers match the IP addresses for the controllers.

## Windows 2000

Perform the following steps for Windows 2000:

1. Right-click **My Network Places**.
2. Select **Properties**. The Network and Dial-up Connections window opens.
3. Right-click a defined network connection.
4. Select **Properties**. Make sure that the Internet Protocol TCP/IP box under the Components checked that are used by this connection is marked. If not, mark it, click **Install**, and follow the instructions that display.
5. Update the DNS table to specify a host name to associate with an IP address.  
If you do not have a DNS server, use a text editor to update the hosts file to link the IP address and controller name entries. The following example shows the host tables for the controllers that are connected to Network A as shown in Figure 4 on page 19:

```

# Copyright (c) 1993-1999 Microsoft Corp.

# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.

# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should be placed
# in the first column followed by the corresponding host name. The IP address
# and the host name should be separated by at least one space.

# Additionally, comments (such as these) might be inserted on individual
# lines or following the machine name denoted by a '#' symbol.

# For example:
# 102.54.94.97    rhino.acme.com    # source server
# 38.25.63.10   x.acme.com      # x client host

127.0.0.1       local host

192.168.128.101  denver_a

192.168.128.102  denver_b

```

6. To manage storage subsystems through a firewall, configure the firewall to open port 2463 to TCP data.

## Windows Server 2003

Perform the following steps for Windows Server 2003:

1. Open the Windows Explorer window.
2. Right-click the My Network Places folder and select **Properties** from the pull-down menu. The Network Connections window opens.
3. Right-click a defined network connection and select **Properties** from the pull-down menu.
4. A network\_name Properties window opens. Make sure that the Internet Protocol TCP/IP box under “The Connection Uses The Following Items” window pane is selected. If not, select it and click **OK** to close the network\_name Properties window.
5. Update the DNS table to specify a host name to associate with an IP address. If you do not have a DNS server, use a text editor to update the hosts file to link the IP address and controller name entries. The following example shows the host tables for the controllers that are connected to Network A, as shown in Figure 4 on page 19.

```

# Copyright (c) 1993-1999 Microsoft Corp.

# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.

# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.

# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.

# For example:
#       102.54.94.97       rhino.acme.com       # source server
#       38.25.63.10      x.acme.com         # x client host

127.0.0.1       localhost

192.168.128.101 denver_a

192.168.128.102 denver_b

```

6. To manage storage subsystems through a firewall, configure the firewall to open port 2463 to TCP data.

---

## Step 6 (NetWare): Verifying the TCP/IP protocol and setting up the host or DNS table

The normal default installation process will install the TCP/IP software package.

Perform the following steps to set up the host or DNS table. Make sure that the host names for the controller match the IP addresses for the controllers.

1. Update either the host table or the DNS table to specify a host name to associate with an IP address. If you do not have a DNS table, edit the two host tables that are found in the `sys:etc\hosts` directories. (Your directory will be different if the operating system is not installed on the root.)

To set up the host tables for the controllers, open the hosts file that is located in the `\etc\` directory. Use a text editor to update the host file to create the following IP address and controller name entries. For example:

Mappings of host names and host aliases to IP addresses

```
127.0.0.1    loopback lb local host loopback address
```

Examples from a fictitious network:

```

129.47.4.2 ta tahiti ta.some.com loghost
129.47.6.40 osd-frog
129.47.6.144 sj-in5 in5
197.67.172.71 sj-in1 in1

```

2. To manage storage subsystems through a firewall, configure the firewall to open port 2463 to TCP data.

---

## Step 6 (Linux): Verifying the TCP/IP protocol and setting up the host or DNS table

The normal default installation process will install the TCP/IP software package.

Perform the following steps to set up the host or DNS table. Make sure that the host names for the controller match the IP addresses for the controllers.

1. Update either the host table or the DNS table to specify a host name to associate with an IP address. If you do not have a DNS table, edit the host table that is found in the `/etc/hosts` directory. Your directory might be different if the operating system is not installed on the root.
2. To manage storage subsystems through a firewall, configure the firewall to open port 2463 to TCP data.

The following sample shows a Linux host file. Do not remove the following line, or various programs that require network functionality will fail.

```
127.0.0.1 rh71_8500 localhost.localdomain  
localhost 102.54.94.97 rhino.acme.com x.acme.com
```

---

## Chapter 3. Installing Storage Manager software in a standard Windows configuration

This chapter describes how to install the storage management software for Windows 2000, and Windows Server 2003 in a standard (noncluster) configuration. Before you install the software, make sure that you have read the following information:

- If you intend to configure your system for clustering, see Chapter 4, “Installing Storage Manager software in a Windows cluster server environment,” on page 75.
- If you have existing storage systems, see “Installation types” on page 30 and “Managing coexisting storage subsystems” on page 36.
- To ensure proper installation, make sure that you have completed all preparation tasks described in Chapter 2, “Preparing for installation,” on page 47.

### Important:

1. Always check for a readme file on any installation media. The readme file contains important information that was not available when the guide was prepared.
2. This version of the storage management software does not support 64-bit versions of Windows XP. All administrator functions using the storage management software must be performed from a 32-bit storage management station.
3. Configure the event monitor on only one storage management station to prevent receipt of duplicate event messages. Note that duplicate alerts are also sent if the Enterprise Management Window and the SMmonitor are running simultaneously.
4. Do not reboot during the installation process. You will reboot after installing all storage management software components.

---

## New installation process

You can install the Storage Manager 9.12 software components on host computers (only) or on both host computers and management stations. If you are running an earlier version of Storage Manager software, you must uninstall it before you are able to install Storage Manager Version 9.12 software components.

### Important:

1. If you are upgrading from version 9.1 or earlier of DS4000 Storage Manager software, you must remove the current software before installing the DS4000 Storage Manager Version 9.12 software.
2. Servers with AMD AMD64 or Intel EM64T processor architecture have no Storage Manager 9.12 host software support when their operating system are written in AMD64 or EM64T native code. If the IA-32 version of the operating system is installed and is running in compatibility mode on the AMD64 or EM64T servers, then you can use the appropriate IA-32 software package.

**Management station:** A management station is a system that you use to manage the storage subsystem. You can attach it to the storage subsystem in the following ways:

- Through a TCP/IP Ethernet connection to the controllers in the storage subsystem

- Through a TCP/IP network connection to a host computer with host-agent software installed on it, which in turn is directly attached to the storage subsystem through the fibre-channel input/output (I/O) path

You **must** install the following storage management software on a management station:

- SMclient

**Host computer:** A host computer (or host) is a system that is directly attached to the storage subsystem through a fibre-channel I/O path.

**Important:** Be sure you install the host-bus adapter and driver before you install the storage management software.

You **must** install storage management software on each host computer in the following order:

1. SMclient (SMclient is needed only if you want to manage the DS4000 storage subsystem through this host server.)
2. RDAC
3. SMagent
4. SMutil

To begin the installation on your management station, see “Installing Storage Manager 9.12 Client” on page 69.

To begin installation on a host, see “Installing the IBM fibre-channel host bus adapter device driver.”

---

## Installing the IBM fibre-channel host bus adapter device driver

An IBM fibre-channel host bus adapter (HBA) provides the interface between a host server and an DS4000 Storage Server. IBM DS4000 fibre-channel HBAs are high-performance, direct memory access, bus-master, host adapters that are designed for high-end systems. These HBAs support all fibre-channel peripheral devices that support private-loop direct-attach and fabric-loop attachment. The IBM Host Adapter device driver enables your operating system to communicate with the fibre-channel HBA.

See the readme file included in the driver package for installation instructions associated with your operating system. Additional information is also available in Appendix G, “Host bus adapter settings,” on page 169.

**Note:** Read the device driver readme for any required modifications to the default HBA BIOS and host operating system registry settings to ensure optimal performance. If you make any changes to the HBA BIOS settings, the machine will reboot automatically.

For more information, see the Installation and User’s Guide for your particular fibre-channel HBA model. The current readme file and latest multipath I/O device driver are available at the following Web site:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

---

## Installing Storage Manager 9.12 Client

This section describes how to install different components of Storage Manager 9.12 host software on management stations and host computers that run Windows operating systems. The installation is applicable for Storage Manager 9.12 host software only. If you are installing Storage Manager 9.10, refer to Appendix A, "Installing Storage Manager 9.1 Client," on page 139.

Before you install the software, make sure that the management station or host computer has at least 260 MB (320 MB for Windows Server 2003 IA-64 [Itanium 2] environment) of available disk space or the installation software package, the temporary files during installation and the final files after the installation. The final installation directory size will be 100 MB, if you install all software packages in Windows 2000 or Windows Server 2003 32 bit environment. In Windows Server 2003 IA-64 (Itanium 2) environment, the final installation directory size will be 130 MB.

**Important:** When you install SMclient on a stand-alone host and manage storage subsystems through the fibre-channel I/O path rather than through the network, you must install the TCP/IP software on the host and assign an IP address to the host.

Starting with the DS4000 Storage Manager host software version 9.12, all four components - SMclient, RDAC, SMagent and SMutil - of the host software are packaged in a single host software package installer. Depending the user needs/desires, up to four packages can be installed using this host software package install program.

### Notes:

1. If the operating system of the computer that you want to install this software is of management support list only (like Windows XP and Windows 2000 Professional), the only host software component that is available for installation is the SMclient program.
2. Windows 2000 Professional and Windows XP support the DS4000 Storage Manager Client package **only**. Do not install any other storage management software packages on Windows 2000 Professional or XP. RDAC is **not** supported on these Windows operating systems.

Perform the following steps to install the DS4000 Storage Manager host software packages in either a server or management station.

**Important:** These installation instructions are not for servers with SAN-boot or Remote-boot disk.

1. Before installing this software, close all other programs.
2. Insert the IBM DS4000 Storage Manager Version 9.12 support for Microsoft Windows OS's CD into the CD-ROM drive.

**Note:** If you downloaded the Storage Manager version 9.12 host software package for Windows from the DS4000 support web site, you must run the downloaded .exe file to unpack the content of the Storage Manager 9.12 host software web package for Windows into your specified directory. Go to this directory and select the Windows directory to get access to the Windows host software package install program. Go to step 6 on page 70.

3. From the Windows desktop, double-click the **My Computer** icon. The **My Computer** window is displayed.

4. Double-click the CD-ROM drive that has your DS4000 Storage Manager Version 9.12 CD. The CD window is displayed.
5. Select the appropriate directory in the CD for your operating system architecture (IA-32-bit or IA-64-bit).

Directory	Operating System
Win32	Windows 2000 Server, Advanced Server and DataCenter
WS03_32bit	Windows Server 2003 32bit Server, Enterprise Edition and DataCenter
WS03_64bit	Windows Server 2003 IA-64 (Itanium Architecture only) Server, Enterprise Edition and DataCenter

6. To launch the host software package installer, double-click the .exe file, such as SMIA-WS...exe.  
The DS4000 Storage Manager Installation wizard dialog is displayed while the software is loading. When the software is loaded, the **Introduction** window is displayed.
7. Click **Next**.  
The **Copyright Statement** window is displayed.
8. Click **Next**.  
The **License Agreement** window is displayed.
9. Select the option that accepts the terms of the License Agreement.
10. Click **Next**.  
The **Choose Install Folder** window is displayed, identifying the default install directory. The default directory is Windows\_boot\_drive\_letter:\Program Files\IBM\_DS4000. You could change this value to another directory; but it is recommended to keep the specified default installation directory.
11. Click **Next**.  
The **Select Installation Type** window is displayed.
12. Based on the type of installation you are performing, select one of the following actions. Note that the following steps are written for a typical (full installation).
  - **Typical (Full Installation)** - This selection, which is the default, installs all of the packages on the system. This is a safe choice if you do not know which installation type to select. This option will install all four host software components - SMClient, RDAC, SMAgent and SMUtil.
  - **Management Station** - This selection installs the software needed to configure, manage, and monitor a storage array. This option is for your workstation or management PC. This option will install SMClient program only.
  - **Host** - This selection installs the storage array server software. Use this type of installation for the host (server) connected to the storage array (Windows 2000 and Windows Server 2003 only). This option will install all host software components with the exception of SMClient program.
  - **Custom** - This selection enables you to customize the features to be installed. The SMAgent package can not be selected without the selecting RDAC package.

The selected installation type is highlighted in blue text.
13. Click **Next**.

If there are previously installed Storage Manager software packages, the **Overwrite Warning** dialog is displayed.

14. If the **Overwrite Warning** dialog is displayed, click **OK**.

The **Automatically Start Monitor?** window is displayed. This is the event monitor service that will monitor the specified DS4000 storage subsystems and forward any critical alerts from those subsystems when the SMclient program is not running.

15. Select the appropriate option for your system.

**Note:** If you start the Event Monitor Service on multiple machines, you might receive duplicate error messages from the same storage array. To avoid receiving duplicate error messages, start the monitor on only one machine. It is recommended that you run the monitor on one machine that will run continually.

16. Click **Next**.

The **Pre-Installation Summary** window is displayed.

17. Click **Install**.

The **Installing** window is displayed while the software is loading. The **Installation/Remove** status window is also displayed throughout the installation process.

The **Security Alert** dialog might be displayed multiple times.

18. Did the **Security Alert** dialog display?

- **Yes** - Click **Yes**.
- **No** - Go to step 19 on page 72. When the software is loaded, the **Install Complete** window is displayed.

**Important:**

- a. If RDAC is not installed in the computer, the **Install Complete** window displays an error message stating that the installation is finished and that there are some warnings. The message suggests looking at the installation log for details. The installation log contains a warning that a Win32 exception can be found. This is normal and expected behavior. The installation was successful

- b. If you cancel an installation before the installation completes its run (while the progress bar is still visible), the installation might not clean up the aborted installation properly, and the host-software installation wizard creates an install log. In addition, the **Add/Remove Program** window might show that the program is already installed. However, when you try to un-install it, you will get an un-installation error and whether you want to remove the entry from the **Add/Remove** program list. Click **Yes** to remove the entry. Then, you must delete the .xml file in the Windows\_boot\_drive\_letter:\Program Files\Zero G Registry directory. If you did not delete the .xml file, when you try to run the DS4000 Storage Manager Installation wizard again, it will state that an existing version of the program is already installed and whether you want to updated it. However, when you click **OK** and proceed through the installation process, the files will be installed in this directory Documents and Settings\user\_login\_ID\LocalSettings\Temp\UniqueDirectoryName\Windows\NULL which does not exist. In the above directory name, the **user\_login\_ID** and **UniqueDirectoryName** fields will be different for different installations. The Windows\_boot\_drive\_letter:\Program Files\Zero G Registry directory

might be hidden from the normal Windows Explorer view. If this is the case, change the settings of the Windows Explorer to **Show hidden files and folders**.

If you cancel the installation **before** the progress bar is visible, the installation wizard will clean up the abort process properly. You do not need to do anything before starting the wizard again.

19. Verify that the **Yes, restart my system** option is selected.
20. Click **Done**.

Several files and program packages are installed to the directory that you specified in step 10 on page 70. The default directory is `Windows_boot_drive_letter:\Program Files\IBM_DS4000`.

The installation is completed, and Windows is restarted.

**Important:** If you repeatedly cancel an installation or uninstallation before the process completes its run and try to install again, the installation process might not work, and the software might not be installed after the installation process is completed. The installation complete panel tells you where the software is installed, but it is not there. If this problem occurs, delete the `.xml` file from the `Windows_boot_drive_letter:\Program Files\Zero G` directory.

21. To verify that the software packages were installed, go to “Verifying the Installation” on page 73.

---

## Verifying the Installation

Use this procedure to verify that the host-software package installer ran successfully.

1. Select **Start → Settings → Control Panel**.

The Control Panel window opens. Select **Add/Remove programs**. The Add/Remove Programs Properties window opens.

2. Look for the entry IBM DS4000/FAStT Storage Manager Host Software v09.xx.x5.yy where xx or yy will be the main release (ie. 12) and the version (ie. 08) values, respectively.
3. Was the installation successful (no failure reported)?
  - **Yes** - Go to Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109.
  - **No** - Repeat the steps in “Installing Storage Manager 9.12 Client” on page 69. If the failure persists, contact IBM Technical Support.

If you installed other host-software packages besides the SMclient software package, you may use this procedure to verify that the packages were installed successfully:

**WARNING:** If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. IBM cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. **Use Registry Editor at your own risk.**

1. Open the **Command Prompt** window and type in regedt32.
2. Go to the registry key \HKEY\_LOCAL\_MACHINE\SOFTWARE\Storage.
3. For each package that you installed, there would be a folder under the \HKEY\_LOCAL\_MACHINE\SOFTWARE\Storage key. Click on that folder name and look for the Version data field in the right window pane. The Version data field will have the correct version of the host software package that you installed. Record these versions for future reference. For example, Figure 19 on page 74 shows that all four host-software packages were installed in this server and the version of the SMUtil package is 09.12.35.00.

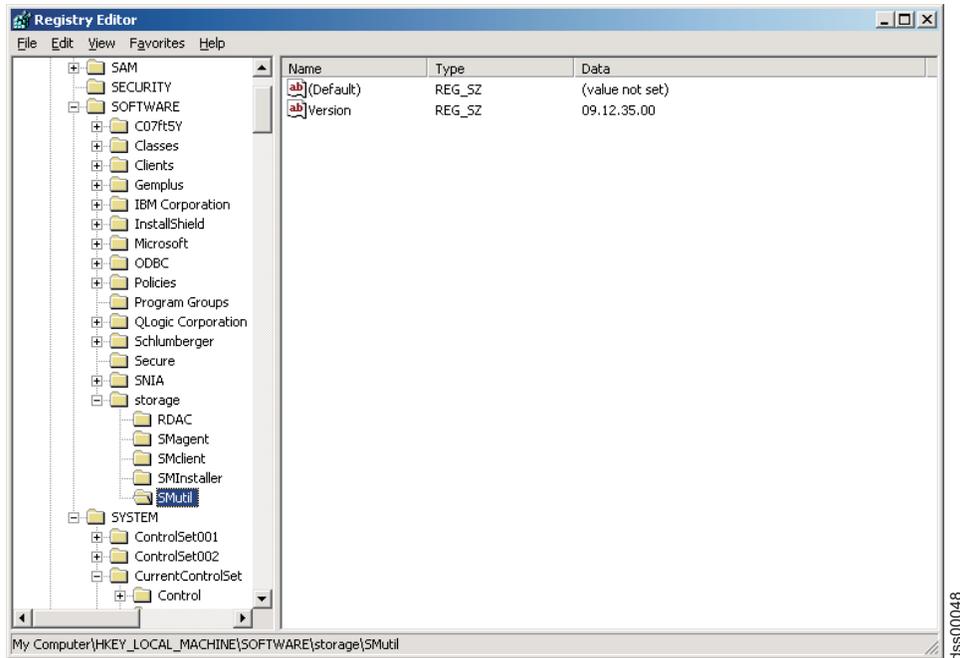


Figure 19. Registry Editor window

---

## Additional information

For additional information about installing and using Storage Manager 9.12 for Windows 2000 and Windows Server 2003 in a standard (noncluster) configuration, see Appendix B, “Windows operating system limitations,” on page 147.

For additional information about uninstalling Storage Manager components in Windows, see “Uninstalling storage management software components” on page 132.

---

## Chapter 4. Installing Storage Manager software in a Windows cluster server environment

This chapter describes how to install the storage management software in a Windows cluster server environment. Before you install the software, make sure that you have read the following information:

- If you have existing storage systems, read “Installation types” on page 30 and “Managing coexisting storage subsystems” on page 36.
- If you are upgrading from a previous version of Storage Manager on an existing cluster, go to “Upgrading from a previous version of the storage management software” on page 81.
- To ensure proper installation, complete all preparation tasks described in Chapter 2, “Preparing for installation,” on page 47.
- Review Table 23 on page 147 for related information.

**Important:** Always check for a readme file on any installation media. A readme file contains important information that was not available when this guide was prepared.

---

### Preinstallation considerations

The hardware installation involves installing host adapters and storage subsystems. Before you begin the installation of the DS4000 Storage Manager software, make sure that all hardware components are installed correctly for the cluster server configuration.

### Configuration options

You can connect the storage subsystem to the cluster nodes either directly or through fibre-channel switches. Figure 20 on page 76 shows typical direct-attached or fibre-channel switch connection configurations. Both configurations offer full redundancy.

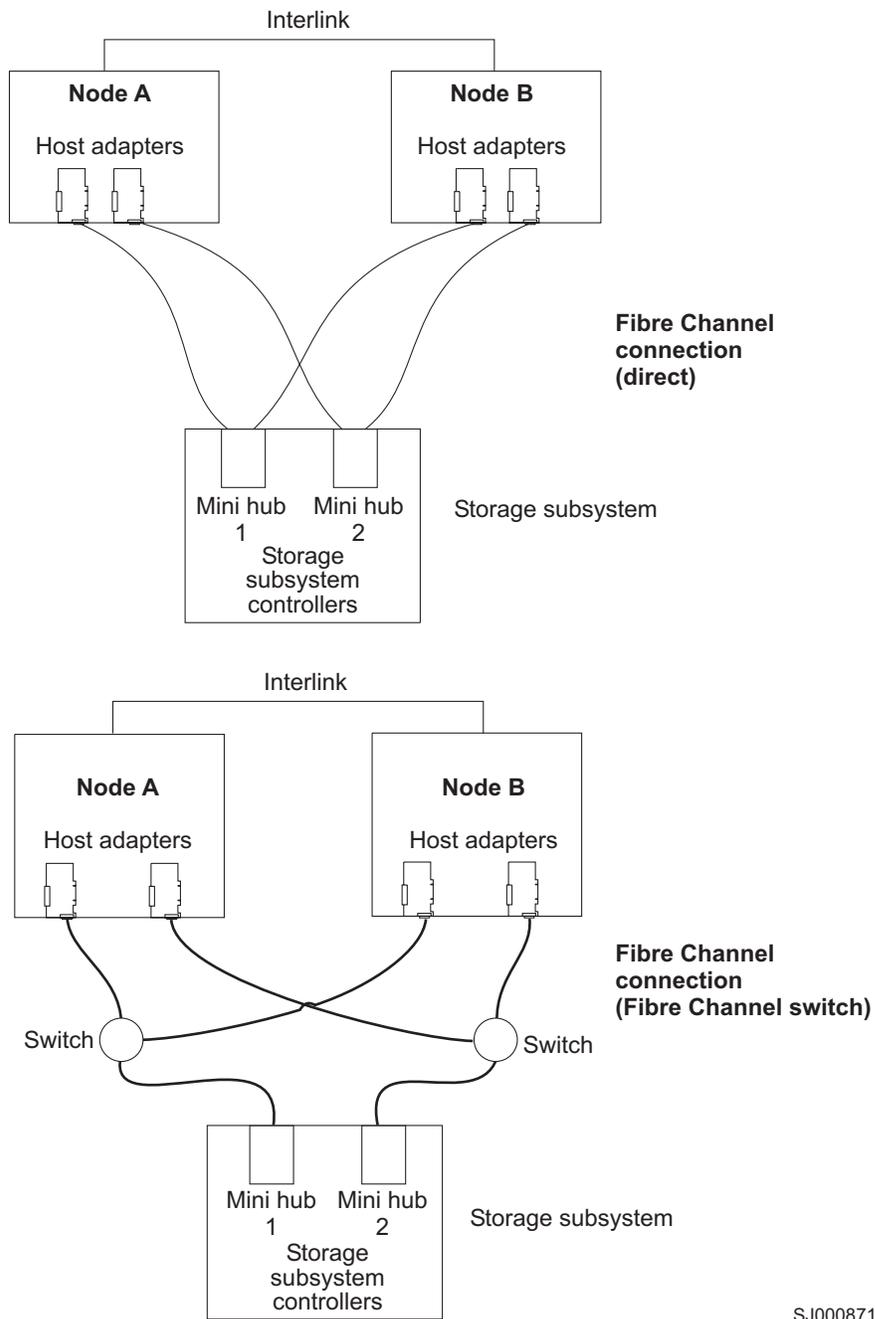


Figure 20. Installing the storage subsystem on a fibre-channel network

## Host adapters

Refer to the appropriate host-adaptor documentation for specific installation requirements and procedures. The following considerations apply:

- To use the dual-path configuration, perform the following tasks:
  - Install two host adapters in each node.
  - Run two fibre-channel cables from each node to the storage subsystem.

- If you connect the storage subsystem through a Fibre Channel-Arbitrated Loop (FC-AL), ensure that every adapter on the loop is assigned a unique hard ID. For instructions about changing hard IDs, see the documentation provided with your host adapters.
- The correct device driver is installed for the host adapter. See the readme file in the \Host\_Adapter directory on the IBM DS4000 Storage Manager Version 9.12 CD for information about supported host adapters and device drivers.

## Storage subsystems

Refer to the appropriate hardware documentation for specific installation requirements and procedures. If you are managing storage subsystems directly, you must connect Ethernet cables to both controllers in each storage subsystem.

---

## Installing the storage management software in a cluster environment

The following procedures describe how to install the storage management software in a cluster environment.

### Windows 2000

Perform the following steps to install the storage management and cluster service software on Windows 2000:

1. Be sure that the HBA and device driver are installed in each cluster node. For information about HBA and device driver installation, see “Installing the IBM fibre-channel host bus adapter device driver” on page 79.
2. Power down node B. Start node A.
3. Install the storage management software on node A. See “Installing the storage management software” on page 79 for instructions.
4. Complete the procedures in Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109.
5. Run the hot\_add utility on node A. See “Using the hot\_add utility” on page 130 for instructions.

**Note:** You might have to restart node A in order to see the newly-added logical drives.

6. Format all shared logical drives as NT File System (NTFS), assign volume labels, and specify a drive letter for each.

**Important:** You must assign a permanent (sticky) drive letter to the shared logical drive on both cluster nodes. The two nodes must have the same drive letters on each shared drive. If you do not assign permanent drive letters, Windows might assign different drive letters on each node. Assigning a permanent drive letter ensures that Windows assigns the same drive letter to the partition on both cluster nodes.

7. Shut down node A. Start node B.
8. Install the storage management software on node B. See “Installing the storage management software” on page 79 for instructions.
9. To verify the drive letters for the cluster configuration, perform one of the following procedures:
  - For Windows 2000, perform the following steps:
    - a. Click **Start** → **Programs** → **Administrative Tools** → **Computer Management**. The Computer Management window opens.
    - b. Click **Storage** → **Disk Management**.

10. Verify that the following conditions are met:
  - The same logical drives display on each cluster node.
  - Each cluster node has the same number of partitions defined on the logical drives.
  - Drive letters are assigned to the configured logical drives.
  - The drive letters on the partitions are the same on both cluster nodes.
11. Shut down node B.
12. Install the cluster server software. See “Installing the cluster server software” on page 79 for instructions.
13. Go to Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109.

## Windows Server 2003

Perform the following steps to install the storage management and cluster service software on Windows Server 2003:

1. Make sure that the HBA and device driver are installed in each cluster node. For information about HBA and device driver installation, see “Installing the IBM fibre-channel host bus adapter device driver” on page 79.
2. Install the storage management software on the host server that will be the first node of the cluster. See “Installing the storage management software” on page 79 for instructions.
3. Complete the procedures in Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109, specifically to create LUNs that will be used as cluster disks and to make sure that the host type of the host group or host ports that these LUNs are mapped to were set to “Windows 2000/Server 2003..clustered” or “Windows 2000 clustered”.
4. Run the hot\_add utility on the first node of the cluster. See “Using the hot\_add utility” on page 130 for instructions.

**Note:** You might have to restart the first node of the cluster in order to see the newly-added logical drives (LUNs).

5. Format all shared logical drives as NT File System (NTFS), assign volume labels, and specify a drive letter for each.

**Important:** You must make sure that the permanent (sticky) drive letters that are assigned to LUNs in the first cluster node are available (not used) in the rest of the cluster nodes. In another words, all of the nodes in the cluster must have the same drive letters on each shared drive. If you do not assign permanent drive letters, Windows might assign different drive letters on each node, which will prevent the cluster disks from operating correctly. Assigning a permanent drive letter ensures that Windows assigns the same drive letter to the partition on all cluster nodes.

6. Install the storage management software on the second node of the cluster.

**Note:** You must install the RDAC and SMutil software packages. You do not have to install all of the storage management software packages unless you want to manage the storage subsystem from this cluster node.

7. Run the hot\_add utility on the second node of the cluster.
8. Repeat step 6 and step 7 for each additional node of the cluster.
9. Install the cluster server software. See “Installing the cluster server software” on page 79 for instructions.
10. Manually move the cluster disk groups from the first cluster node to each of the nodes in the cluster, making sure that they can be brought online. If they

can be brought online with no problems, you are ready to continue with your application software installation. If you experience any problems, call IBM support for assistance.

---

## Installing the IBM fibre-channel host bus adapter device driver

An IBM fibre-channel host bus adapter (HBA) provides the interface between a host server and a DS4000 Storage Server. IBM DS4000 fibre-channel HBAs are high-performance, direct memory access, bus-master, host adapters that are designed for high-end systems. These HBAs support all fibre-channel peripheral devices that support private-loop direct-attach and fabric-loop attachment. The IBM Host Adapter device driver enables your operating system to communicate with the fibre-channel HBA.

See the readme file included in the driver package for installation instructions associated with your operating system. Additional information can also be found in Appendix G, “Host bus adapter settings,” on page 169.

**Note:** Read the device driver readme for any required modifications to the default HBA BIOS and host operating system registry settings to ensure optimal performance. If you make any changes to the HBA BIOS settings, the machine will reboot automatically.

For more information, see the Installation and User’s Guide for your particular fibre-channel HBA model. The current readme file and latest multipath I/O device driver are available at the following Web site:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

---

## Installing the storage management software

| This section describes how to install the storage management software on Windows  
| operating systems. Before you install Storage Manager on an existing storage  
| subsystem, see your hardware’s documentation for any specific configuration  
| instructions. A specific configuration might be required for your hardware to support  
| the storage management software in a cluster configuration. If you are installing  
| Storage Manager 9.12, refer to “Installing Storage Manager 9.12 Client” on page  
| 69, then go to “Installing the storage management software in a cluster  
| environment” on page 77.

If you are installing Storage Manager 9.10, refer to Appendix A, “Installing Storage Manager 9.1 Client,” on page 139.

---

## Installing the cluster server software

The following sections describe how to install the cluster server software on Windows operating systems.

### Windows 2000

**Important:** Do not perform this procedure unless you installed the necessary storage management software components on both cluster nodes.

To install the cluster server software on node A and node B, perform the following steps:

1. Install the cluster server software on node A, as follows:

- a. Refer to the appropriate Microsoft Cluster Server (MSCS) documentation for the correct procedure to install the cluster server software.

**Note:** During installation, specify that you want to form a new cluster.

- b. After the system restarts, leave node A running.
2. Install the cluster server software on node B, as follows:
  - a. Refer to the appropriate MSCS documentation for the correct procedure to install the Cluster Server software.

**Note:** During installation, specify that you want to join the existing cluster.

- b. After the system restarts, leave node B running.
3. After you install MSCS, perform one of the following tasks:
  - For systems running Windows 2000, reinstall Service Pack 4.

**Note:** Refer to Microsoft Knowledge Base article Q174799 for more information regarding service pack installation in a cluster environment.

4. Verify the software installation as follows:
  - a. On either node A or node B, click **Start** → **Programs** → **Administrative Tools** → **Cluster Administration**.
  - b. In the **Cluster** or **Server Name** field, type either the name of the cluster or the name or IP address of one of the nodes.

If the installation is successful, the computer names of both nodes appear on the left side of the Cluster Administrator window.
  - c. Make sure that the cluster disk groups can be moved between cluster nodes.
5. If both node names do not display on the left side of the Cluster Administrator window, reinstall the cluster server software. If the problem persists, contact your IBM technical support representative.

## Windows Server 2003

**Important:** Do not perform this procedure unless the necessary storage management software components are installed on all cluster nodes.

Perform the following steps to install the cluster server software on cluster nodes:

1. Install the cluster server software on the first node of the cluster. Refer to the appropriate Microsoft Cluster Server (MSCS) documentation for the correct procedure to install the cluster server software.

**Note:** During installation, specify that you want to form a new cluster.

2. In the Cluster Administrator window, make sure that all of the cluster disk groups can be varied online and offline with no problems.
3. Install the cluster server software on the second node of the cluster. Refer to the appropriate MSCS documentation for the correct procedure to install additional nodes in the cluster server.

**Note:** During installation, specify that you want to join the existing cluster. You can add one cluster node at a time or all of the remaining cluster nodes at the same time. You should add cluster nodes one at a time.

4. If all node names do not display on the left side of the Cluster Administrator window, reinstall the cluster server software. If the problem persists, contact your IBM technical support representative.

---

## Upgrading from a previous version of the storage management software

Be sure that you are familiar with the steps required in a new installation before you continue with the following upgrade procedure.

Choose one of the following two procedures:

- **Performing a scheduled upgrade:** A scheduled upgrade requires scheduling downtime on your cluster server to upgrade the controller firmware and storage management software. The services and resources offered by the cluster are not available during the upgrade. If you choose this upgrade method, it is important that you perform the upgrade during off-peak workload time.

**Note:** The scheduled upgrade is the preferred procedure for upgrading a cluster server configuration.

- **Performing a rolling upgrade:** A rolling upgrade requires upgrading the storage management software first in one of the cluster nodes and then in each of the remaining cluster nodes, one cluster node a time, so that the services and resources offered by the cluster are always available.

**Important:** Do not upgrade your storage subsystem firmware until you have upgraded the storage management software on all cluster nodes and management stations. If you upgrade your storage subsystem controller firmware level to version 05.4x.xx.xx, you will not be able to communicate with the controller until you have upgraded to Storage Manager 9.12 software on your management station and cluster nodes. Previously installed versions of Storage Manager will not recognize controllers running version 05.4x.xx.xx firmware.

### Performing a scheduled upgrade

The following sections describe how to perform a scheduled upgrade on Windows operating systems.

#### Windows 2000

To perform a scheduled upgrade from Storage Manager Version 7.xx, 8.0, 8.2x, 8.3x, 8.4x, or 9.1 to Storage Manager 9.12 on machines that are running Windows 2000, perform the following procedure:

1. Click **Start** → **Programs** → **Administrative Tools** → **Services**. The Services window opens.
2. Shut down node B.
3. From node A, uninstall the components from the previous version of the storage management software. To uninstall the storage management software for Storage Manager see “Uninstalling storage management software components” on page 132.

**Note:** Uninstall the storage management components in the following order:

- a. SMagent
  - b. SMutil
  - c. RDAC
  - d. SMclient
4. Verify that the IBM host adapter device driver versions are current. If they are not current, refer to the readme file located in the \Host\_Adapter directory on the installation CD and upgrade the device drivers.

5. Perform a full install of the storage management software on node A. See “Installing Storage Manager 9.12 Client” on page 69 or Appendix A, “Installing Storage Manager 9.1 Client,” on page 139 for instructions.
6. Shut down node A.
7. Restart node B.
8. From node B, uninstall the components from the previous version of the storage management software. To uninstall the storage management software for Storage Manager Version see “Uninstalling storage management software components” on page 132.
9. Verify that the IBM host adapter device driver versions are current. If they are not current, refer to the readme file located in the \Host\_Adapter directory on the installation CD and upgrade the device driver versions before you continue.
10. Perform a full install of the storage management software on node B. See “Installing Storage Manager 9.12 Client” on page 69 or Appendix A, “Installing Storage Manager 9.1 Client,” on page 139 for instructions.
11. Shut down node B.
12. Start up one node at a time and complete the following procedure:
  - a. Click **Start → Programs → Administrative Tools → Services**. The Services window opens.
  - b. From the list of displayed services, right-click the cluster server. Click **Automatic** to change the cluster server startup option.
  - c. Start the cluster server service on node B.
13. Go to Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109.

### Windows Server 2003

To perform a scheduled upgrade from Storage Manager Version 7.xx, 8.0, 8.2x, 8.3x, 8.4x, or 9.1 to Storage Manager 9.12 on machines that are running Windows Server 2003, perform the following procedure:

1. Before you install the storage management software, perform the following steps in each of the cluster nodes in the cluster:
  - a. Click **Start → Administrative Tools → Services**. The Services window opens.
  - b. From the list of displayed services, right-click the cluster server. Then click **Manual**.
  - c. Stop the cluster server on all nodes in the cluster configuration.
2. From each cluster node, uninstall the components from the previous version of the storage management software. See “Uninstalling storage management software components” on page 132 for instructions.

**Note:** Uninstall the storage management components in the following order:

- a. SMagent
  - b. SMutil
  - c. RDAC
  - d. SMclient
3. Verify that the IBM host adapter device driver version in each cluster node is current. If they are not current, refer to the readme file located in the \Host\_Adapter directory on the installation CD and upgrade the device drivers.
  4. Install the new version of the Storage Manager software in each cluster node. See “Installing the storage management software” on page 79 for instructions.
  5. Start up one node at a time and complete the following steps for each node:

- a. Click **Start** → **Administrative Tools** → **Services**. The Services window opens.
  - b. From the list of displayed services, right-click the cluster server. Click **Automatic** to change the cluster server startup option.
  - c. Manually start the cluster server service.
6. Open Cluster Administrator windows and verify that the cluster groups can be brought online. If not, contact your IBM service representative for support.

## Performing a rolling upgrade

This section describes how to perform a rolling upgrade on Windows operating systems.

**Important:** If you have applications installed in the cluster server environment that do not support a rolling upgrade, perform one of the following tasks:

- Put those resources offline before the upgrade; then, put them back online after the upgrade.
- Perform a scheduled upgrade. A scheduled upgrade requires scheduling downtime on your cluster server to upgrade the controller firmware and storage management software.

### Windows 2000

To perform a rolling upgrade from Storage Manager Version 7.xx, 8.0, 8.2x, 8.3x, 8.4x, or 9.1 to Storage Manager 9.12 on machines that are running Windows 2000, perform the following steps:

1. From node A, open Cluster Administrator.
2. Double-click the Active Groups folder in the right pane of the Cluster Administrator window.
3. Select each group listed and move them to node B.
4. Select node A. Then click **File** → **Pause Node** to pause cluster service in node A.
5. From node A, uninstall the components from the previous version of the software. To uninstall the software for Storage Manager see “Uninstalling storage management software components” on page 132.

**Note:** Uninstall the components in the following order:

- a. SMagent
  - b. SMutil
  - c. RDAC
  - d. SMclient
6. Verify that the IBM host adapter device driver versions are current. If they are not current, refer to the readme file located in the \Host\_Adapter directory on the installation CD and upgrade the device drivers.
  7. Perform a full install of the storage management software on node A. See “Installing Storage Manager 9.12 Client” on page 69 or Appendix A, “Installing Storage Manager 9.1 Client,” on page 139 for instructions.
  8. Run Cluster Administrator. Then click **File** → **Resume Node** to resume cluster service in node A.
  9. From node B, open Cluster Administrator.
  10. Double-click the Active Groups folder in the right pane of the Cluster Administrator window.
  11. Select each group listed and move them to node A.

12. Select node B. Then click **File → Pause Node** to pause cluster service in node B.
13. From node B, uninstall the components from the previous version of the software. To uninstall the storage management software for Storage Manager see “Uninstalling storage management software components” on page 132.
14. Verify that the IBM HBA device driver versions are current. If they are not current, see the readme file located in the \Host\_Adapter directory on the installation CD and upgrade the device drivers.
15. Perform a full install of the storage management software on node B. See “Installing Storage Manager 9.12 Client” on page 69 or Appendix A, “Installing Storage Manager 9.1 Client,” on page 139 for instructions.
16. Run Cluster Administrator. Then click **File → Resume Node** to resume cluster service in node B.
17. Go to Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109.

### Windows Server 2003

To perform a rolling upgrade from Storage Manager Version 7.xx, 8.0, 8.2x, 8.3x, 8.4x, or 9.1 to Storage Manager 9.12 on machines that are running Windows Server 2003, perform the following steps:

1. In the first node of the cluster, open the Cluster Administrator window.
2. Double-click the Active Groups folder in the right pane of the Cluster Administrator window.
3. Select each of the active groups listed in the first cluster node and move them to other nodes in the cluster configuration. Make sure that the cluster groups come online successfully.
4. Select the first node of the cluster in the Cluster Node Tree view and click **File → Pause Node** to pause cluster service in that node.
5. From node A, uninstall the components from the previous version of the software. To uninstall the previous version of Storage Manager software, see “Uninstalling storage management software components” on page 132.

**Note:** Uninstall the components in the following order:

- a. SMagent
  - b. SMutil
  - c. RDAC
  - d. SMclient
6. Verify that the IBM HBA device driver versions in the cluster node are current. If they are not current, refer to the readme file located in the \Host\_Adapter directory on the installation CD and upgrade the device drivers.
  7. Install the new version of the Storage Manager software in the first cluster node. See “Installing the storage management software” on page 79 for instructions.
  8. In the Cluster Administrator window, select the first node of the cluster and click **File → Resume Node** to resume cluster service in first cluster node.
  9. Move all cluster groups that were active in the first cluster node back to it. Make sure that the cluster groups can be brought online in the first cluster node with no problems.
  10. Repeat steps 1 through 9 for each of the other nodes in the cluster configuration. Perform all steps for each cluster node, one cluster node at a time.

---

## Upgrading Windows operating systems

The following sections describe how to upgrade from one supported Windows operating system to another.

### Upgrading from Windows 2000 to Windows Server 2003 in a cluster configuration

**Note:** Always perform a full system backup before you perform any upgrade procedure.

**Important:** If you have applications that are installed in the cluster server environment that do not support a rolling upgrade, perform one of the following tasks:

- Put those applications offline before the upgrade. Then put them back online after the upgrade.
- Perform a scheduled upgrade. A scheduled upgrade requires scheduling downtime on your cluster server to upgrade the controller firmware and storage management software.

To upgrade from Windows 2000 Advanced Server to Windows Server 2003 Enterprise Edition, perform the following steps:

1. On node A, open the Cluster Administrator window.
2. Double-click the Active Groups folder in the right pane of Cluster Administrator.
3. Move all active cluster groups in node A to node B. Make sure that the cluster groups come online successfully in node B.
4. Select node A. Click **File → Pause Node** to pause cluster service in node A.
5. From node A, uninstall all software components. To uninstall the software, see “Uninstalling storage management software components” on page 132. Uninstall the components in the following order:
  - a. SMagent
  - b. SMutil
  - c. RDAC
  - d. SMclient
6. Follow the instructions from Microsoft to upgrade node A from Windows 2000 Advanced Server to Windows Server 2003 Enterprise Edition.

**Note:** During the upgrade, the existing cluster server installation is detected and clustering for Windows 2000 Advanced Server is installed. When the upgrade is complete, node A rejoins the cluster and remain paused.

7. Verify that the HBA device driver versions are correct. If they are not the certified versions, refer to the readme file in the \Host\_Adapter directory on the installation CD and upgrade the device driver versions before you continue.
8. Verify that node A was successfully upgraded to Windows Server 2003 Enterprise Edition.
9. Install the Storage Management software in node A. See “Installing the storage management software” on page 79.
10. In the Cluster Administrator window, select node A and click **File → Resume Node** to resume cluster service in node A.
11. Move the cluster groups that were active in node A back to node A.
12. On node B, open the Cluster Administrator window.

13. Double-click the Active Groups folder in the right pane of Cluster Administrator.
14. Make sure that all cluster groups failover to node A successfully.
15. Select node B. Click **File** → **Pause Node** to pause cluster service in node B.
16. From node B, uninstall all software components. To uninstall the software, see “Uninstalling storage management software components” on page 132. Uninstall the components in the following order:
  - a. SMagent
  - b. SMutil
  - c. RDAC
  - d. SMclient
17. Follow the instructions from Microsoft to upgrade node B from Windows 2000 Advanced Server to Windows Server 2003 Enterprise Edition.

**Note:** During the upgrade, the existing cluster server installation is detected and clustering for Windows 2000 Advanced Server is installed. When the upgrade is complete, node B rejoins the cluster and remain paused.
18. Verify that the HBA device driver versions are correct. If they are not the certified versions, refer to the readme file in the \Host\_Adapter directory on the installation CD and upgrade the device driver versions before you continue.
19. Verify that node B was successfully upgraded to Windows Server 2003 Enterprise Edition.
20. Install the Storage Management software in node B. See “Installing the storage management software” on page 79 for instructions.
21. In the Cluster Administrator window, select node B and click **File** → **Resume Node** to resume cluster service in node B.
22. In the Cluster Administrator window, move the cluster groups that were active in node B back to node B. Make sure that they come online with no problems.
23. If there are more than two nodes in a cluster, repeat steps 12 on page 85 through 22 for each of the remaining nodes in a cluster, one cluster node at a time.

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## Additional information

For additional information about installing and using Storage Manager 9.12 in a Windows cluster server configuration, see Appendix B, “Windows operating system limitations,” on page 147.

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## Chapter 5. Installing Storage Manager software in a standard NetWare configuration

This chapter describes how to install the storage management software in standard (noncluster) and cluster server configurations in the NetWare 6.0 and 6.5 operating system environments.

If you have existing storage systems, read “Installation types” on page 30 and “Storage subsystem management methods” on page 13.

To ensure proper installation, complete all preparation tasks described in “Planning and preparing for NetWare installation” on page 48.

**Important:** Always check for a readme file on any installation media. A readme file might contain important information that was not available when this document was prepared.

---

### Installation overview

You must install Storage Manager 9.12 software components on both management stations and host computers.

**Note:** Servers with AMD AMD64, Intel EM64T or Intel IA-64 processor architecture have no Storage Manager 9.12 host software support when their operating system are written in AMD64, EM64T or Intel IA-64 native code. If the IA-32 version of the operating system is installed and is running in compatibility mode on the AMD64 or EM64T servers, then you can use the appropriate IA-32 software package.

Table 18 shows the installation sequence for Storage Manager software components.

*Table 18. Software component installation sequence in a Novell NetWare 6.0 environment*

System type	Software installation sequence
Management station	Storage Manager 9.12 Client (SMclient)
Host computer and cluster node	<ol style="list-style-type: none"><li>1. Storage Manager 9.12 Client (SMclient) The Storage Manager 9.12 Client software package also includes the following host software components.<ol style="list-style-type: none"><li>a. Storage Manager 9.12 Utility (SMutil) This required component contains the hot_add and SMdevices utilities.</li><li>b. Storage Manager 9.12 Agent (SMagent) This optional component is necessary if you intend to use the host-agent management method.</li></ol></li><li>2. Fibre Channel Host Bus Adapter device driver</li><li>3. LSIMPE.cdm driver and NetWare native failover device driver</li></ol>

**Important:** Be sure to complete the following activities before you install Storage Manager 9.12.

1. Uninstall Storage Manager 8.4x or 9.1. See “Uninstalling Storage Management 8.4x software components” or “Uninstalling Storage Management 9.1x software components” on page 136.
2. Install the host bus adapter.

To install the storage management software in a NetWare 6.0 or 6.5 operating system environments, you *must* install the software on each host computer in the following order:

1. Fibre Channel Host Bus Adapter device driver
2. LSIMPE.cdm driver and NetWare native failover device driver
3. Storage Manager 9.12 Client  
This requirement also includes the optional installation of the following Storage Manager host software packages.
  - a. Storage Manager 9.12 Utility (SMutil)
  - b. Storage Manager 9.12 Agent (SMagent)
4. NetWare Agent component of IBM FASiT Management Suite Java (FASiT MSJ)

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## Uninstalling Storage Management 8.4x software components

If you are upgrading from any Storage Manager version 8.4x, it will be necessary for you to remove the current software before installing Storage Manager 9.12. No reboot is required after removing a Storage Manager software package. Existing storage array mappings and storage partition configurations are retained during software removal and will be recognized by the new client software.

Use the following procedure to uninstall one or more of the components of Storage Manager 8.4x. If you are uninstalling components released with an earlier version of the storage management software, use the uninstall procedure that came with the version of the storage management software that you are currently running.

1. From the Xserver Graphical Console, click **Novell** → **Install**.  
The Installed Products window opens.
2. In the list of currently installed products, select the component you want to remove from the list and click **Delete**.  
The name of the Storage Manager packages are:
  - a. Storage Manager Agent. IBM recommends direct (out-of-band) management in Netware environment.
  - b. Storage Manager Utility
  - c. Storage Manager (this is the client)
3. Click **OK** in the Confirm Product Deletion window to proceed with the uninstallation. Repeat step 2 to remove each Storage Manger component.
4. A *Please Wait* pop-up window displays while the package uninstalls.
5. The Installed Products window will display again when the uninstallation is complete.

---

## Storage Manager 9.12 Client

This section provides instructions for installing Storage Manager 9.12 Client on management stations and host computers.

Before you install the software, make sure that:

- The management station or host computer has at least 140 MB of available disk space.
- All programs are closed.
- The HBA and the driver are installed.

**Important:**

- When you install Storage Manager 9.12 Client on a stand-alone host and manage storage subsystems through the fibre-channel I/O path rather than through the network, you must install the TCP/IP software on the host and assign an IP address to the host.
- Modify these instructions as required for your particular installation.

## Installing Storage Manager 9.12 Client (SMclient)

Perform the following steps to install SMclient:

1. Insert the IBM DS4000 Storage Manager installation CD into the CD-ROM drive.
2. Based on your version of Novell NetWare, perform one of the following actions:
  - Novell NetWare 6.0 with SP 4 or later, proceed with step 3.
  - Novell NetWare 6.5 with SP 2 or later, proceed with step 4.
3. To mount the installation CD, if needed, type the following command from the System Console and press **Enter**.

```
load CDR0M
```

4. To copy the *zip* file from the installation CD to the `sys:\volume` in the host NetWare system, type the following command from the System Console and press **Enter**.

```
copy cd<CDname>:\Netware\filename.zip SYS:\
```

...where `filename.zip` is the name of the *zip* file containing the IBM DS4000 Storage Manager host software for NetWare.

In the NetWare Console window, unzip the `filename.zip` file using the following command:

```
unzip -o SYS:\filename.ZIP
```

The system extracts the `install.ncf` file and the `instdata` directory to the temporary location specified.

...where `SYS:\` is the *zip* file's temporary location.

5. From the System Console window, type the following command, and press **Enter**.

```
sys:/install
```

The Please Wait window displays while the software is loading. When the software is loaded, the Introduction window displays.

6. Select **Next**.

The License Agreement window displays.

7. Read and select the option that accepts the terms of the License Agreement.

8. Select **Next**.

9. The Choose Install Folder window opens. Click the **Choose** button to select a folder different than the default folder listed. The default folder name is `StorageManager`.

10. Click **Next** to continue.

11. The 20-Second Delay dialog displays.

12. Select **OK**.
13. The Select Installation Type window displays.
14. Ensure that for the host, the Typical (Full Installation) installation type is selected.
  - The full installation type involves installation of the following components:
    - SMclient
    - SMagent
    - SMutil
  - The custom installation type allows you to manually select the options for installation.
  - The management station only installation type involves installation of only SMclient.

The selected installation type is indicated in blue text.
15. Select **Next**.  
If the software already exists, the Overwrite Warning dialog displays.
16. Select **OK**.  
The Pre-Installation Summary window displays.
17. Select **Install**.  
The Installing window displays while the software is loading. When the software is loaded, the Install Complete window displays.
18. Select **Done**.  
The Restart The GUI dialog displays.
19. Read and select **OK**.

## Verifying the Storage Manager 9.12 Client installation

Perform the following steps to restart the GUI and to verify that the packages were successfully installed:

1. From the Novell menu, select **Close GUI...**  
The Close GUI dialog displays.
2. Select **OK**.
3. To restart the GUI, type the following command from the System Console, and press **Enter**.  
startx
4. Select **Novell** → **Programs**, and verify that the IBM DS4000 Client program name displays in the Programs list.
5. Open the file browser and select the install folder named: sys:\storagemanager. You will see Client, Agent, and Util folders if you selected the Typical (Full Installation) option during the installation procedure.
6. Verify that SMagent.ncf files reside in the SYS:\StorageManager\Agent directory. See “Stopping and starting the host-agent software” on page 135.
7. Verify that the hot\_add.ncf and SMdevices.ncf files reside in the folder that you installed the NetWare Host software. Its default location is SYS:\StorageManager\util.
8. Depending on success or failure of the installation, do one of the following:  
If the IBM DS4000 Storage Manager 9 Client Enterprise Management window displays, the installation was successful. Perform activities detailed in “Removing the temporary files” on page 91 and Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109

If the IBM DS4000 Storage Manager Client does not display, a failure has occurred and the installation was unsuccessful. Repeat the steps detailed in “Installing Storage Manager 9.12 Client (SMclient)” on page 89 and “Verifying the Storage Manager 9.12 Client installation” on page 90. If the failure persists, refer to Storage Manager 9.12 Release Notes or contact your IBM technical support representative.

## Removing the temporary files

Use the following procedure to remove the temporary installation files from the temporary directory.

1. Using the NetWare File Browser, select and delete the `install.ncf` file and the `InstData` directory in the `SYS:\` volume

**Note:** This file and directory are in the root of the `SYS:\` volume unless the user placed them elsewhere. Delete them using the file browser delete function.

2. Choose one of the following actions:

- **Storage management software is required on other systems** — For each system that will be used as a storage management station or host, perform the software removal and installation procedures described in “Planning and preparing for NetWare installation” on page 48 and “Installing Storage Manager 9.12 Client (SMclient)” on page 89.
- **Storage management software installation is complete is completed on all systems** — See “Starting the host agent manually” on page 136.

---

## Installing the NetWare fibre channel HBA device driver

An IBM fibre-channel host bus adapter (HBA) provides the interface between a host server and a DS4000 Storage Server. IBM DS4000 fibre-channel HBAs are high-performance, direct memory access, bus-master, host adapters that are designed for high-end systems. These HBAs support all fibre-channel peripheral devices that support private-loop direct-attach and fabric-loop attachment. The Novell NetWare native failover device driver enables your operating system to communicate with the fibre-channel HBA.

See the readme file included in the driver package for installation instructions associated with your operating system. For more information, see the Installation and User's Guide for your particular fibre-channel HBA model. Additional information can also be found in Appendix G, “Host bus adapter settings,” on page 169.

**Note:** Depending on your controller's firmware version, change the LUNs per target BIOS setting from the default value of 0 to 31 or 255 for IBM DS4000 fibre channel HBA. In addition, review the device driver readme for any other required modifications to the default HBA BIOS and host operating system registry settings to ensure optimal performance. If you make any changes to the HBA BIOS settings, the machine will reboot automatically.

The current readme file and latest multipath I/O device driver are available at the following Web site:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

Continue with “Installing IBM FAStT Management Suite Java” on page 92.

---

## Installing the LSIIMPE driver and NetWare native failover device driver

The NetWare native failover device driver is available in NW5.1 SP7 or later, NW6.0 SP3 or later, and in NW6.5 SP1a or later.

**Note:** Always use the Novell NetWare native failover device in the latest SP for a particular NetWare operating system version. In addition, use the later version of the LSIIMPE.CDM file from either the latest Novell Support Pack or the version that is included with the IBM Fibre Channel HBA device driver for NetWare which is available at the IBM DS4000 support web site.

The LSIIMPE.CDM driver is used in a Novell NetWare environment to enable the Novell native multipath device driver to recognize the NetWare host-mapped logical drives that were created on DS4000 storage servers. The LSIIMPE.CDM driver is a custom driver module that is packaged with the IBM DS4000 Host Adapter driver and the Novell operating system distribution CD. In case of a failure along the I/O path, the Novell native multipath device driver sends the I/O requests through the alternate path and Auto-Volume Transfer (AVT) moves the logical drive within the DS4000 Storage Server.

See the current IBM Fibre Channel HBA device driver readme file for the current LSIIMPE.CDM driver, and the pointer to the Novell native multipath device driver installation instructions.

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

Continue with “Installing the NetWare fibre channel HBA device driver” on page 91.

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## Installing IBM FAST Management Suite Java

For information about installing and using this software, see the *IBM FAST MSJ User's Guide* or online Help.

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## Additional information

For additional information about installing and using Storage Manager 9.12 in a NetWare configuration, see Appendix C, “NetWare operating system limitations,” on page 157.

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## Chapter 6. Installing Storage Manager software in a Linux configuration

This chapter describes how to install the storage management software in a Linux operating system environment.

If you have existing storage systems, make sure that you have read “Installation types” on page 30 and “Managing coexisting storage subsystems” on page 36.

To ensure proper installation, make sure you have completed all preparation tasks described in Chapter 2, “Preparing for installation,” on page 47.

**Important:** Always check for a readme file on any installation media. This readme file might contain important information made available only after completion of this document.

---

### Installation overview

**Important:** Be sure that you install the HBA and device driver before you install the storage management software.

### Linux software requirements

**Note:** Two Linux operating system DS4000 Storage Manager 9.12 packages are made available on the product CD and Internet site. These packages are for servers with Intel architecture 32-bit (IA-32) or 64-bit (IA-64) processors only. Servers with AMD AMD64 or Intel EM64T processor architecture have no Storage Manager 9.12 host software support when having installed operating system written in AMD64 or EM64T native code. If the IA-32 version of operating system is installed in the AMD64 or EM64T servers, then you can use the appropriate IA-32 host software package.

Table 19 lists the disk space that is required for installing Storage Manager 9.12 in a Linux environment.

*Table 19. Installation requirements for Linux by software package*

Package	Disk space requirement
Storage Manager 9.12 Client (SMclient)	60 MB on /opt, 2 MB on /tmp
IBM DS4000 Management Suite Java (FASiT MSJ)	100 MB on /opt
Storage Manager 9.12 RDAC	2 MB
Storage Manager 9.12 Agent (SMagent)	2 MB on /opt
Storage Manager 9.12 Utility (SMutil)	7 MB on /opt
IBM Host Adapter device driver	1 MB
Storage Manager 9.12 runtime (SMruntime)	70 MB on /opt, 1 MB on /var

### Linux operating system requirements

Table 20 on page 94 describes the minimum operating system and kernel level requirements for each management station or host computer. See the readme file for the latest information regarding supported kernel versions.

Table 20. Management station or host computer by minimum operating system and kernel levels

Operating system	Kernel
Red Hat Enterprise Linux Advanced Server 3.0	2.4.21-27.0.2.el or higher
SuSE Linux Enterprise Server Version 8 (SLES 8)	2.4.21-273 or higher
SuSE Linux Enterprise Server Version 9 (SLES 9)	2.6.5-7.145

**Note:** Two Linux operating system DS4000 Storage Manager 9.12 packages are made available on the product CD and Internet site. These packages are for servers with Intel architecture 32-bit (IA-32) or 64-bit (IA-64) processors only. Servers with AMD AMD64 or Intel EM64T processor architecture have no Storage Manager 9.12 host software support when their operating system are written in AMD64 or EM64T native code. If the IA-32 version of the operating system is installed in the AMD64 or EM64T servers, then you can use the Storage Manager 9.12 for IA-32 host software package. Be certain to access the appropriate package.

To begin installing the storage management software, ensure that the network components are set up and operating properly, and that you have all the host and controller information that you need for the software to operate.

**Attention:** Linux RDAC is supported only when the DS4000 storage servers have controller firmware version 05.4x.xx.xx and later installed.

When using Linux RDAC as the multipath failover/failback device driver, you *must* install the software on each host computer in the following order:

1. Uninstall the earlier version Storage Manager.
2. Install Storage Manager 9.12 Runtime.
3. Install Storage Manager 9.12 Client.
4. Disable and enable the Event Monitor.
5. Install the IBM fibre channel HBA *non-failover* version device driver (for Linux operating systems).
6. Install Linux RDAC.
7. Install Storage Manager 9.12 Agent (SMagent, optional)
8. Install Storage Manager 9.12 Utility.
9. Uninstall existing IBM DS4000 Management Suite Java (use this procedure when installing IBM FASTT MSJ on an existing host/server).
10. Install IBM FASTT Management Suite Java and QLRemote Agent.
11. Specify the correct host type. See “Verifying and defining the default host type” on page 122.

When not using RDAC as the multipath failover/failback device driver, and using the IBM DS4000 fibre channel HBA failover version of the device driver as the multipath driver, you *must* install the software on each host computer in the following order:

1. Uninstall the earlier version Storage Manager.
2. Install Storage Manager 9.12 Runtime.
3. Install Storage Manager 9.12 Client.
4. Disable and enable the Event Monitor.
5. Install Storage Manager 9.12 Utility.

6. Uninstall existing IBM DS4000 Management Suite Java (use this procedure when installing Storage Manager 9.12 on an existing storage subsystem).
7. Install the IBM fibre channel Host Adapter (HA) **failover** version device driver for Linux operating systems.
8. Install IBM DS4000 Management Suite Java and QLRemote Agent.
9. Configure path failover/failback. See the device driver readme file for information.

Install the storage management software on a management station in the following order:

1. Uninstall the earlier version Storage Manager.
2. Install Storage Manager 9.12 Runtime.
3. Install Storage Manager 9.12 Client.

In “Uninstalling Storage Manager,” the package names SMutil, SMclient, SMagent and SMruntime are the prefixes of the actual package names that are either installed or to be installed. To determine the full names of the installed Storage Manager software packages, at the command prompt, type `rpm -qa | grep SM`. The system will display the installed package file names. For the new software package, use the `ls` command to list the contents of the `/opt/IBM_FAST` directory.

---

## Uninstalling Storage Manager

This section contains procedures for uninstalling an earlier version of Storage Manager software from one or more Linux management stations or hosts. Use the following procedure to remove previous versions of the software before installing Storage Manager version 9.12. The software removal procedures can also be performed using an rpm-compatible, GUI-based package manager.

Perform the following steps to uninstall an earlier version of Storage Manager.

**Note:** You do not need to restart your host computer after removing a software component. During the software removal process, the host keeps existing storage subsystem mappings and storage partition configurations, which the new client software will recognize.

1. Be sure that you have root privileges, which are required to uninstall Storage Manager.
2. To remove previously installed software packages:
  - a. Type the appropriate uninstallation command at the command prompt in the order listed in Table 21 and press **Enter**.

*Table 21. Software removal commands*

Package	Removal command
SMutil	<code>rpm -e SMutil</code>
SMclient	<code>rpm -e SMclient</code>
SMagent	<code>rpm -e SMagent</code>
SMruntime	<code>rpm -e SMruntime</code>

When the software has been removed, the system will return to the command prompt.

- b. At the command prompt, type the verification command for the selected software package, and press **Enter**. See Table 22.

Table 22. Software removal verification commands

Package	Removal command
SMutil	<code>rpm -qi SMutil</code>
SMclient	<code>rpm -qi SMclient</code>
SMagent	<code>rpm -qi SMagent</code>
SMruntime	<code>rpm -qi SMruntime</code>

The following message displays.

Package <packagename> is not installed.

- c. The Linux RDAC driver is not packaged as RPM package. See “Installation and setup instructions” on page 101 for that information. However, always check with the Linux RDAC readme file for the latest changes to the installation and uninstallation instructions. Besides the product CD, this readme is also available at:

<http://www.ibm.com/servers/storage/support/disk/>

Once on that page, click on the link for your DS4000 storage server model. When the Support web page for your storage server opens, click on the **Download** tab → **Current recommended Firmware (v6.12) and Storage Manager (v9.12)**. The readme file can be found by going to the IBM FAS*T* Storage Manager v9.12 Fibre Channel table, then click on the **v9.12** link in the **Current Version** column for the *IBM TotalStorage FAS*T* Linux RDAC Software Package*.

3. If you are installing a new version of the software, proceed to “Installing the Storage Manager 9.12 software.” If you are not installing a new version of the software, you have successfully completed this procedure.

---

## Installing the Storage Manager 9.12 software

Use the procedures in this section to install the applicable Storage Manager 9.12 software packages on a management station or host computer. These software installation procedures can also be performed using an rpm-compatible, GUI-based package manager.

**Important:** Before installing the client software, install the runtime software. A system reboot is only required when installing the RDAC driver package. The event monitor software is installed automatically during the client software installation.

1. Ensure that you have root privileges, which are required to install the software.
2. Insert the installation CD and, if necessary, mount the CD-ROM drive.

**Note:** In the following procedure, the CD-ROM drive is mounted at:

- `/mnt/cdrom` for Red Hat or
- `/media/cdrom` for SuSE

You must uncompress the installation packages from the CD-ROM to an existing folder on your hard drive. In the following procedure, this temporary directory is designated as `/tmp`. You may choose to create a different destination directory name.

Modify these instructions as required to meet your particular installation requirements.

## Installing Storage Manager 9.12 Runtime (SMruntime)

Installation of the SMruntime package is necessary for both hosts and storage management stations.

**Note:** The following steps direct you to enter commands necessary to install the appropriate software packages. After you invoke each command, the software installation begins. When the installation completes, a message displays indicating that the installation was successful and returning the system command prompt.

Perform the following steps to install SMruntime:

1. Type the following command at the command prompt and press **Enter**.  

```
rpm -ivh SMruntime-LINUX<version number>.rpm
```
2. To verify the installation of the SMruntime package, type the following command at the command prompt and press **Enter**.  

```
rpm -qa SMruntime
```
3. If the installation was successful, and no failure was reported, continue with “Installing the Storage Manager 9.12 Client (SMclient).” If the installation was unsuccessful, repeat steps 1 and 2. If the failure persists, see the Storage Manager 9.12 Release Notes or contact your IBM technical support representative.

## Installing the Storage Manager 9.12 Client (SMclient)

Installation of the SMclient package is necessary only if the system is a storage management station or if the system is a host acting as a storage management station. If you are not installing SMclient, proceed to “Installing the RDAC package” on page 98.

Perform the following steps to install the SMclient:

1. Type the following command at the command prompt and press **Enter**.  

```
rpm -ivh SMclient-LINUX<version number>.rpm
```
2. To verify the installation of the SMclient package, type the following command at the command prompt and press **Enter**.  

```
rpm -qa SMclient
```
3. If the installation was successful, and no failure was reported, continue with “Installing the RDAC package” on page 98. If the installation was unsuccessful, repeat steps 1 and 2. If the failure persists, see the Storage Manager 9.12 Release Notes or contact your IBM technical support representative.

## Disabling and enabling the Event Monitor

The Event Monitor, which comes with the client software, installs automatically during the client software installation. The Event Monitor handles storage subsystem error notification through e-mail or SNMP traps when the storage management software is not actively running on the management station or host computer.

**Important:** If you installed the client software and configured alert notifications on multiple hosts, you might receive duplicate error messages from the same storage subsystem. To avoid receiving duplicate error messages, disable the Event Monitor on all but one system. You must run the Event Monitor on one host that will run continually.

You can disable and enable the event monitor while the event monitor is running, or you can disable and enable the boot-time reloading of the event monitor. If you disable the event monitor while it is running, it will start automatically at the next reboot.

### **Disabling the event monitor while the software is running**

**Important:** If you disable the event monitor while it is running, it will start automatically at the next reboot.

At the command prompt, type the following command and press **Enter**:

```
SMmonitor stop
```

When the program shutdown is complete, the system displays the following message.

```
Stopping SMmonitor process <xxxx>. where xxxx represents the process ID number.
```

### **Enabling the event monitor while the software is running**

At the command prompt, type the following command and press **Enter**:

```
SMmonitor start
```

When the program startup begins, the system displays the following message.

```
SMmonitor started.
```

### **Disabling boot-time loading of the Event Monitor**

At the command prompt, type the following command and press **Enter**:

```
mv /etc/rc2.d/S99SMmonitor /etc/rc2.d/disabledS99SMmonitor
```

You are returned to the command prompt.

### **Enabling boot-time loading of the Event Monitor**

At the command prompt, type the following command and press **Enter**:

```
mv /etc/rc2.d/S99SMmonitor /etc/rc2.d/S99SMmonitor
```

You are returned to the command prompt.

## **Installing the RDAC package**

This section describes how to install RDAC on the Linux operating system. Installation of this package is necessary only if the system is a host. You must install RDAC on each host computer. The RDAC package installs the multipath device driver that is necessary for controller failover support. A system reboot is required when installing the RDAC driver package. You must also need to install the non-failover version of the fibre channel HBA device driver before installing RDAC.

**Note:** See the Storage Manager 9.12 Release Notes for information on supported levels of HBA drivers.

1. To unpack the Linux RDAC source files from the */tmp* directory, type the following command at the command prompt, where *<filename>* is the name of the Linux RDAC source file, and press **Enter**.

```
tar -zxvf <filename>.tar.gz
```

The source files will uncompress into the /tmp/linuxrdac directory.

2. For detailed procedures on compiling and installing the driver modules, see “Linux RDAC installation.”
3. If the installation was successful, and no failure was reported, continue with “Installing the Storage Manager 9.12 Utility (SMutil)” on page 104. If the installation was unsuccessful, repeat steps 1 on page 98 and 2. If the failure persists, see the Storage Manager 9.12 Release Notes or contact your IBM technical support representative.

## Linux RDAC installation

The Linux RDAC provides multipath failover/failback support for the logical drives in the DS4000 storage server that are mapped to the Linux host server. The Linux host server must have fibre channel connections to the host ports of both controllers A and B of the DS4000 Storage Server. It is provided as a multipath driver alternative to the Linux fibre channel host bus adapter failover device driver.

See “Dependencies” on page 100 for the required code levels and Linux kernel versions. In addition, see the IBM TotalStorage Disk Storage Systems Technical Support Web site for the latest supported DS4000 Storage Server models, host adapters, device drivers, Linux kernel versions and updated readme.

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

**Note:** Deviations from the listed code levels are not supported. Contact IBM Support for assistance if required.

### Limitations

1. The Linux RDAC driver cannot coexist with HBA-level multipath failover/failback drivers such as the 6.06.63-fo driver. You may have to modify the driver make file to enable it to be compiled in the non-failover mode.
2. SteelEye LifeKeeper Clustering is currently supported with only 8 LUNs. Use the following instructions to set up the LifeKeeper cluster.
  - a. Recompile the fibre channel Host Bus Adapter driver using the following setting.
    - Change the QLA2X\_PERFORMANCE setting to 0 in the qla\_settings.h file.
  - b. Change the following settings in the /etc/default/LifeKeeper file.
    - LCMHBEATTIME=5
    - LCMNUMHBEATS=16
  - c. Reboot the Linux host after completing step 2a and 2b.
3. All limitations which apply to the current DS4000 Storage Server when configured with Linux servers also apply to this Linux RDAC release.
4. This Linux RDAC release does not support DS4000 Storage Server in-band management. Do not map the DS4000 Storage Server Universal Access LUN (UTM) to the storage partition.
5. This Linux RDAC release does not support auto-volume transfer/auto-disk transfer (AVT/ADT) mode. AVT/ADT is automatically enabled in the Linux storage partitioning host type. Disable it by using the script that is bundled in the IBM Linux RDAC Web package or in the \Scripts directory of the DS4000 Storage Manager Version 9 Linux CD. The name of the script file is DisableAVT\_Linux.scr. Use the following steps to disable the AVT/ADT mode in your Linux host type partition.

- Open the DS4000 Storage Manager Enterprise Management window
- Highlight the subsystem
- Select **Tools**.
- Select **Execute Script**. A script editing window opens.
- In this window, select **File**.
- Select **Load Script**
- Give the full path name for the script file (for example, <CDROM>/scripts/DisableAVT\_Linux.scr) and click **OK**.
- Select **Tools**.
- Select **Verify and Execute**.

**Note:** It is assumed that the Linux host type is selected for the Storage Partition in which the Linux host server HBA port is defined. This Linux host type has AVT/ADT enabled as the default. See online Help for the script editor in the Enterprise Management window for information on how to execute a script.

6. The Linux SCSI layer does not support skipped (sparse) LUNs. If the mapped LUNs are not contiguous, the Linux kernel will not scan the remaining LUNs. Therefore, LUNs following the skipped LUN will not be available to the host server. Always map LUNs using consecutive LUN numbers.
7. The SMdevices program does not report LUNs beyond the LUN number to which the DS4000 Storage Server Universal Access LUN (UTM LUN) is mapped. Regardless, the UTM LUN should not be mapped because this Linux RDAC release does not support in-band management.
8. If a host server has multiple HBA ports and each HBA port sees both controllers (over an un-zoned switch), the Linux RDAC driver may return I/O errors during controller failover. In this case, use multiple unconnected fibre channel switches to zone the fibre channel switch into multiple zones so that each HBA port sees only one controller in a DS4000 Storage Server.
9. When the RDAC driver detects that all paths to a DS4000 Storage Server are failed, it will immediately report I/O failure. This behavior differs from that of the IBM fibre channel HBA failover driver, which will wait for a certain time period before reporting an I/O failure to the host application. There is no work-around for this behavioral difference.
10. It is not possible to load the virtual HBA driver if there no storage array attached. The work-around for this inability is to connect the host server to the DS4000 storage server and run the hot\_add utility.

**Note:** If no LUN is mapped to the host server partition on the DS4000 Storage Server, the hot\_add utility will not bring up the mpp\_vhba module.

11. The cluster support feature in the Linux RDAC driver is only available for 5.4x.xx.xx or later firmware. If a SCSI-2 reserve/release command is addressed to a LUN on an array running a firmware version lower than 05.40, a check-condition 05-02-00 (key-asc-ascq) (illegal request, invalid command operation code) will be returned.
12. The Linux RDAC driver does not support LUN deletion. It is necessary to reboot the server after deleting mapped logical drives.

## Dependencies

See the Linux RDAC readme file for the latest related dependencies. Besides the product CD, this readme is also available at:

<http://www.ibm.com/servers/storage/support/disk/>

Once on that page, click on the link for your DS4000 storage server model. When the Support web page for your storage server opens, click on the **Download** tab → **Current recommended Firmware (v6.1) and Storage Manager (v9.10)**. The readme file can be found by going to the IBM FAStT Storage Manager v9.10 Fibre Channel table, then click on the **v9.10** link in the **Current Version** column for the *IBM TotalStorage FAStT Linux RDAC Software Package*.

## Installation and setup instructions

### **Prerequisites:**

1. The Linux RDAC driver is released as a source-code package in the format of a gunzip compressed tar file. To unpack the driver source package, type the following command in the Linux console window: `tar -zxvf rdac-LINUX-xx.xx.xx.xx-source.tar.gz` where `xx.xx.xx.xx` is the release version of the RDAC driver. The source files will uncompress to the `linuxrdac` directory.
2. Properly build and install the non-failover fibre channel HBA device driver on the Host server prior to Linux RDAC driver installation. See the fibre channel HBA device driver README or the fibre channel HBA User Guide for instructions on installing the non-failover version of the device driver. If you need to build the non-failover fibre channel HBA device driver from the source tree, the driver source tree is included in the source-code package.
3. Although the Host server can have different fibre channel HBAs from multiple vendors or different fibre channel HBA models from the same vendors, only one model of fibre channel HBAs can be connected to the IBM DS4000 Storage Servers.
4. Check for the following entries in the appropriate file for a given Linux OS distribution.
  - a. On RedHat RHEL 3.0 servers, it is assumed that there is a `scsi_hostadapter` entry for the physical HBA drivers in the `/etc/modules.conf` file. For example, if the system has the IBM FC2-133 FC HBA, there should be a `scsi_hostadapter` entry such as `alias scsi_hostadapterx qla2300`.
  - b. On SuSE SLES 8 servers, it is assumed that the low-level HBA driver names are included in the `INITRD_MODULES` string in the `/etc/sysconfig/kernel` file. For example, if the system has the IBM FC2-133 FC HBA, `INITRD_MODULES` string should include the word `qla2300`.
5. Assure that the kernel source tree against which to build the Linux kernel version is installed prior to RDAC driver package installation.

### **Build and installation:**

#### *SuSE distribution RedHat RHEL 3.0 setup instructions:*

1. Install the kernel-source from the SuSE distribution. Proceed to 2 for RedHat RHEL 3.0.
2. Create a soft link to the kernel source. `ln -sf /usr/src/<linux-version> /usr/src/linux`.
3. To ensure kernel version synchronization between the driver and running kernel, type the following commands in the Linux console window. Press **Enter** after typing each command.
  - `cd /usr/src/linux`

- make mrproper (completely clean the kernel tree)
- make menuconfig
- make cloneconfig or cp /boot/vmlinuz.config .config (copy the new config)
- make oldconfig (update configuration using .config)
- make dep (rebuild the dependencies)
- make modules (build the modules-not require on newer kernel version)

*RDAC driver building for SuSE and RedHat:*

1. Change to the linuxrdac directory.
2. To remove the old driver modules in that directory, type the following command:  
make clean
3. Press **Enter**.
4. To compile all driver modules and utilities in a server with multiple CPUs (SMP kernel), type the following command:  
make
5. Press **Enter**.

*RDAC driver installation:*

1. To copy driver modules to the kernel module tree and build the new RAMdisk image (mpp.img) which includes RDAC driver modules and all driver modules that are needed during boot time, type make install and press **Enter**.
2. Follow the instructions that display at the end of the build process to add a new boot menu option which uses /boot/mpp-<kernel version>.img as the initial RAMdisk image.

**IMPORTANT:** If your system is a RedHat RHEL 3.0, note edit the /sbin/mkinitrd script in the following area to change 3000 to 15000:

```
if[ 'uname -m' = "ia64" ];
    then IMAGESIZE=4000
    else IMAGESIZE=15000
fi
```

The following instructions may work in certain RedHat kernel versions. Add ramdisk\_size=15000 as a kernel boot parameter in the new boot option, similar to the following grub.conf example.

**Note:** The actual sample may vary in different system setup configurations.

```
title Red Hat Linux Advanced Server-up (2.4.9-e.27smp)
root (hd0,6)
kernel /vmlinuz-2.4.9-e.27smp ro root=/dev/hda7 ramdisk_size=15000
initrd /mpp-<kernel version>.img
```

*RDAC driver post-installation:*

1. Reboot the system using the new boot menu option.
2. To verify that sd\_mod, sg, mpp\_upper, qla2300, and mpp\_vhba were loaded after the reboot, type /sbin/lsmmod and press **Enter**.
3. To verify that the RDAC driver discovered the available physical LUNs and created virtual LUNs for them, type ls -lR /proc/mpp and press **Enter**.
4. You can now issue I/Os to the LUNs.

5. If you make any changes to the MPP configuration file (/etc/mpp.conf) or the persistent binding file (/var/mpp/devicemapping), run mppUpdate to rebuild the RAMdisk image and to include the new file so that the new configuration file (or persistent binding file) can be used on any subsequent system reboot.
6. To dynamically reload the driver stack (scsi\_mod, sd\_mod, sg, mpp\_Upper, <physical HBA=" sd\_mod, sg, mpp\_Upper, ">, mpp\_Vhba) without rebooting the system, comment out all "scsi\_hostadapter" entries in /etc/module.conf. Then, issue modprobe -r mpp\_Upper to unload the driver stack, followed by modprobe mpp\_Upper to re-load the driver stack.
7. The file /etc/syslog.conf should have entries for kern.debug, kern.notice, kern.info and kern.warning in order to capture all debug and error messages for MPP driver.

If you use the Linux host type as the host type for your Linux host partition, you must disable AVT/ADT as indicated in "Limitations" on page 99. You do not need to do this if you choose LNXCL as the host type. This host type will set AVT/ADT to disable and enable propagated reservation.

*Persistent naming:* Linux SCSI device names have the possibility of changing when the host system reboots. IBM recommends using a utility such as devlabel to create user-defined device names that will map devices based on a unique identifier, called a UUID.

As of this writing, devlabel is available as part of the Red Hat Enterprise Linux 3 distribution, or online at:

[linux.dell.com/devlabel/devlabel.html](http://linux.dell.com/devlabel/devlabel.html)

*RDAC driver package uninstall and reinstall/update:* To un-install the RDAC driver package, type make uninstall and press **Enter**.

**Note:** To Reinstall/Update the RDAC driver package, issue the command "make uninstall" followed by the "make install" command under the /linuxrdac directory in the new RDAC driver source code bundle.

*Kernel update:* After applying the kernel update and booting into the new kernel, perform the following steps to build MPP Initrd image for the new kernel:

1. Change the directory to the Linuxrdac source code directory.
2. Issue the "make uninstall" command.
3. Follow the driver building and installation procedure described in "RDAC driver building for SuSE and RedHat" on page 102 and "RDAC driver installation" on page 102.

*Initial Ramdisk image (initrd):* The Initial RamDisk Image (initrd image) is automatically created when the driver is installed by issuing the "make install" command. The boot loader Configuration file needs to have an entry for this newly created image.

The initrd image is located in the boot partition with file name, mpp-'uname -r'.img (for example, mpp-2.4.21-9.ELsmp.img).

For a driver update, if the system already has old entry for MPP, the system administrator need only modify the existing MPP entry accordingly in the boot loader configuration file. In most cases, no change is required if the kernel version is same.

To create a new `initrd` image, run `mppUpdate`, which will overwrite the old image file with the new image file.

If you need to add third-party drivers to the `initrd` image, edit the `/etc/sysconfig/kernel` (SuSE) or `/etc/modules.conf` (RedHat) with the third-party driver entries. Run `mppUpdate` to create a new `ramdisk` image.

*Adding and deleting mapped logical drives (LUNs):* Linux RDAC supports re-scan of newly mapped LUN without rebooting the server. The utility program is packaged with the Linux RDAC driver. It can be invoked by issuing either the `"hot_add"` or `"mppBusRescan"` command. `"hot_add"` is a symbolic link to `mppBusRescan`. There are man pages for both commands.

The Linux RDAC driver does not, however, support LUN deletion. It is necessary to reboot the server after deleting mapped logical drives.

## Installing the Storage Manager 9.12 Utility (SMutil)

Installing the `SMutil` package is necessary only if the system is a host. If you are not installing `SMutil`, proceed to "Installing Storage Manager 9.12 Agent (SMagent)."

Perform the following steps to install the `SMutil`:

1. Type the following command at the system prompt and press **Enter**.  

```
rpm -ivh SMutil-LINUX.rpm
```
2. To verify installation of the `SMutil` package, type the following command at the system prompt and press **Enter**.  

```
rpm -qa SMutil
```
3. If the installation was successful, and no failure was reported, continue with "Installing Storage Manager 9.12 Agent (SMagent)." If the installation was unsuccessful, repeat steps 1 and 2. If the failure persists, see the Storage Manager 9.12 Release Notes or contact your IBM technical support representative.

## Installing Storage Manager 9.12 Agent (SMagent)

Installation of the Storage Manager 9.12 Agent software is necessary only if the system is a host and the storage array is to be managed using the in-band storage array management method. In addition, RDAC must be installed. If you are not installing `SMagent`, proceed to "Removing the temporary Installation files." To install the `SMagent` package

1. Type the following command at the system prompt and press **Enter**.  

```
rpm -ivh SMagent-LINUX.rpm
```
2. To verify installation of the `SMagent` package, type the following command at the system prompt and press **Enter**.  

```
rpm -qa SMagent
```
3. If the installation was successful, and no failure was reported, continue with "Removing the temporary Installation files." If the installation was unsuccessful, repeat steps 1 and 2. If the failure persists, see the Storage Manager 9.12 Release Notes or contact your IBM technical support representative.

## Removing the temporary Installation files

This section describes how to remove the temporary Installation files from the temporary directory.

1. At the prompt, type the following command, and press **Enter**.  

```
rm /install_dir/SM*-LINUX.rpm
```

  
...where /install\_dir/ is the directory from which you will extract the installation files.
2. To confirm, type *y* and press **Enter**.

## Uninstalling IBM FAStT Management Suite Java

If you are installing Storage Manager 9.12 in an environment with existing storage subsystems, you need to uninstall older versions of IBM FAStT Management Suite Java (MSJ) and then install the version of IBM FAStT MSJ that came on the IBM DS4000 Storage Manager Version 9.12 CD.

Perform the following steps to uninstall FAStT MSJ:

1. From a system prompt, type the following command:  

```
/usr/FAStT_MSJ_Uninstaller
```
2. Press **Tab**; then, press **Enter**.

## Installing IBM DS4000 Management Suite Java

The IBM FAStT MSJ software includes the DS4000 GUI device driver that is required for failover and diagnostic support. You can use the GUI to configure logical drives, storage, and failover.

**Note:** For additional information, see the online help.

Perform the following steps to install IBM FAStT MSJ:

1. Insert the IBM DS4000 Storage Manager Version 9.12 CD into the CD-ROM drive.
2. From the X-windows GUI, open a command window.
3. Type the following command and press **Enter**:  

```
cd /mnt/cdrom/FAStT_MSJ/linux
```
4. To run the installer for FAStT MSJ, type the following command at a system prompt:  

```
sh FAStT
```
5. Press **Tab**; then, press **Enter**. The Introduction window opens.
6. Click **Next**.
7. Restart your Linux server.
8. Continue with “Installing the IBM fibre-channel host bus adapter device driver.”

For additional configuration information, see the *IBM FAStT MSJ User's Guide*.

## Installing the IBM fibre-channel host bus adapter device driver

An IBM fibre-channel host bus adapter (HBA) provides the interface between a host server and a DS4000 Storage Server. IBM DS4000 fibre-channel HBAs are high-performance, direct memory access, bus-master, host adapters designed for high-end systems. These HBAs support all fibre-channel peripheral devices that support private-loop direct-attach and fabric-loop attachment. The IBM Host Adapter device driver enables your operating system to communicate with the fibre-channel HBA.

See the readme file included in the driver package for installation instructions associated with your operating system. For more information, see the Installation and User's Guide for your particular fibre-channel HBA model. Additional information can also be found in Appendix G, "Host bus adapter settings," on page 169.

**Note:** Depending on your controller's firmware version, change the LUNs per target BIOS setting from the default value of 0 to 31 or 255 for IBM DS4000 fibre channel HBA.

The current readme file and latest multipath I/O device driver are available for download at the following Web site:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

---

## Additional information

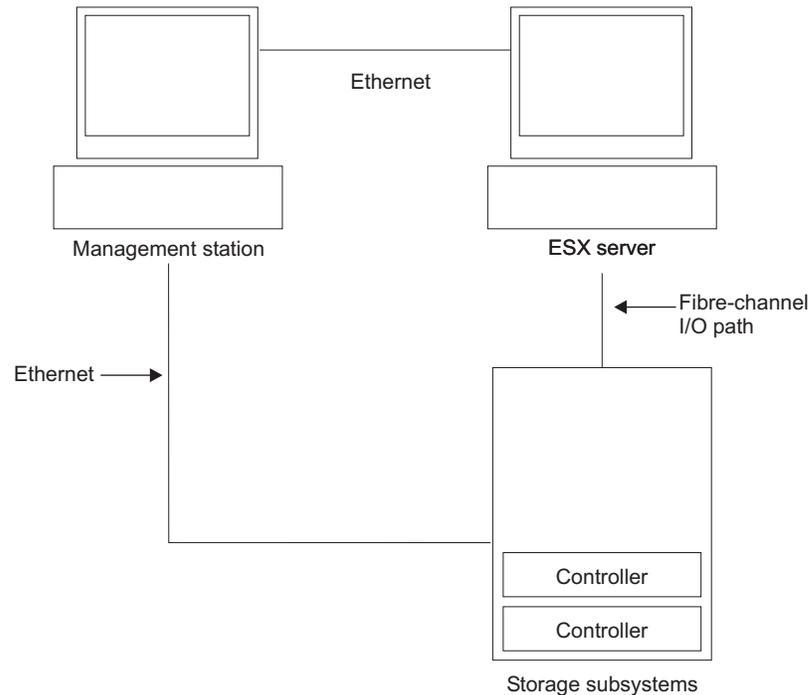
For additional information about installing and using Storage Manager 9.12 in a Linux configuration, see Appendix D, "Linux operating system limitations," on page 161.

---

## Chapter 7. Installing Storage Manager software in a VMware ESX Server configuration

Install Storage Manager 9.12 on a management workstation separate from that running VMware ESX Server 2.5, preferably on the workstation from which you manage the VMware ESX Server 2.5. Do not install Storage Manager 9.12 on a server running VMware ESX Server 2.5. Your management station should be using either a Windows or Linux operating system. For instructions associated with your particular platform, see Chapter 3, “Installing Storage Manager software in a standard Windows configuration,” on page 67 or Chapter 6, “Installing Storage Manager software in a Linux configuration,” on page 93.

Figure 21 shows a sample VMware ESX Server configuration.



SJ001150

Figure 21. Sample VMware ESX Server configuration

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### Software requirements

Software requirements for DS4000 Storage Manager 9.12 running VMware ESX Server 2.5 are detailed in this section.

#### Management station

The following software is required for the management station:

1. SM Runtime (Linux only)
2. SMclient

**Note:** The mapping storage partition host type for VMware is Linux.

## Host (ESX Server)

The following software is required for the ESX Server:

1. No Storage Manager software
2. VMware-supplied driver for the fibre-channel HBAs
3. QLogic driver failover setup (in VMware ESX Server 2.5)

**Note:** For the VMware ESX Server 2.5 Administration Guide and additional related information, see the VMware support Web site at:

[www.vmware.com/support/esx2/doc/](http://www.vmware.com/support/esx2/doc/)

For more information about installing VMware ESX Server 2.5 on an IBM server, see the IBM support Web site at:

[www.ibm.com/pc/us/compat/nos/matrix.shtml](http://www.ibm.com/pc/us/compat/nos/matrix.shtml)

---

## Hardware requirements

For information about the hardware that is supported with VMware ESX Server 2.5, see the IBM support Web site at:

[www.ibm.com/servers/storage/disk/ds4000/interop-matrix.html](http://www.ibm.com/servers/storage/disk/ds4000/interop-matrix.html)

---

## Additional information

For additional information about installing and using Storage Manager 9.12 in a VMware configuration, see Appendix E, "VMware ESX Server operating system limitations," on page 165.

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## Chapter 8. Completing Storage Manager 9.1x installation

This chapter contains procedures on how to use Enterprise Management and Subsystem Management to complete Storage Manager 9.1x installation tasks for Windows, NetWare, and Linux operating system environments.

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### Completing the installation

To complete a Storage Manager 9.1x installation, perform the following tasks:

1. Perform an initial automatic discovery of storage subsystems.
2. Add devices, if necessary.
3. Set up alert notifications, if you want.
4. Name the storage subsystems.
5. Download firmware and NVSRAM.
6. Create arrays and logical drives.
7. Verify and define the default host type.
8. Configure the heterogeneous hosts.
9. Perform other storage subsystem tasks.

Each of these steps is discussed in detail in the sections that follow.

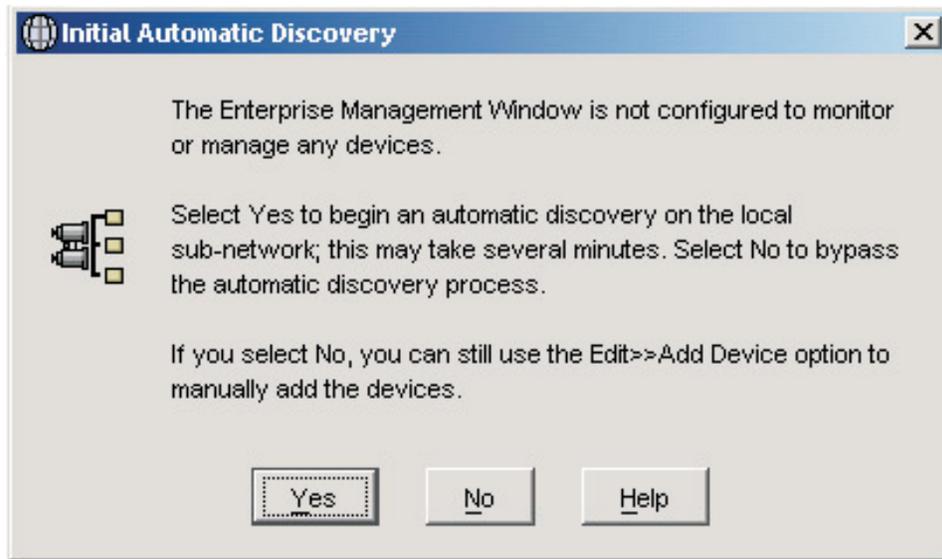
The Enterprise Management window opens when you start the DS4000 Storage Manager. Use the Enterprise Management window to:

- Add and discover the storage subsystems.
- View all storage subsystems in your management domain.
- Perform batch storage subsystem management tasks using the Script Editor.

### Performing an initial automatic discovery of storage subsystems

To perform an initial automatic discovery of storage subsystems, perform the following steps:

1. Click **Start** → **Programs**.
2. Click **IBM DS4000 Storage Manager 9 Client**. The client software starts and displays the Enterprise Management window and the Confirm Initial Automatic Discovery window as illustrated in Figure 22 on page 110.



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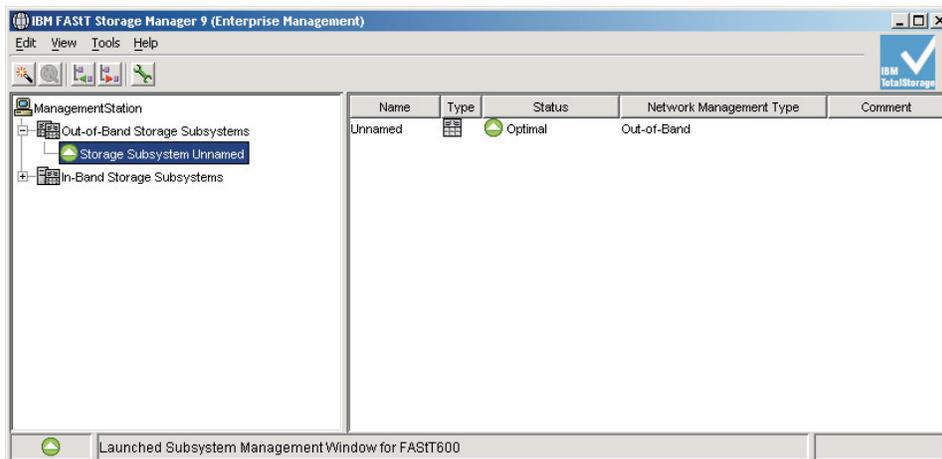
Figure 22. Confirm Initial Automatic Discovery window

**Note:** The Enterprise Management window can take several minutes to open. No wait cursor (such as an hourglass) displays.

3. Click **Yes** to begin an initial automatic discovery of hosts and storage subsystems attached to the local subnetwork.

After the initial automatic discovery is complete, the Enterprise Management window displays all hosts and storage subsystems attached to the local subnetwork.

**Note:** The Enterprise Management window can take up to a minute to refresh after an initial automatic discovery.



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Figure 23. Enterprise Management window

4. Verify that each host and storage subsystem displays in the Enterprise Manager window.

If a host or storage subsystem is not displayed, perform the following tasks:

- Check the hardware and hardware connections for possible problems (refer to the hardware documentation for specific procedures).

- Refer to the Enterprise Management online help for additional information about discovering storage subsystems.
- If you are using the direct-management method, verify that all hosts and storage subsystems are connected to the same subnet network. If you are using the host-agent method, ensure that the fibre-channel connection between the host and storage subsystems is made.
- Make sure that all of the preparation steps for setting up the storage subsystem for a directly-managed system in Chapter 2, “Preparing for installation,” on page 47 are completed. If they are, use the Add Device option to add the IP addresses of the Storage subsystem. Add both IP addresses of the controller. Otherwise, you will get a “partially-managed device” error message when you try to manage the storage subsystem.
- If you are using the host-agent management method, perform the following steps:
  - a. Make sure that the SMagent is installed in the host.
  - b. Verify that you have a fibre-channel connection from the storage subsystems to the host that has the SMagent installed.
  - c. Verify that all of the preparation steps outlined in Chapter 2, “Preparing for installation,” on page 47 are complete. If they are, perform the following steps:
    - 1) Run the hot\_add utility.
    - 2) Restart the SMagent using the information in “Stopping and restarting the host-agent software” on page 131.
    - 3) Right click on the host and click **Tools** → **Rescan** in the Enterprise management window.

**Note:** In certain situations, a storage subsystem might be duplicated in the device tree after an automatic discovery. You can remove a duplicate storage management icon from the device tree by using the Remove Device option in the Enterprise Management window.

5. Verify that the status of each storage subsystem is Optimal. If a device shows a status of Unresponsive, right-click the device and select **Remove Device** to delete it from the management domain. Then use the Add Device option to add it to the management domain again. Refer to the Enterprise Management window online help for instructions on removing and adding devices.
6. Continue with “Adding devices.”

## Adding devices

You can manually add more hosts or storage subsystems. You can use this option to selectively manage a group of storage subsystems from an SMclient. You can also use this option to add additional devices to be managed that were not discovered during the SMclient initial discovery. For more information about this option, see the Enterprise Management window online help.

### Important:

- When you add new storage subsystems to the existing storage subsystems in a SAN that are managed through the host-agent software, you must stop and restart the host-agent service. When the host-agent service restarts, the new storage subsystem is detected. For more information, see “Stopping and restarting the host-agent software” on page 131. Then, go to the Enterprise Management window and click **Tools** → **Rescan** to add the new storage subsystems to the management domain.

- When you add new storage subsystems to existing storage subsystems that are managed using the direct-management method, be sure to specify the IP addresses for both controllers.

Continue with “Setting up alert notifications.”

## Setting up alert notifications

After you add devices to the management domain, you can set up alert notifications to report critical events on the storage subsystems. The following alert-notification options are available:

- Notification to a designated network management station (NMS) using Simple Network Management Protocol (SNMP) traps
- Notification to designated e-mail addresses
- Notification to designated alphanumeric pagers (requires separately supplied software to convert e-mail messages)

**Note:** You can only monitor storage subsystems within the management domain. If you do not install the Event Monitor service, the Enterprise Management window must remain open. If you close the window, you will not receive any alert notifications from the managed storage subsystems. Refer to the Enterprise Management window online help for additional information.

To set up alert notification to an NMS using SNMP traps, perform the following steps:

1. Insert the IBM DS4000 Storage Manager Version 9.12 CD into the CD-ROM drive on an NMS. You need to set up the designated management station only once.
2. Copy the SM91x.MIB file from the SM91x.mib directory to the NMS.
3. Follow the steps required by your NMS to compile the management information base (MIB) file. (For details, contact your network administrator or see the documentation specific to your particular storage management product.)
4. Continue with “Naming storage subsystems.”

## Naming storage subsystems

To name your storage subsystem, perform the following steps:

1. In the Enterprise Management window, select a storage subsystem.
2. Click **Tools** → **Manage Device**. The Subsystem Management window opens, as shown in Figure 24 on page 113.

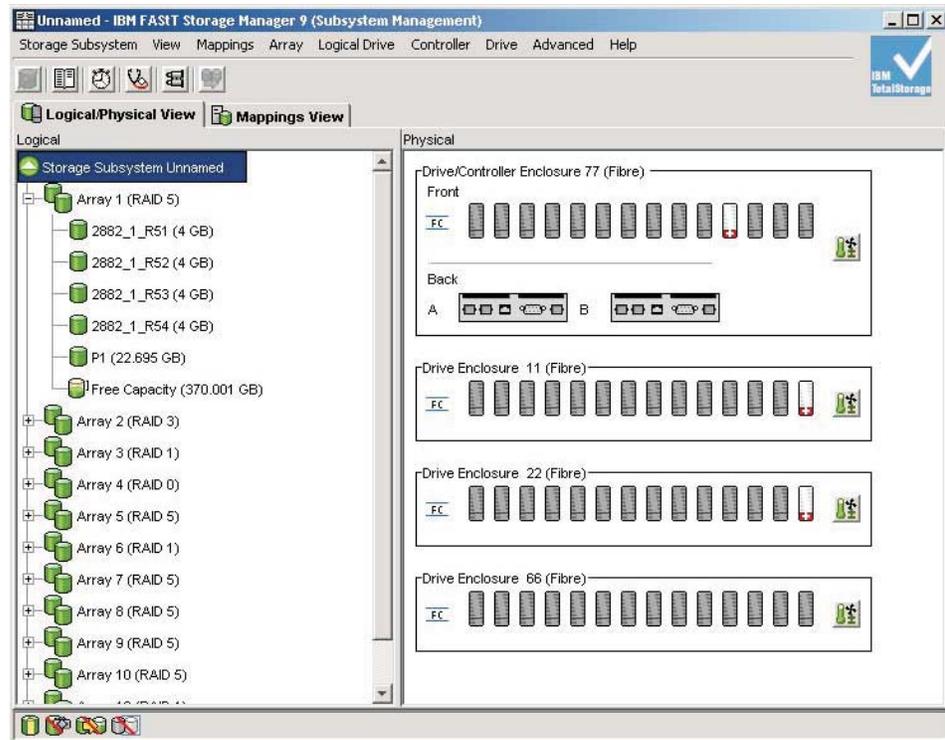


Figure 24. Subsystem Management window

3. Click **Storage Subsystem** → **Rename**. The Rename Storage Subsystem window opens as shown in Figure 25.

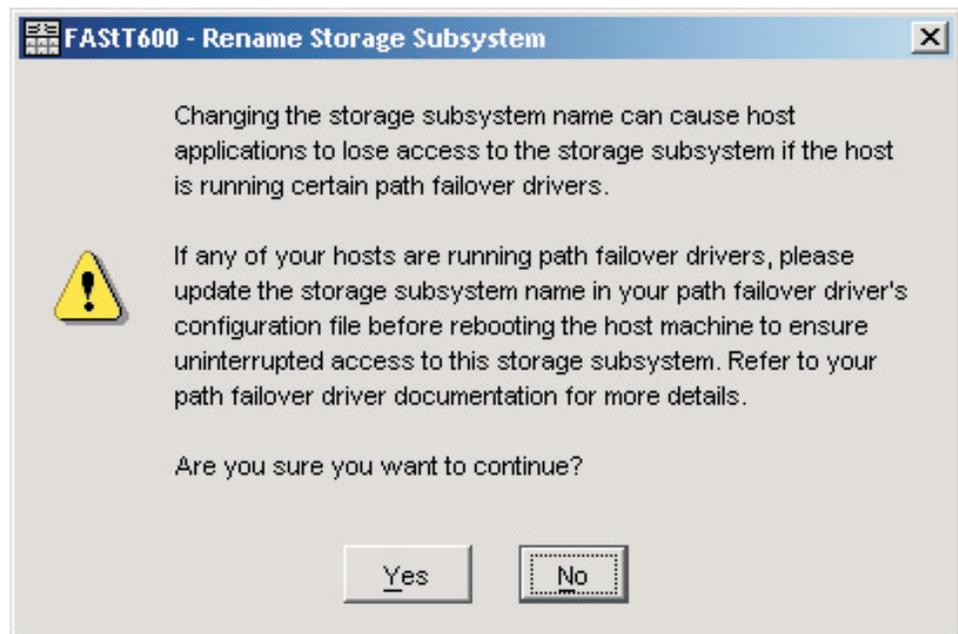


Figure 25. Rename Storage Subsystem window

4. Type the name of the storage subsystem (see Table 27 on page 167). Then click **OK**. Click **Yes** on the warning screen to continue.

5. Repeat this procedure for each unnamed storage subsystem. For more information, see the topic on renaming storage subsystems in the Subsystem Management window online help.
6. Proceed to “Downloading controller, NVSRAM, ESM firmware.”

## Downloading controller, NVSRAM, ESM firmware

### Important

The following procedures assume you using controller firmware at version 6.10.xx.xx or above, if you are using an earlier version refer to the following IBM web site for the appropriate firmware version documentation:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

Always check the DS4000 storage subsystem controller firmware readme for any controller firmware Dependencies and Prerequisites before apply the firmware updates to the DS4000 storage subsystem. Updating the controller firmware without complying with the Dependencies and Prerequisites may cause down time (to fix the problems or recover).

**Note:** Access the latest versions of DS4000 Storage Server controller firmware, NVSRAM, and DS4000 Storage Expansion Enclosure ESM firmware at the IBM Web site:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

### Important:

1. IBM supports firmware download with I/O, sometimes referred to as “concurrent firmware download”. Before proceeding with concurrent firmware download, check the readme file packaged with the firmware code or your particular operating system’s DS4000 Storage Manager host software for any restrictions to this support .
2. Suspend all I/O activity while downloading firmware and NVSRAM to a DS4000 Storage Server with a single controller or you will not have redundant controller connections between the host server and the DS4000 Storage Server.

This section provides instructions for downloading DS4000 storage server controller firmware and NVSRAM and DS4000 Storage Expansion Enclosure ESM firmware. You must download DS4000 storage server controller firmware version 06.10.xx.xx before you download DS4000 Storage Expansion Enclosure ESM firmware. Always check the DS4000 storage subsystem controller firmware readme for any controller firmware Dependencies and Prerequisites before apply the firmware updates to the DS4000 storage subsystem. Updating the controller firmware without complying with the Dependencies and Prerequisites may cause down time (to fix the problems or recover).

If your controller’s existing firmware is 06.10.xx.xx or later, you will have the option to select the NVSRAM for download at the same time that you upgrade/download the new controller firmware. Additionally, you will have the option to download the firmware and NVSRAM immediately, but activate it later, when it may be more appropriate. See the online help for more information.

**Note:** The option to activate firmware at a later time is not supported on the DS4400.

## Downloading controller or NVSRAM firmware

To download firmware version 06.10.xx.xx or higher and NVSRAM, perform the following steps:

1. From the Enterprise Management window, select a storage subsystem.
2. Click **Tools** → **Manage Device**. The Subsystem Management window opens.
3. Click **Advanced** → **Maintenance** → **Download** → **Controller firmware....** The download firmware window opens as illustrated in Figure 26.

**Note:** DS4000 Storage Server with controller firmware version 06.10.xx.xx and higher supports the downloading of the NVSRAM file together with the firmware file. Therefore, the following window will display only if your exiting controller firmware is of version 06.10.xx.xx or higher. This download feature is not supported in DS4000 storage servers with controller firmware 05.4x .xx.xx and earlier. If your exiting controller firmware is of version 05.4x.xx.xx or lower, only a window for downloading firmware will display.

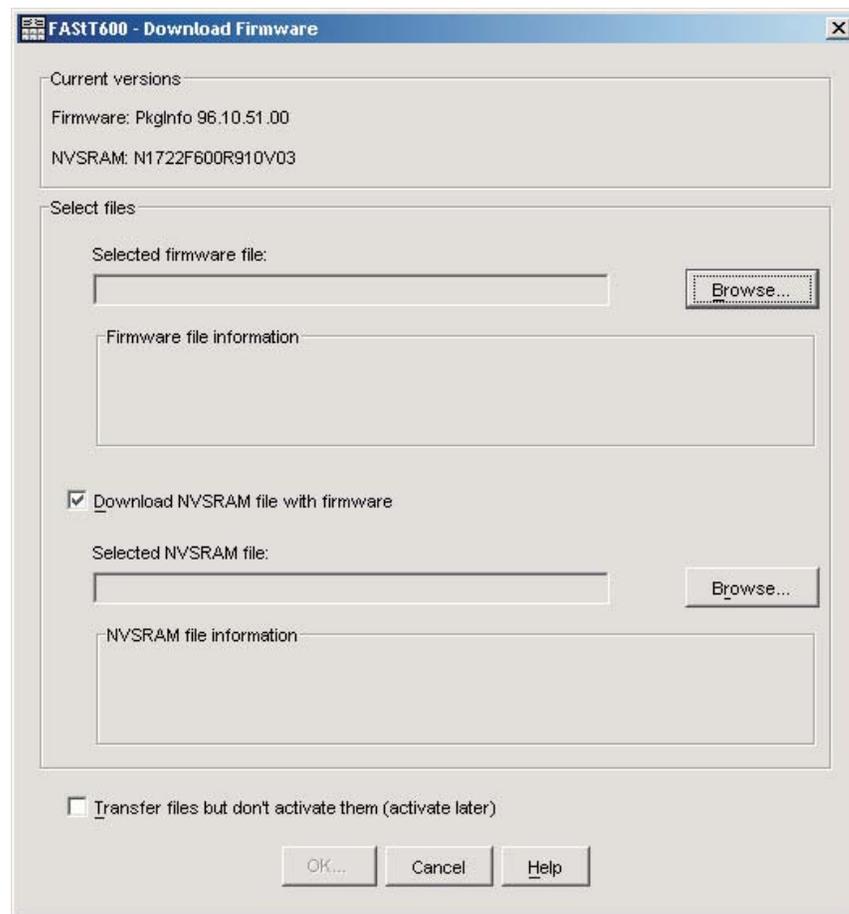


Figure 26. Download Firmware window

4. Click **Browse** next to the Selected firmware file: field to identify and select the file with the new firmware.
5. Optionally:

- Select the **Download NVSRAM file with firmware** option and click **Browse** next to the Selected NVSRAM file: field to identify and select the file and identify and select the correct NVSRAM filename.
- If you choose to transfer and activate immediately, do not select **Transfer files but don't activate them (activate later)**. Otherwise, click the box to select **Transfer files but don't activate them (activate later)**. To activate the firmware at a later time, in the Subsystem Management window, click **Advanced** → **Maintenance** → **Activate Controller Firmware**.

## Downloading ESM firmware

Perform the following steps to download the ESM firmware:

1. In the DS4000 Storage Server Subsystem Management window, select **Advanced** → **Maintenance** → **Download** → **ESM firmware....** A Download Environmental Card Firmware window opens.
2. Click **Select All** to direct the download to all enclosures. You can also select one enclosure or combinations of enclosures by pressing the `ctrl` key while selecting the individual enclosures.
3. Click **Browse** to identify and select the filename of the ESM firmware file and click **Start** to begin the ESM firmware download.
4. A Confirm Download window opens. Type `Yes` and click **OK** to start the download process.
5. Click **Cancel** to close the window when the ESM firmware download to all selected enclosures is complete.

**Note:** Suspend all I/O activity while ESM firmware downloads if you select multiple enclosures for downloading ESM firmware. If you select only one enclosure for download at a time, you can download ESM firmware while the server conducts I/O activity. However, IBM recommends that you suspend all I/O activity to perform firmware upgrades.

## Downloading drive firmware

### Important:

The following procedures assume you using controller firmware at version 6.10.xx.xx or above, if you are using an earlier version refer to the following IBM web site for the appropriate firmware version documentation:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

This section provides instructions for downloading DS4000 drive firmware. See the online help for additional information.

### Important:

1. IBM supports firmware download with I/O, sometimes referred to as "concurrent firmware download". This feature is not supported for drive firmware.
2. Before starting the drive firmware download process:
  - Stop all I/O activity before downloading drive firmware to a DS4000 Storage Server.
  - Unmount the file systems on all logical drives accessing the drives that you select for firmware upgrade.
  - Complete a full backup of all data residing on the drives that you select for firmware upgrade.

## Downloading Storage Manager version 9.1x drive firmware

To download drive firmware for DS4000 Storage Manager version 9.1x, perform the following steps:

1. From the Enterprise Management window, select a storage subsystem.
2. On the Enterprise Management window's menu bar, click **Tools → Manage Device**. The Subsystem Management window opens.
3. On the Subsystem Management window's menu bar, click **Advanced → Maintenance → Download → Drive Firmware/Mode pages ....** The Download Drive Firmware wizard window opens to the Introduction page. Read the instructions displayed and click **Next**.

**Note:** Storage Manager version 9.1x offers you the option to download and update up to four different firmware file types simultaneously. Previous Storage Manager versions did not offer this capability.

4. Click **Browse** to locate the server directory that contains the firmware that you plan to download.
5. Select the firmware file that you plan to download and click **OK**. The file appears listed in the "Selected Packages" window pane.
6. Select the firmware file for any additional drive types that you intend to download and click **OK**. Additional files appear listed in the "Selected Packages" window pane. A maximum total of four drive types are possible.
7. Click **Browse** to repeat step 6 until you have selected each firmware file that you plan to download.
8. When you have finished specifying the firmware packages for download, select **Next**.
9. The Select Drive window opens, containing two tabs, a **Compatible Drives** tab and an **Incompatible Drives** tab. The **Compatible Drives** tab contains a list of the drives compatible to the firmware package types that you selected. From that list, select the drives to which you plan to download the drive firmware that you selected in steps 6 and 7.

**Note:** The firmware that you propose to download should be listed on the **Compatible Drives** tab. If your particular drives' product ID matches the firmware type, however, and it is not listed as compatible on the tab, contact your IBM technical support representative for additional instructions.

10. Select the **Compatible Drives** tab.  
Press and hold the **Ctrl** key while using your mouse to select multiple drives individually, or press and hold the **shift** key while using your mouse to select multiple drives listed in series. The compatible firmware that you selected in steps 5 and 6 will download to the drives that you select.
11. Click **Finish** to initiate download of the drive firmware to each compatible drive that you selected in step 9.
12. The Download Drive Firmware warning opens and prompts: "Do you want to continue?" Type **yes** and click **OK** to start the drive firmware download.
13. The Download Progress window opens. Do not intervene until the download process completes.
14. Every drive scheduled for firmware download will be designated as in progress until successful or failed.

**Note:** Complete the following two steps if you receive a failure.

- a. Click the **Save as** button to save the error log.

- b. On the Subsystem Management window's menu bar, click **Advanced** → **Trouble Shooting** → **Open Event Log** and complete the following tasks necessary to save the storage subsystem event log before contacting your IBM Service Representative and proceeding to step 16.
    - 1) Click the **Select all** button.
    - 2) Click **Save the Storage Subsystem Event Log**.
15. When the **Close** button appears active, the drive firmware download process is complete.
16. Click **Close** to exit the Download Progress window.
17. Use either of the following procedures to determine or verify what level of drive firmware resides on a particular drive:
  - Right-click on that drive in the Logical/Physical View in the Subsystem Management window and click **Properties**. The associated drive firmware version will be listed in the drive properties table.
  - Right-click on **Storage Subsystem** → **View Profile** in the Logical/Physical View of the Subsystem Management window.

### Downloading Storage Manager version 8.x drive firmware

To download drive firmware for DS4000 Storage Manager version 8.x, perform the following steps:

1. From the Enterprise Management window, select a storage subsystem.
2. Click **Tools** → **Manage Device**. The Subsystem Management window opens.
3. Click **Advanced** → **Download** → **Drive Firmware**. The Download Drive Firmware window opens. It presents a list of all installed drives.
4. From the list of all installed drives, select the drive to which you plan to download drive firmware.
 

Press and hold the **Ctrl** key while using your mouse to select multiple drives singly, or press and hold the **shift** key while selecting multiple drives in series by using your mouse pointer.
5. Click **Browse** to identify the directory that contains the drive firmware that you intend to download.
6. Select the file containing the drive firmware that you intend to download.
7. Select **Start**. The Confirm Download window appears.
8. Type **yes** when the Confirm Download window prompts: Are you sure you want to continue?
9. The download begins and the Status window indicates progress. Do not intervene until the download process completes.
10. When the **Cancel** button appears active, the download process is complete. Press **Cancel** to close the Status window.
11. To determine or verify the level of drive firmware residing on a particular drive, click **View** → **Subsystem Profile** in the Logical/Physical View of the Subsystem Management window.

## Creating arrays and logical drives

**Important:** You should create a storage subsystem profile and save it in a safe place whenever you modify the arrays and logical drives in your storage server. This profile contains detailed controller information including logical and physical disk configuration information that you can use to help recover the configuration in the event of a catastrophic failure. Do not save the profile in the logical drives that are created in the DS4000 Storage Server whose profile was collected and saved.

To create a storage subsystem profile, select **Storage Subsystem** → **View Profile** in the Storage Subsystem Management window and click the **Save As** button when the Storage Subsystem Profile window opens. In addition, using firmware version 06.10.xx.xx, you can also select **Advanced** → **Troubleshooting** → **Collect All Support Data** as shown in Figure 27 to collect all the various types of inventory, status, diagnostic and performance data from this storage subsystem and save them to a single compressed file.

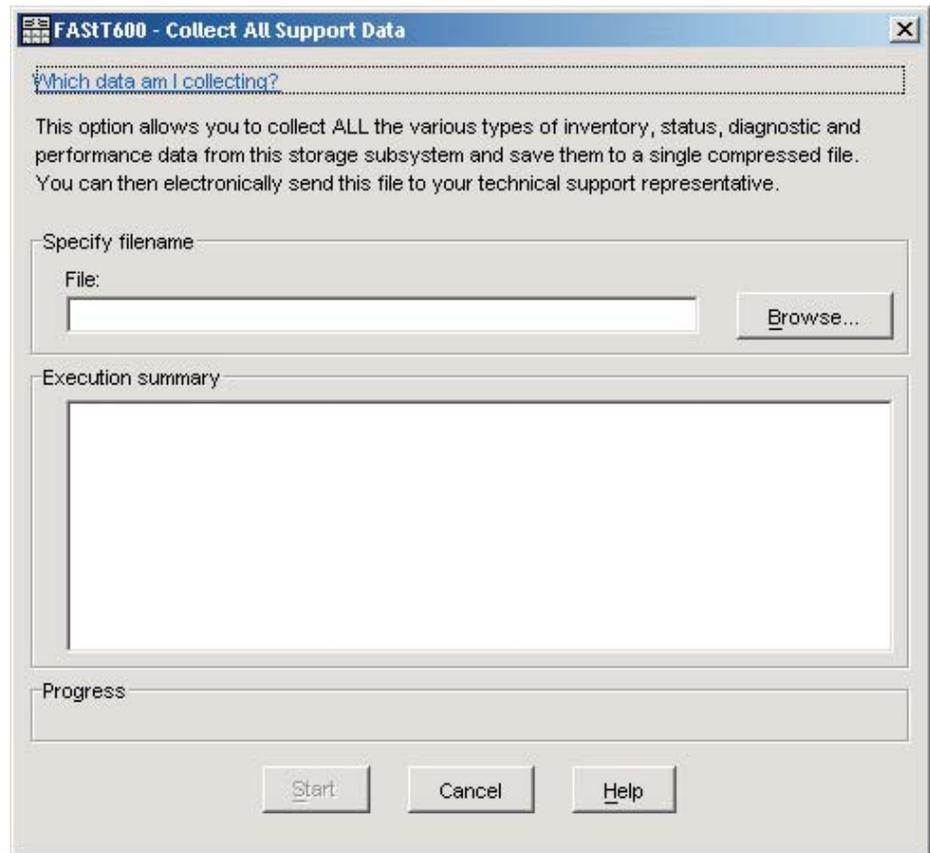


Figure 27. Collect All Support Data window

If you have a storage server with firmware level 04.01.xx.xx or earlier, you must also perform a controller state capture in addition to saving the storage subsystem profile. To use the Capture State Information feature, you must upgrade the controller to firmware level 04.01.02.34 or higher and install the DS4000 Storage Manager Field Tool Version 5.21 program. This program is available at the following Web site:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

To create a storage subsystem profile using the Capture State Information feature, perform the following steps:

1. Click **Tools** → **Capture State Information**. A State Capture window opens.
2. Click the **Browse** button to specify the file name for the state capture information.
3. Click the **Start** button to start the capture process.
4. Click the **Cancel** button to close the State Capture window when the capturing is completed.

An array is a set of fibre channel (or SATA) hard drives that are logically grouped together to form a RAID (Redundant Array of Independent Disks). For firmware levels 05.3x.xx.xx and lower, the maximum number of hard drives supported for each array is 30 if the hard drive capacities are 73.4 GB or less and 14 if the hard drive capacities are 146 GB. For firmware levels 5.4x.xx.xx and higher, however, the maximum number of drives supported in an array is 30, regardless of the hard drive capacity. Each array can be divided into from 1 to 256 logical drives. A *logical drive* is a logical structure, which is the basic structure that you create to store data on the storage subsystem. The operating system recognizes a logical drive as a single drive. Choose a RAID level to meet application needs for data availability and maximize fibre-channel I/O performance.

To create arrays and logical drives, perform the following steps:

1. From the Enterprise Management window, select a storage subsystem.
2. Click **Tools** → **Manage Device**. The Subsystem Management window opens.
3. Click the **Logical/Physical View** tab.
4. Select **Total Unconfigured Capacity** or **Free Capacity** node. The Logical Drive Create wizard starts. Follow the online instructions to create arrays and logical drives. See also “Creating logical drives from free or unconfigured capacity.”
5. Proceed to “Verifying and defining the default host type” on page 122.

**Note:** For cluster configurations, if you add or delete logical drives, you must make them known to both nodes A and B.

## Creating logical drives from free or unconfigured capacity

Perform the following steps to create logical drives from free or unconfigured capacity nodes in the Subsystem Management window.

1. Select either **Free Capacity** node or **Total Unconfigured Capacity** node and then click **Logical Drive** → **Create**.

The Introduction (Create Logical Drive) window opens.

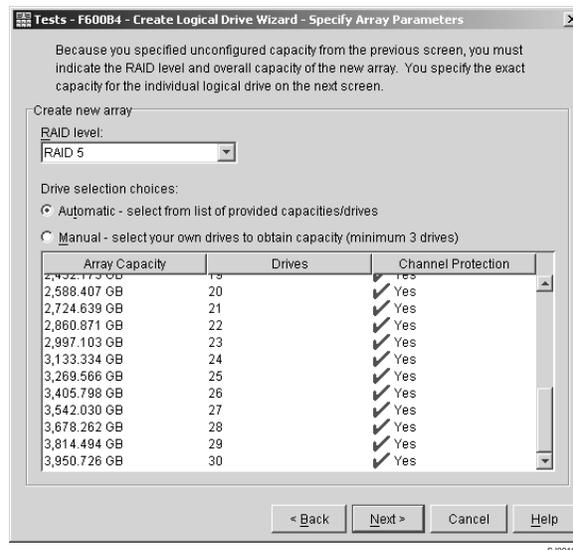


Figure 28. Create Logical Drive window

2. The Introduction (Create Logical Drive) window indicates the amount of free or unconfigured capacity available and provides a link to tips and examples on allocating that additional capacity. Click **Next** to continue.
3. The Specify Array (Create Logical Drive) window opens to allow you to define the parameters for an array that you will create for the logical drive. In this window, specify the following array parameters:

- One of the following RAID levels:
  - RAID-0
  - RAID-1
  - RAID-3
  - RAID-5

- The array capacity.

Select the number of drives that will be used for this array. You can either specify the number of drives in the array and let the storage subsystem select which optimal hard drives in the storage subsystem to use (Automatic\_), or you can manually select which hard drives will form the array (Manual\_).

**Note:** In manual mode, to select multiple drives, you can press and hold the **Ctrl** key and then use the mouse to select the desired hard drive or drives in the available unconfigured optimal hard drive list.

Click **Next** to continue.

- When a box opens stating that you have successfully set the parameters for creating an array, click **OK** to continue. The Specify Capacity/Name (Create Logical Drive) window opens.
4. In the Specify Capacity/Name (Create Logical Drive) window, specify the following logical drive parameters for the logical drive you want to create:

**Logical drive capacity**

The new logical drive capacity can either be the entire unconfigured capacity in an array or a portion of the capacity.

**Units** You can choose GB, MB, or TB.

**Logical drive name**

This name must be unique in the storage subsystem.

**Settings**

You can create the logical drive either using the DS4000 Storage Server default settings or you can select your own customized I/O characteristics, controller ownership, and logical-drive-to-LUN mapping settings.

If you choose to use the DS4000 Storage Server default settings, click **Next** then go to step 6 on page 122. If you want to select your own customized settings, click **Next** then go to step 5.

5. The Customize Advanced Logical Drive Parameters (Create Logical Drive) window opens. In the Customize Advanced Logical Drive Parameters (Create Logical Drive) window, specify the following settings:

- The appropriate I/O characteristics (the I/O characteristics type, segment size, and cache read-ahead multiplier)

The I/O characteristics settings can be manually specified or automatically set based on the selection of one of the following expected logical drive usages: file system, database, or multimedia.

Click **Next**. The Specify Logical Drive-to-LUN Mapping (Create Logical Drive) window opens.

6. In the Specify Logical Drive-to-LUN Mapping (Create Logical Drive) window, specify how you want the logical drive-to-LUN mapping to be mapped to the individual logical drive.

The logical drive-to-LUN mapping preference can be one of the following two settings:

#### **Default mapping**

The Automatic setting specifies that a LUN is automatically assigned to the logical drive using the next available LUN within the default host group. This setting grants logical drive access to host groups or host computers that have no specific logical drive-to-LUN mappings (those that were designated by the default host group node in the Topology view). If the Storage Partition feature is not enabled, you must specify the Automatic setting. In addition, you can also change the host type to match host's operating system.

#### **Map later using the Mappings View**

This setting specifies that you are not going to assign a LUN to the logical drive during creation. This setting enables you to define a specific logical drive-to-LUN mapping and create storage partitions using the Mappings Defined option. When you enable storage partitioning, specify this setting.

7. Click **Finish** to create the logical drive. The Creation Successful (Create Logical Drive) window opens and states that the logical drive was successfully created.
8. Indicate in the Creation Successful (Create Logical Drive) window if you want to create the logical drive from the same array, if there is free capacity, or from a different array if there is no capacity in the array in which the logical drive was just created. Click **Yes** and go to step 9. If you do not want to create another logical drive, click **No** and continue with step 10.
9. The Allocate Capacity (Create Logical Drive) window opens. Select if you want to create the new logical drive from free capacity on the same array, free capacity on a different array, or from unconfigured capacity (create a new array). Then continue with step 4 on page 121.
10. The Completed (Create Logical Drive) window opens. Click **OK**.
11. Register the logical drive with the operating system.

After you create logical drives with automatic logical drive-to-LUN mappings, follow the appropriate instructions in the Installation and Support Guide for your operating system to enable the operating system to discover the new logical drive.

## **Verifying and defining the default host type**

Before you use the logical drives in a host computer, you must specify the correct host type. For information on available host types, see "Host type options" on page 123. The host type determines how the storage subsystem controllers will work with each particular operating system on the hosts to which it is connected. If all of the host computers connected to the same storage subsystem are running the same operating system, and you do not want to define partitioning, you can define a default host type.

**Note:** Windows 2000 and Windows Server 2003 share the following host type options:

- Windows 2000/Server 2003 non-clustered
- Windows 2000/Server 2003 clustered

If these host type entries do not display as options in your host type pull-down menu, use either of the following host types instead:

- Windows 2000 non-clustered
- Windows 2000 clustered

To verify the current default host type, perform the following steps:

1. In the Subsystem Management window, click **Storage subsystem** → **View profile**. A Storage Subsystem Profile window opens.
2. Click the **Mappings** folder tab and scroll down to NVSRAM Host Type Index Definitions. The host type name of the index that has the word DEFAULT next to it is the default host type.
3. Click **Close**.

To define a default host type, perform the following steps:

1. Click **Storage subsystem** → **Change** → **Default host-type**. The Default Host-type window opens.
2. From the pull-down list, select the host type.
3. Click **OK**.

If you have hosts with different operating systems or if you want to define partitions for the hosts, continue with “Configuring heterogeneous hosts” on page 124.

## Host type options

The following host type options are available for specification.

1. Windows
  - Windows NT Non-clustered (SP5 or higher)
  - Windows NT Clustered (SP5 or higher)
  - Windows 2000/Server 2003 Non-clustered
  - Windows 2000/Server 2003 Clustered
  - Windows 2000/Server 2003 Non-clustered (Supports Veritas Dynamic Multipathing [DMP])
  - Windows 2000/Server 2003 Clustered (Supports Veritas Dynamic Multipathing [DMP])
2. Linux
  - Linux
 

This host type is intended for use with fibre channel HBA multipath failover/failback device driver (non-RDAC).
  - LNXCL
 

This host type is intended for use with RDAC as the multipath failover/failback device driver.
3. NetWare
  - NetWare-IBMSAN
 

This host type is intended for use with IBMSAN as multipath failover/failback device driver.
  - NetWare Failover

This host type is intended for use with Novell native multipath failover/failback device driver.

4. VMware
  - ESX Server 2.0  
Linux
  - ESX Server 2.1  
LNXCL

## Configuring heterogeneous hosts

The heterogeneous hosts feature enables hosts running different operating systems to access a single storage subsystem. Previous releases of DS4000 Storage Manager (versions 7.02 or earlier) required that hosts run the same operating system in order to access a single storage subsystem.

Host computers can run completely different operating systems (for example, Solaris) or variants of the same operating system. When a host type is specified in the Define New Host Port window, the heterogeneous hosts feature enables the controllers in the storage subsystem to tailor their behavior (such as LUN reporting) to the needs of the host.

**Important:** To use the heterogeneous host feature, you must meet the following conditions:

- You must enable storage partitioning.
- During host-port definition, you must set each host type to the appropriate operating system so that the firmware on each controller can respond correctly to the host.

To start the heterogeneous host configuration, perform the following steps:

1. From the Subsystem Management window, click the **Mappings View** tab.
2. Follow the on-screen instructions.
3. Continue with “Performing other storage-subsystem management tasks” on page 125.

**Note:** Partitioning is a premium feature. If you disable partitioning, you *must* contact your IBM technical support representative to obtain a key to enable partitioning again. This is not a standard feature with the DS4300.

## Creating a FlashCopy logical drive

A FlashCopy logical drive is a logical point-in-time image of a logical drive, called a base logical drive. A FlashCopy logical drive has the following features:

- It is created quickly and requires less disk space than an actual logical drive.
- It can be assigned a host address, so that you can perform backups by using the FlashCopy logical drive while the base logical drive is online and accessible.
- You can use the FlashCopy logical drive to perform application testing or both scenario development and analysis. This does not effect the actual production environment.
- The maximum number of FlashCopy logical drives allowed is one half of the total logical drives supported by your controller model.

For additional information about the FlashCopy feature and how to manage Flash Copy logical drives, refer to the Storage Manager Subsystem Management online help.

**Note:** FlashCopy is a premium feature. Contact your IBM reseller or IBM marketing representative for more information.

**Important:** The FlashCopy drive cannot be added or mapped to the same server that has the base logical drive of the FlashCopy logical drive in a Windows 2000, Windows Server 2003, or NetWare environment. You must map the FlashCopy logical drive to another server.

Perform the following steps to create a FlashCopy logical drive:

1. To ensure that you have the accurate point-in-time image of the base logical drive, stop applications and flush cache I/O to the base logical drive.
2. Open the Subsystem Management window. From the Logical View, right-click the base logical drive.
3. Select **Create FlashCopy Logical Drive**. The Create FlashCopy Logical Drive Wizard starts.
4. Follow the on-screen instructions.
5. Refer to the Subsystem Management online help for instructions on how to add the FlashCopy logical drive to the host.

## Using VolumeCopy

The VolumeCopy feature is a firmware-based mechanism for replicating logical drive data within a storage array. This feature is designed as a system management tool for tasks such as relocating data to other drives for hardware upgrades or performance management, data backup, or restoring snapshot volume data. Users submit VolumeCopy requests by specifying two compatible drives. One drive is designated as the Source and the other as the Target. The VolumeCopy request is persistent so that any relevant result of the copy process can be communicated to the user. For more information about this feature, see the *IBM TotalStorage DS4000 Storage Manager Copy Services User's Guide*, or contact your IBM reseller or marketing representative.

## Using the Remote Mirror option

The Remote Mirror option is a premium feature. It is used for online, real-time replication of data between storage subsystems over a remote distance. In the event of a disaster or unrecoverable error at one storage subsystem, the Remote Mirror option enables you to promote a second storage subsystem to take over responsibility for normal input/output (I/O) operations. For more information about this feature, see the *IBM DS4000 Remote Mirror Option Installation and User's Guide*, or contact your IBM reseller or marketing representative.

## Performing other storage-subsystem management tasks

The following list includes other storage subsystem management tasks that you can perform:

- Locating a storage subsystem
- Viewing a storage subsystem profile or event log
- Entering or changing a storage subsystem password
- Creating and managing logical drives and arrays
- Using the Performance Monitor
- Creating storage partitions (if applicable) and heterogeneous hosts
- Viewing or changing media scan settings
- Increasing capacity of an array or logical drive

- Changing RAID level for an array
- Monitoring read-link-status error counts
- Downloading ESM firmware or fibre-channel drive firmware

**Note:** To create storage partitions, you must obtain the worldwide name or port of each host adapter in every host connected to the storage subsystem.

For more information about these and other storage subsystem management tasks, refer to the appropriate topics in the Subsystem Management online help.

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## Chapter 9. Using the storage management software for Windows and NetWare

This chapter provides information about how to add or delete logical drives, create FlashCopy logical drives, use the hot\_add and SMdevices utilities, start and stop the host-agent software, and uninstall Storage Manager components in Windows and NetWare operating system environments. Information regarding the Windows operating system follows. See “Using the storage management software for NetWare” on page 133 for analogous information about the NetWare operating system environment.

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### Using the storage management software for Windows

This section provides information about how to add or delete logical drives, create FlashCopy logical drives, use the hot\_add and SMdevices utilities, start and stop the host-agent software, and uninstall Storage Manager components in a Windows operating system environment.

#### Adding or deleting logical drives

Use the following procedures to add or delete logical drives in a standard (noncluster) and a cluster configuration.

##### **Standard (noncluster) configuration for Windows 2000**

Use the following procedures to create or delete logical drives in a standard server environment for Windows 2000.

**Creating logical drives:** When you create logical drives with the storage management software, you must add the new logical drives to Windows 2000. Each logical drive (not array) is recognized by Windows 2000 as a single drive.

After creating logical drives, run the hot\_add and SMdevices utilities that are provided with the storage management software. The hot\_add utility adds newly created logical drives to the operating system without requiring a system restart. The SMdevices utility identifies the logical drives by their associated operating system device names. For more information, see “Using the hot\_add utility” on page 130 or “Using the SMdevices utility” on page 130.

##### **Deleting logical drives:**

**Attention:** Do not click **Configuration** → **Reset** if you have data or logical drives that you want to keep. This action resets the controller unit and deletes *all* previously-configured logical drives.

Before you delete logical drives with the storage management software or use **Configuration** → **Reset**, perform the following steps:

1. Use the Disk Administrator to delete any partitions and to unassign drive letters that are associated with the logical drives.
2. Restart the system to remove the configuration information.

**Attention:** You must use the Disk Administrator to delete OS partitions and unassigned drive letters before you delete logical drives or reset the configuration in Storage Manager. Take this action to avoid damage to your registry information.

## Cluster server configuration for Windows 2000

Use the following procedures to create or delete logical drives in a cluster server environment for Windows 2000.

**Creating logical drives:** To add logical drives in a Windows 2000 cluster server environment, perform the following steps:

1. Using the IBM DS4000 Storage Manager Client, create arrays and assign them to the appropriate host group by using storage partitioning.
2. Use the hot\_add utility to add the new logical drives to node A.
3. Using the Disk Administrator, create, format, and assign drive letters to the disk partitions on the new logical drives.
4. Use the hot\_add utility to add the new logical drives to node B.
5. Using the Disk Administrator, ensure that the drive letters assigned to the disk partitions on the logical drives are the same on both node A and node B.
6. Restart node A. Then use the Cluster Administrator to create cluster physical disk resources using the new disk partitions on the new logical drives.
7. Bring the cluster resources online in node A.
8. Use cluster administrator to move the cluster physical disk resources to node B.
9. Verify that the resources come online in node B.

### **Deleting logical drives:**

**Attention:** Do not click **Configuration → Reset** in the Storage Manager Client Storage Subsystem management window if you have data or logical drives that you want to keep. This action resets the controller unit and deletes *all* previously-configured logical drives.

Before you delete logical drives with the storage management software or use **Configuration → Reset** in the Storage Manager Client Storage Subsystem management window, perform the following steps:

1. Use the Cluster Administrator to delete the cluster physical disk resources that own the logical drives that will be deleted.
2. Use the Disk Administrator to delete any partitions and to unassign drive letters that are associated with the logical drives.
3. Restart the system to remove the configuration information.

**Attention:** You must use the Cluster Administrator and Disk Administrator to delete the cluster physical disk resources, delete OS partitions, and unassigned drive letters before deleting logical drives or resetting the configuration in Storage Manager. This avoids damage to your registry information.

## Standard (non-clustered) configuration for Windows Server 2003

Use the following procedures to create or delete logical drives in a standard environment.

**Creating logical drives:** When you create logical drives with the storage management software, you must add the new logical drives to the Windows Server 2003 operating system. Each logical drive (not array) is recognized by Windows Server 2003 as a single disk drive.

After creating logical drives, run the hot\_add and SMdevices utilities that are provided with the storage management software. The hot\_add utility adds newly created logical drives to the operating system without requiring a system restart.

The SMdevices utility identifies logical drives by their associated operating system device names. For more information, see “Using the hot\_add utility” on page 130 or “Using the SMdevices utility” on page 130.

#### ***Deleting logical drives:***

**Attention:** Do not click **Configuration** → **Reset** in the Storage Manager Client Storage Subsystem management window if you have data or logical drives that you want to keep. This action resets the controller unit and deletes *all* previously-configured logical drives.

Before you delete logical drives with the storage management software or use **Configuration** → **Reset** in the Storage Manager Client Storage Subsystem management window, perform the following steps:

1. Use the Disk Administrator to delete any partitions and to unassign drive letters that are associated with the logical drives.
2. If possible, restart the system to remove the configuration information.

**Attention:** You must use the Disk Administrator to delete the cluster physical disk resources, delete OS partitions, and unassigned drive letters before you delete logical drives or reset the configuration in Storage Manager. This action avoids damage to your registry information.

### **Cluster server configuration for Windows Server 2003**

Use the following procedures to create or delete logical drives in a cluster server environment.

**Creating logical drives:** To add logical drives in a Windows Server 2003 cluster server environment, perform the following steps:

1. Use the IBM DS4000 Storage Manager Client program to create arrays and logical drives and use storage partitioning to assign them to the appropriate cluster host group.
2. Use the hot\_add utility to add the new logical drives to the cluster node that is currently owned by the cluster quorum resource.
3. Use the Disk Administrator program to create, format, and assign drive letters to the disk partitions on the new logical drives.
4. In each of the rest of the cluster nodes in the cluster configuration, use the hot\_add utility to add the new logical drives to the cluster node.
5. In the first cluster node, use the Cluster Administrator program to create cluster physical disk resources using the new disk partitions on the new logical drives.

**Note:** If the new disk does not show up in the available disk pull-down list when you go through the Cluster Administrator program, you might have to reboot the server.

6. Bring the cluster resources online in the first cluster node.
7. Use the Cluster Administrator to move the newly-created cluster physical disk resources to other nodes in the cluster configuration.
8. Verify that the resources come online in other nodes in the cluster configuration.

#### ***Deleting logical drives:***

**Attention:** Do not click **Configuration → Reset** in the Storage Manager Client Storage Subsystem management window if you have data or logical drives that you want to keep. This action resets the controller unit and deletes *all* previously-configured logical drives.

Before you delete logical drives with the storage management software or use **Configuration → Reset** in the Storage Manager Client Storage Subsystem management window, perform the following steps:

1. Use the Cluster Administrator to delete the cluster physical disk resources that own the logical drives that will be deleted.
2. Use the Disk Administrator to delete any partitions and to unassign drive letters that are associated with the logical drives.
3. If possible, restart the cluster nodes to remove the configuration information.

**Attention:** You must use the Cluster Administrator and Disk Administrator to delete the cluster physical disk resources, delete OS partitions, and unassigned drive letters before you delete logical drives or reset the configuration in Storage Manager. This action avoids damage to your registry information.

## Using the hot\_add utility

The hot\_add utility enables you to add new logical drives without restarting the system. The utility registers the new logical drives with the operating system so that you can use Disk Administrator to create partitions, add device names, and so on. The hot\_add utility is part of the SMutil software package. If you run the program twice and the new logical drives are not displayed in the Disk Administrator window, you must either run fibre-channel diagnostics or restart (reboot) the host.

When you finish creating logical drives on a particular storage subsystem, go to the host that is attached to that storage subsystem and perform the following steps to use the hot\_add utility:

1. From a DOS or command prompt, change to the directory  
    <installation\_directory>\Util  
    ...where installation\_directory is the directory in which you installed the SMutil.  
    The default directory is c:\Program Files\IBM\_FASSt\Util.
2. From a DOS or command prompt, type the following command:  
    hot\_add
3. Press **Enter**. The new logical drives are available through the Disk Administrator.

## Using the SMdevices utility

The SMutil software includes a utility called SMdevices that you can use to view the storage subsystem logical drive that is associated with a particular operating system device name. This utility is helpful when you want to create drive letters or partitions by using Disk Administrator.

When you finish creating the logical drives on a particular storage subsystem, go to the host that is attached to that storage subsystem, and perform the following steps to use SMdevices:

1. From a DOS or command prompt, change to the directory  
    <installation\_directory>\Util

...where `installation_directory` is the directory in which you installed the SMutil.

The default directory is `c:\Program Files\IBM_FASTT\Util`.

2. Type:  
SMdevices
3. Press **Enter**. The software displays device identification information. For example, you might see the following information.

```
\\.\PHYSICALDRIVE $x$  [Storage Subsystem Finance, Logical Drive DEBIT, LUN  $xx$ ,  
WWN <worldwide_name>]
```

where:

- $x$  is the Disk number that displays in Disk Administrator
- *Finance* is the name of the storage subsystem
- *DEBIT* is the name of the logical drive
- $xx$  is the LUN associated with the logical drive
- *worldwide\_name* is the worldwide name for the logical drive

## Using the SMrepassist utility

You can use the SMrepassist utility to perform the following tasks:

- Flush cached data for a logical drive.

**Important:** The FlashCopy drive can not be added or mapped to the same server that has the base logical drive of the FlashCopy logical drive in a Windows 2000, Windows Server 2003, or NetWare environment. You must map the FlashCopy logical drive to another server.

To flush cached data in a logical drive, perform the following steps:

1. From a DOS or command prompt, change to the directory  
`<installation_directory>\Util`  
...where `installation_directory` is the directory in which you installed the SMutil.  
The default directory is `c:\Program Files\IBM_FASTT\Util`.
2. Type the following command:  
`smrepassist -f logical_drive_letter:`  
where *logical\_drive\_letter* is the operating system drive letter that was assigned to the disk partition created on the logical drive.
3. Press **Enter**.

## Stopping and restarting the host-agent software

You must stop and restart the host-agent software if you add additional storage subsystems to the management domain of the host-agent software. When you restart the service, the host-agent software discovers the new storage subsystems and adds them to the management domain.

**Note:** If none of the access logical drives are detected after a restart, the host-agent software automatically stops running. Make sure that there is a good Fibre Channel connection from the host to the SAN to which the storage subsystem is connected. Then restart the host or cluster node so that new host-agent-managed storage subsystems can be discovered.

## Windows 2000

To stop and restart the host-agent software, perform the following steps:

1. Click **Start** → **Programs** → **Administrative Tools** → **Services**. The Services window opens.
2. Right-click **IBM FAStT Storage Manager 8 Agent**.
3. Click **Restart**. The IBM DS4000 Storage Manager 8 Agent stops and then starts again.
4. Close the Services window.

## Windows Server 2003

To stop and restart the host-agent software, perform the following steps:

1. Click **Start** → **Administrative Tools** → **Services**. The Services window opens.
2. Right-click **IBM FAStT Storage Manager 8 Agent**.
3. Click **Restart**. The IBM DS4000 Storage Manager 8 Agent stops and then starts again.
4. Close the Services window.

## Uninstalling storage management software components

If you are upgrading from any Storage Manager version 8.x or 9.1, it will be necessary for you to remove all of the currently installed software before installing Storage Manager 9.12. No reboot is required after removing a Storage Manager software package version 8.3x or earlier. Existing storage array mappings and storage partition configurations are retained during software removal and will be recognized by the new client software.

Use the following procedure to uninstall one or more of the components of Storage Manager 8.x or 9.1. If you are uninstalling components released with an earlier version of the storage management software, use the uninstall procedure that came with the version of the storage management software that you are currently running.

**Important:** Do not uninstall the RDAC unless instructed by an IBM technical support representative. The host-agent package requires RDAC to function properly. If you uninstall RDAC in a coexistence environment, you will lose fibre-channel I/O path failover support for both the version 8.xx and version 9.xx of Storage Manager.

### Uninstalling Storage Manager version 9.12

1. Click **Start** → **Settings** → **Control Panel**. The Control Panel window opens. Select **Add/Remove programs**. The Add/Remove Programs Properties window opens.
2. Look for the entry IBM DS4000/FAStT Storage Manager Host Software v09.xx.x5.yy where xx or yy will be the main release (ie. 12) and the version (ie. 08) values, respectively.
3. Select the above entry and click **Change/Remove** button. The Uninstall Program opens.
4. Click **Next**. The Uninstall options window opens.
5. Select either to uninstall all installed DS4000 Host-software packages or uninstall certain specific packages only and click **Next**.
6. If you choose to uninstall a certain host-software package, a **Choose Product Features** window will be opened to allow you selecting the host-software package(s) that you want to uninstall. Click **Uninstall** to start the uninstallation process. Otherwise, the program will begin the uninstallation of all of the installed host-software packages.

7. Click **Done** when the window open to complete the DS4000 host-software uninstallation process. If you are uninstalling RDAC, you will need to reboot the host server.

**Note:** Starting with the DS4000 Storage Manager 9.12, it is possible to update the installed host-software with the newer versions without uninstalling the existing installed version first. The DS4000 Storage Manager host-software packages must be of later version than the installed Storage Manager version 9.12 host-software packages. Just click **OK** when you are prompted that existing versions of the host-software were already installed in the host server and whether you want to updated them or not. Use the uninstallation instructions only when, for some reason, you are not able to update the existing installed host-software or you do not want the DS4000 Storage Manager host-software packages installed on the server.

### Uninstalling Storage Manager version 8.x or 9.1

1. Click **Start** → **Settings** → **Control Panel**. The Control Panel window opens. Select **Add/Remove programs**. The Add/Remove Programs Properties window opens.

**Note:** Uninstall the Storage Manager components in the following order:

- a. SMagent
  - b. SMutil
  - c. RDAC
  - d. SMclient
2. Select the component you want to uninstall from the list of programs (for example, IBM DS4000 Storage Manager Client).
  3. Click **Add/Remove**. The Confirm File Deletion window opens.
  4. Click **Yes** to start the uninstallation process.
  5. When the uninstallation is complete, click **OK**. If you are uninstalling RDAC version 08.4x.xx.xx or newer, you will need to reboot the host server

---

## Using the storage management software for NetWare

This section provides information on how to add or delete logical drives using the hot\_add and SMdevices utilities, start and stop the host-agent software, and uninstall Storage Manager components in a NetWare operating system environment.

### Adding or deleting logical drives

Use the following instructions to add or delete logical drives in a standard (noncluster) configuration.

#### Creating logical drives

When you create new logical drives with the storage management software, you must add the new logical drives to Novell NetWare. Refer to the Novell NetWare documentation for details about adding a drive. Novell NetWare recognizes each logical drive (not array) as a single drive.

After creating logical drives, run the hot\_add and SMdevices utilities that are provided with the storage management software. The Hot Add utility adds newly created logical drives to the operating system, and the SMdevices utility identifies

logical drives by their associated operating system device names. For information about how to use these utilities, see “Using the hot\_add utility” and “Using the SMdevices utility.”

### Deleting logical drives

**Important:** If you have data or logical drives that you want to keep, do not click **Configure** → **Reset Configure**. This will reset the controller unit and delete *all* previously-configured logical drives.

Before you delete logical drives with the storage management software or use **Configure** → **Reset Configuration**, stop all input and output activity to the affected storage subsystem. Then dismount any Novell NetWare volumes that are associated with the logical drives.

## Using the hot\_add utility

The hot\_add utility enables you to add new logical drives without restarting the system. The utility registers the new logical drives with the operating system so that you can use nwconfig to create partitions, add device names, and so on. The hot\_add utility is part of the Storage Manager 9.12 Utility package.

When you finish creating logical drives on a particular storage subsystem, go to the host that is attached to that storage subsystem, and perform the following steps to use the hot\_add utility:

1. From the Server Console, type:  
`InstallationFolder(ie. SYS:\StorageManger)\Util\hot_add`
2. Press **Enter**.

The new logical drives are available through the NetWare Disk Manager.

## Using the SMdevices utility

The Storage Manager 9.12 Utility software package includes a utility called SMdevices that you can use to view the storage subsystem logical drive that is associated with a particular operating-system device name. This utility is helpful when you want to create drives, volumes, or a combination of both for the logical drive using the nwconfig program.

When you finish creating the logical drives on a particular storage subsystem, go to the host that is attached to that storage subsystem, and perform the following steps to use SMdevices:

1. From the Server Console type:  
`InstallationFolder(ie. SYS:\StorageManger)\Util\SMdevices`
2. Press **Enter**.

The software displays device identification information. For example, you might see the following:

**Note:** Note: IN NW6.5, the following information is displayed in the Logger window instead of on the same NetWare Console window screen.

```
V596-A3-D0:0[Storage Subsystem MARKETING, Logical Drive DEBIT,
LUN 0, WWN <600a0b800007545c0000008d3a308b6e>]

V596-A3-D0:1 [Storage Subsystem MARKETING, Logical Drive DEBIT, LUN 1,
WWN <600a0b80000756ec000000a93a307d2a>]

V596-A3-D0:1F [Storage Subsystem MARKETING, Logical Drive Access volume,
LUN 31, WWN <600a0b800007545c0000009000000000>]

Where V596-A3-D0:0;
```

The numbers at the beginning of each line constitute the device name. The device name identifies the adapter or device as follows:

**Vendor number** [V596]. A unique number specific to the device vendor.

**Adapter number** [A3]. The instance number of an adapter registered with NWPA. In the example, A3 identifies the first instance of an adapter installed in the server.

**Device number** [D0]. The number of the disk or other device.

**Logical unit number** [0,1,1F]. The LUN identifies individual devices when more than one device is attached to one bus.

**Storage Subsystem** [x]. The storage subsystem name.

**Logical Drive** [x]. The logical drive name.

**LUN** [x]. The logical unit number associated with the logical drive.

**WWN** [x]. The worldwide name for the logical drive.

## Stopping and starting the host-agent software

Use the procedures in the following sections to stop and start the host-agent software installed on the host or cluster node.

### Notes:

1. The `smagent.nlm` module will remain loaded after the agent java service ends until you reboot the server.
2. If an access logical drive is not detected after a restart, the host-agent software will automatically stop running. Restart the host or cluster node so that new host-agent-managed storage subsystems will be discovered.
3. SMagent requires that JAVA version 1.4.2 or later be installed. Unpredictable behavior may result if versions earlier than version 1.4.2 version are installed.

### Stopping the host-agent software

You must stop the host-agent software if you want to add storage subsystems. When you restart the service, the host-agent software discovers the new storage subsystems and adds them to the management domain.

Perform the following steps to stop the host-agent software:

1. From the system console, press **Ctrl+Esc**, and then select **System Console**.
2. At the prompt, type:

```
java -show
```

 Look for the following line:

```
"devmgr.versioned.agent.AgentServer.....QQQ"
```

 where *QQQ* is the process ID.
3. At the prompt type the following:

```
java -killQQQ
where QQQ is the process ID from the java -show command.
```

4. Press **Enter**.

### Starting the host agent manually

To add storage subsystems, start the host-agent software manually either when you start the system or if it is already stopped.

Perform the following steps to start the host agent manually:

1. From the system console, press **Ctrl+Esc**, and then select **System Console**.
2. At the prompt, type:  
smagent
3. Press **Enter**.  
The agent will start and display the following message when UTM LUNs are scanned:  
Activating
4. Return to ConsoleOne. Press **Ctrl+Esc**, and then click **Xserver → Graphical Console**.

## Uninstalling Storage Management 9.1x software components

Use the following procedure to uninstall one or more of the components of Storage Manager 9.1x.

1. From the Xserver Graphical Console, type the following command and press **Enter**.  
sys:\storage manager\suiteuninstall.ncf  
The Uninstall window opens.
2. Select **Next**.  
The Uninstall Options window opens.
3. Select the **Complete Uninstall** option.
4. Select **Next**.  
When the software removal completes, the Uninstall Complete window opens.
5. Select **Done**.  
The Restart the GUI dialog opens.
6. Select **OK**.
7. From the Novell Menu select **Close GUI...**  
The Close GUI dialog opens.
8. Select **Yes**.
9. To restart the GUI, from the System Console, type the following command, and press **Enter**.  
startx
10. Using the NetWare File Browser, select and delete the `install.ncf` file and `InstData` directory in the `SYS:\` volume. This file and the directory are in the root of the `SYS:\` volume, unless the user choose to place it elsewhere.  
  
**Note:** Do not perform this step if you already deleted the files required for installation when you installed the IBM DS4000 Storage Manager host software for NetWare.
11. Are you installing a new version of the software?

**Yes.** See Chapter 5, “Installing Storage Manager software in a standard NetWare configuration,” on page 87.

**No.** You have completed this procedure.



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# Appendix A. Installing Storage Manager 9.1 Client

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## Storage Manager 9.1 Client

This section describes how to install SMclient on management stations and host computers that run Windows operating systems.

Before you install the software, make sure that the management station or host computer has at least 80 MB of available disk space.

**Important:** When you install SMclient on a stand-alone host and manage storage subsystems through the fibre-channel I/O path rather than through the network, you must install the TCP/IP software on the host and assign an IP address to the host.

## Installing SMclient

To install SMclient on Windows operating systems, perform the following steps:

1. Insert the IBM DS4000 Storage Manager Version 9.1 CD into the CD-ROM drive.
2. Click **Start** → **Run**. The Run window opens.
3. Click **Browse**. The Browse window opens.
4. Select the CD-ROM drive.
5. Select the folder that is associated with your operating system.

Operating System	Folder
Windows 2000 or Advanced Server	\Win32\SMclient
Windows Server 2003 (32 bit)	\WS03_32bit\SMClient
Windows Server 2003 (64 bit)	\WS03_64bit\SMClient <sup>1</sup>

1. To be used for servers with Intel architecture 64-bit (IA-64) processors only. Servers with AMD AMD64 or Intel EM64T processor architecture have no Storage Manager 9.1 host software support when their operating system are written in AMD64 or EM64T native code. If the IA-32 version of the operating system is installed in the AMD64 or EM64T servers, then you can use the IA-32 software package. Be certain to access the appropriate package.

Click **Open**.

6. Select the displayed .exe file. Click **Open**. The InstallShield Wizard window opens; then, the Prepare to Install window (showing the software unpacking progress) opens, after which the Welcome window opens.
7. Click **Next**. The Controller Firmware Warning window opens. Read the information and click **OK**. The Copyright window opens. Read the information and click **OK**. The End User License Agreement window opens.
8. Perform the following procedures:
  - a. Read the license agreement and click **Yes**. The Choose Destination Location window opens.
  - b. Click **Browse** to change the destination location. Click **Next** to continue with the installation.
  - c. The Event monitor window opens. Click **Yes** if you want to install the Event Monitor. Otherwise, click **No**.
  - d. The Setup Status window opens showing the installation progress. When the installation is complete, the Operation Complete window opens.
  - e. Click **Finish**.

- f. Continue with “Verifying the SMclient installation.”

## Verifying the SMclient installation

To verify that you installed SMclient correctly on Windows operating systems, perform the following steps:

1. Perform one of the following steps depending on your operating system:
  - For Windows 2000, click **Start** → **Programs**.
  - For Windows Server 2003, click **Start** → **All Programs**.
2. Verify that IBM FASTT Storage Manager 9 Client displays in the Program list. If the appropriate software version displays, go to step 3.  
Otherwise, repeat “Installing SMclient” on page 139. If the appropriate software version associated with your operating system still does not display, a failure has occurred. Contact your IBM technical support representative.
3. If you installed the optional Event Monitor service, go to “Verifying the Event Monitor installation.” Otherwise, continue to step 4.
4. If you are installing SMclient on a host computer, go to “RDAC” on page 141. Otherwise, go to Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109.

## Verifying the Event Monitor installation

This section describes how to verify that you installed the Event Monitor service correctly on Windows operating systems.

### Windows 2000

To verify that you installed the Event Monitor service correctly, perform the following steps:

1. Click **Start** → **Programs** → **Administrative Tools** → **Services**. The Services window opens.
2. Verify that the IBM DS4000 Storage Manager 9 Event Monitor service displays with the startup type *Automatic* and status *Started*. If it does not display, click **Start**. If it does not start, reinstall the SMclient. If the failure persists, call your IBM technical support representative.
3. If you are installing the storage management software on a host computer, go to “RDAC” on page 141. Otherwise, go to Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109.

### Windows Server 2003

To verify that you installed the Event Monitor service correctly, perform the following steps:

1. Click **Start** → **Administrative Tools** → **Services**. The Services window opens.
2. Verify that the IBM DS4000 Storage Manager 9 Event Monitor service displays with the startup type *Automatic* and status *Started*. If it does not display, click **Start**. If it displays but does not start, reinstall the SMclient. If the failure persists, call your IBM technical support representative.
3. If you are installing the storage management software on a host computer, go to “RDAC” on page 141. Otherwise, go to Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109.

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## RDAC

This section describes how to install RDAC on Windows operating systems. You must install RDAC on each host computer. RDAC contains the multipath device driver that is necessary for controller failover support.

Before you install the software, ensure that the following conditions are met:

- You have Administrator privileges on the host computer.
- The host computer has at least 2 MB of available disk space.
- All programs are closed.
- You have installed the host bus adapter and driver.

If you are installing RDAC on Windows 2000 or Windows Server 2003, continue with “Installing the RDAC.”

### Installing the RDAC

To install RDAC on Windows operating systems, perform the following steps:

1. Insert the IBM DS4000 Storage Manager Version 9.1 CD into the CD-ROM drive.
2. Click **Start** → **Run**. The Run window opens.
3. Click **Browse**. The Browse window opens.
4. Select the CD-ROM drive.
5. Select the directory that is associated with your operating system.

Operating System	Directory
Windows 2000 Server or Advanced Server	\Win32\SMrdac\W2K
Windows Server 2003 for 32-bit processors	\WS03_32bit\SMrdac
Windows Server 2003 for 64-bit processors	\WS03_64bit\SMrdac <sup>1</sup>

1. To be used for servers with Intel architecture 64-bit (IA-64) processors only. Servers with AMD AMD64 or Intel EM64T processor architecture have no Storage Manager 9.1 host software support when their operating system are written in AMD64 or EM64T native code. If the IA-32 version of the operating system is installed in the AMD64 or EM64T servers, then you can use the IA-32 software package. Be certain to access the appropriate package.

6. Select the displayed .exe file. Click **Open**. The InstallShield Wizard window opens; then, the Welcome window opens.
7. Click **Next**. The End User License Agreement window opens.
8. Click **Yes** to start the installation. The Installation/Removal status window opens displaying the RDAC installation progress. Continue with step 9.
9. After the installation is complete, the Operation Complete window opens.
10. Select **Yes I want to restart my computer now**. Click **Finish**.
11. Continue with “Verifying the RDAC installation.”

### Verifying the RDAC installation

This section describes how to verify that you installed RDAC correctly on Windows operating systems.

#### Windows 2000

To verify that you installed RDAC correctly, perform the following steps:

1. Click **Start → Programs → Administrative Tools → Computer Management**. The Computer Management window opens. Go to the \System Tools\System Information\Software environment\drivers directory.
2. Scroll through the list and select one of the following device drivers:
  - rdacbus
  - rdacdisk

The rdacbus option always displays. The rdacdisk option displays only when you have disks.
3. Verify that either rdacbus or rdacdisk displays with the state type Running and status OK. If neither does, repeat the procedure in “Installing the RDAC” on page 141. If the failure persists, call your IBM technical support representative. Otherwise, continue as follows:
  - If you are managing the storage subsystems using the host-agent method, continue with “Storage Manager 9.1 Agent.”
  - If you are managing your storage subsystems using the direct-management method, go to “Storage Manager 9.1 Utility” on page 144.

### Windows Server 2003

To verify that you installed RDAC correctly, perform the following steps:

1. Click **Start → All Programs → Accessories → System Tools → System information**. The System Information window opens. Go to the \System Summary\Software Environment\System Drivers list.
2. Scroll through the list and select one of the following device drivers:
  - rdacbus
  - rdacdisk

rdacbus is always shown. rdacdisk displays only when you have disks.
3. Verify that either rdacbus or rdacdisk displays with the state type Running and status OK. If it does not display, repeat the procedure in “Installing the RDAC” on page 141. If the failure persists, call your IBM technical support representative. Otherwise, continue as follows:
  - If you are managing the storage subsystems using the host-agent method, continue with “Storage Manager 9.1 Agent.”
  - If you are managing your storage subsystems using the direct-management method, go to “Storage Manager 9.1 Utility” on page 144.

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## Storage Manager 9.1 Agent

This section describes how to install SMagent software on Windows operating systems. You *must* install the SMagent software if you want to manage the storage subsystem using the host-agent management method.

Before you install the software, ensure that the following conditions are met:

- You have Administrator privileges on the host computer.
- The host computer has at least 1 MB of available disk space if the SMclient is installed with the Event Monitoring service.
- The host computer has at least 40 MB of available disk space if the SMclient program is not installed with the Event Monitoring service.
- RDAC is installed on each host computer. If not, see “RDAC” on page 141.
- All storage subsystems are connected to the host computer and are powered on.

## Installing SMagent

To install SMagent on Windows operating systems, perform the following steps:

1. Close all programs.
2. Insert the IBM DS4000 Storage Manager Version 9.1 CD in the CD-ROM drive.
3. Click **Start** → **Run**. The Run window opens.
4. Click **Browse**. The Browse window opens.
5. Select the CD-ROM drive
6. Select the folder that is associated with your operating system.

Operating System	Folder
Windows 2000	\Win32\SMagent
Windows Server 2003 (32 bit)	\WS03_32bit\SMAgent
Windows Server 2003 (64 bit)	\WS03_64bit\SMAgent <sup>1</sup>

1. To be used for servers with Intel architecture 64-bit (IA-64) processors only. Servers with AMD AMD64 or Intel EM64T processor architecture have no Storage Manager 9.1 host software support when their operating system are written in AMD64 or EM64T native code. If the IA-32 version of the operating system is installed in the AMD64 or EM64T servers, then you can use the IA-32 software package. Be certain to access the appropriate package.

Then, click **Open**.

7. Select the displayed .exe file. Click **Open**. The InstallShield window opens, showing the status of the file unpacking. The Welcome window opens.
8. Click **Next**. The End User License Agreement window opens.
9. Read the license and click **Yes** to begin the installation. The software installation ends, and the Operation Complete window opens.
10. Click **Finish**.
11. Continue with “Verifying the SMagent installation.”

## Verifying the SMagent installation

This section provides instructions on how to verify that you installed SMagent correctly on Windows operating systems.

### Windows 2000

To verify that you installed the SMagent correctly, perform the following steps:

**Note:** Make sure that all storage subsystems are connected to the host computer and are powered on.

1. Click **Start** → **Programs** → **Administrative Tools** → **Services**. The Services window opens.
2. Scroll through the list of services until you find IBM DS4000 Storage Manager 9 Agent.
3. If IBM DS4000 Storage Manager 9 Agent does not display with a startup type of Started, click **Start**. If the status does not change to Started, see Table 24 on page 157 for a possible cause. Otherwise, reinstall SMagent. If the problem persists, contact your IBM technical support representative.
4. Perform one of the following steps:
  - If you plan to use the host-agent software to manage one or more storage subsystems, go to “Storage Manager 9.1 Utility” on page 144.

- If you do not plan to use the host-agent software to manage one or more storage subsystems, perform the following procedure to disable the host-agent service:
  - a. Click **Start → Programs → Administrative Tools → Computer Management**. The Computer Management window opens.
  - b. Click **Services**.
  - c. From the list of displayed services, right-click **IBM FAStT Storage Manager 9 Agent**.
  - d. Click **Properties → Startup Type → Manual**.
  - e. Click **OK**.
- 5. Continue with “Storage Manager 9.1 Utility.”

### Windows Server 2003

To verify that you installed the SMagent correctly, perform the following steps.

**Note:** Make sure that all storage subsystems are connected to the host computer and are powered on.

1. Click **Start → Administrative Tools → Services**. The Services window opens.
2. Scroll through the list of services until you find IBM DS4000 Storage Manager 9 Agent.
3. If IBM DS4000 Storage Manager 9 Agent does not display with a startup type of Started, click **Start**. If the status changes to Started, go to step 4. If not, see Table 24 on page 157 for a possible cause. Otherwise, reinstall IBM DS4000 Storage Manager 9 Agent. If the problem persists, contact your IBM technical support representative.
4. Perform one of the following steps:
  - If you plan to use the host-agent software to manage one or more storage subsystems, see “Storage Manager 9.1 Utility.”
  - If you do not plan to use the host-agent software to manage one or more storage subsystems, perform the following steps to disable the host-agent service:
    - a. Click **Start → Administrative Tools → Computer Management**. The Computer Management window opens.
    - b. Click **Services**.
    - c. From the list of displayed services, right-click **IBM FAStT Storage Manager 9 Agent**.
    - d. Click **Properties** from the pull-down menu. The IBM DS4000 Storage Manager 9 Agent Properties window opens.
    - e. In the Startup Type list, select **Manual**. Click **OK**.
    - f. The IBM DS4000 Storage Manager 9 Agent Properties window closes.
5. Continue with “Storage Manager 9.1 Utility.”

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## Storage Manager 9.1 Utility

This section describes how to install SMutil on host computers that run both Windows operating systems. This component contains utilities that will register and map new logical drives to the operating systems.

### Installing SMutil

To install SMutil on Windows operating systems, perform the following steps:

1. Close all programs and insert the IBM DS4000 Storage Manager Version 9.1 installation CD in the CD-ROM drive.
2. Click **Start** → **Run**. The Run window opens.
3. Click **Browse**. The Browse window opens.
4. Select the CD-ROM drive.
5. Select the folder that is associated with your operating system.

Operating System	Folder
Windows 2000 Advanced Server	\Win32\SMutil
Windows Server 2003 for 32-bit processors	\WS03_32bit\SMUtil
Windows Server 2003 for 64-bit processors	\WS03_64bit\SMUtil <sup>1</sup>

1. To be used for servers with Intel architecture 64-bit (IA-64) processors only. Servers with AMD AMD64 or Intel EM64T processor architecture have no Storage Manager 9.1 host software support when their operating system are written in AMD64 or EM64T native code. If the IA-32 version of the operating system is installed in the AMD64 or EM64T servers, then you can use the IA-32 software package. Be certain to access the appropriate package.

Then click **Open**.

6. Select the displayed .exe file. Click **Open**. The InstallShield Wizard window opens, displaying the status of the files unpacking. The Welcome window opens.
7. Click **Next**. The End User License Agreement window opens.
8. Click **Yes** to begin the installation. After the installation is complete, the Operation Complete window opens.
9. Click **Finish**.
10. Continue with “Verifying the SMutil installation.”

## Verifying the SMutil installation

To verify that you installed the SMutil correctly on Windows operating systems, perform the following steps:

1. Go to the <installation\_directory>\Util directory.  
...where installation\_directory is the directory in which you installed the SMutil.

The default directory is c:\Program Files\IBM\_FASSt\Util.

2. Verify that the directory contains the following files:
  - hot\_add.bat
  - SMdevices.bat
  - SMrepassist.exe

If it does not, reinstall the SMutil by using the procedure in “Installing SMutil” on page 144. If the problem persists, contact your IBM technical support representative.

3. Go to Chapter 8, “Completing Storage Manager 9.1x installation,” on page 109.



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## Appendix B. Windows operating system limitations

This appendix contains information about how to operate the storage management software in a Windows 2000, or Windows Server 2003 environment.

**Important:** Always check for a readme file on any installation media. This readme file might contain important information that was not available when this document was prepared.

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### Limitations of Windows operating systems

Table 23 explains limitations that apply when you use the IBM DS4000 Storage Manager Version 9.1x with Windows 2000 and Windows Server 2003.

**Note:** These limitations may only occur when you manage storage subsystem with older firmware versions.

*Table 23. Windows operating system limitations and workarounds*

Limitation	Workaround
<p>If you are upgrading controller firmware in IBM FASTT500 storage controller (M/T 3552) with 512MB Cache, you will have to stop I/O and reboot both controllers before upgrading firmware followed by NVSRAM. You can reboot the controllers either by power cycling the storage subsystem or by pressing the Reset button on both controllers. The <b>Reset</b> button is located on the right of the indicator lights in the opening on the front of each controller unit.</p> <p>To determine Storage Controller cache level, perform the following:</p> <ol style="list-style-type: none"><li>1. On a storage management station start the client software and select a storage subsystem.</li><li>2. Select <b>Tools</b> → <b>Manage Device</b> to open the Subsystem Management Window.</li><li>3. Highlight the Storage Subsystem that you are upgrading and then select <b>Storage Subsystem</b> → <b>Profile</b>. It may take a little time for it to create the Storage Subsystem profile.</li><li>4. Under the Controllers heading is an entry that displays information similar to the following example: Cache/processor size (MB): 256/32</li></ol> <p>If this setting is listed as 512/32 you will need to arrange to perform this upgrade procedure at a time that you can stop I/O to the Storage Subsystem in order to ensure a successful firmware download and installation.</p>	<p>None.</p>

Table 23. Windows operating system limitations and workarounds (continued)

Limitation	Workaround
<p>Storage Manager prompts you for a password if all hard disk drives are removed from the storage subsystem.</p> <p>After removing all drives from a storage subsystem (or not powering on drives and only the controller), the IBM DS4000 Storage Manager software will prompt you for a password when trying to start the software or trying to perform protected operations. Any password entered will fail.</p> <p>Password information is stored on a reserved area of each hard disk drive on the storage subsystem. Each drive stores a mirrored copy of the password data. When there are no drives in the storage subsystem, the storage management software does not find the password data when you attempt password protected operations. Add one drive to the storage subsystem and retry the operation.</p>	<p>Since the RAID controller unit should not be powered on until the expansion units are attached and powered on, this should be done by powering off the RAID controller unit, properly attaching all expansion units (with drives installed), to the RAID controller unit and powering them on, and then powering the RAID controller unit back on. At this point the storage subsystems can be rediscovered and managed using the IBM DS4000 Storage Manager software.</p>
<p>If you get "Error 21 - The Operation cannot complete because a ... is in progress" error when you issue a Subsystem Management command from the IBM DS4000 Storage Manager Client, the command may be cached for execution when the storage subsystem was busy with other tasks even though the Storage Manager GUI returned a "command not be able to execute" error. If the command is cached, the IBM DS4000 Storage Manager Client will run the command as soon as the controller resources are available.</p>	<p>Wait for at least ten minutes after an issued command failed to execute and check to see whether the command has been run. If not, re-attempt the command.</p>
<p>When the server HBA ports are directly connected to the DS4000 storage server controllers, do not download firmware and NVSRAM files to the controllers with IOs being generated to the LUNs in the DS4000 storage server. There is no IOs restriction in SAN Fabric environment, for example, when the HBA port are connected to the DS4000 storage server controller ports via Fibre Channel switches.</p>	<p>None.</p>
<p>When using the RDAC package from the Storage Manager 8.40 host-software package or earlier, rebooting a host server might cause its mapped LUNs move to a non-preferred path.</p>	<p>Either use the DS4000 Storage Manager client program to redistribute the LUNs to their preferred path or upgrade the RDAC driver to the version that is packaged with Storage Manager host software version 9.1 or later.</p>

Table 23. Windows operating system limitations and workarounds (continued)

Limitation	Workaround
Dynamically changing the cache read ahead multiplier setting via the storage manager client may result in an error message indicating the operation has failed. Despite the error message, the request to change the cache read ahead multiplier will remain queued to the controllers and will eventually complete when I/O activity to the storage subsystem has subsided.	In order to avoid the error message and any delays in the cache read ahead multiplier value changing, it is recommended to change the cache read ahead multiplier when the subsystem is in a quiesced state.
In xSeries x330 server, when two of the Dynamic disks are mirrored together by the Windows OS and the LUN that these disks are defined on failovers/failbacks, the server might hang after failover.	None.
There are no host type for the Windows Server 2003 in the host-type pull-down menu in the Defined host port or Changing default Host Type window.	<p>Windows 2000 and Windows Server 2003 share the following host type options:</p> <ul style="list-style-type: none"> <li>• Windows 2000/Server 2003 non-clustered</li> <li>• Windows 2000/Server 2003 clustered</li> </ul> <p>If the above entries are not displayed in the host-type pull down window, use these host type options for the default host type for Windows Server 2003 host port or for the host type of the defined port of an FC HBA that is installed in a Windows Server 2003 server instead.</p> <ul style="list-style-type: none"> <li>• Windows 2000 non-clustered</li> <li>• Windows 2000 clustered</li> </ul>
If you click a vertical scroll arrow either up or down, the scroll box will move all the way to the opposite end of the scroll bar.	This is a known defect in the Java Runtime Environment. Click the scroll box and slide it until you reach the position that you want in the Help window.
Data or configuration loss might occur during a logical drive migration. Logical drive migration consists of removing configured physical drives from one storage subsystem and inserting them into another storage subsystem.	Either use the migration instructions in the <i>IBM TotalStorage DS4000 Fibre Channel Hard Drive and Storage Expansion Enclosure Installation and Migration Guide</i> or contact an IBM technical support representative for assistance in performing this procedure.
Array migration is not supported because it could cause loss of configuration and data. Array migration consists of removing a set of drives configured with arrays from one storage subsystem and inserting them into another storage subsystem.	Either use the migration instructions in the <i>IBM TotalStorage DS4000 Fibre Channel Hard Drive and Storage Expansion Enclosure Installation and Migration Guide</i> or contact an IBM technical support representative for assistance in performing this procedure.
If you manage storage subsystems through the host-agent software and use the storage management software to download controller firmware, the download process can take up to 10 minutes to complete.	None.

Table 23. Windows operating system limitations and workarounds (continued)

Limitation	Workaround
<p>When you configure a new storage subsystem with a single controller, you must place the controller in slot A. The controller firmware cannot recognize or communicate with a single controller until slot A is populated. This restriction does not apply to storage subsystems that were originally configured with two controllers.</p>	<p>None.</p>
<p>The following loop configuration is not supported: IBM Fibre Channel Hub (machine type 3523) in conjunction with the IBM Fibre Channel Switch (machine types 2109 S16 and 2109 S08) or the IBM Fibre Channel Switch (machine types 3534 F08 and 2109 F16).</p>	<p>None.</p>
<p>A controller failover occurs in an active/active controller pair, and ownership of arrays transfers from the failed preferred owner to the other controller of the repair. The failed controller is replaced and brought online. The array ownership is not automatically transferred back to the preferred controller owner.</p>	<p>Immediately after you replace the controller, click <b>Storage subsystem → Redistribute Arrays</b> in the Subsystem Management window to redistribute arrays back to their preferred controller owners. For more information, refer to the Enterprise Management online help.</p>
<p>After adding a host device to the management domain of more than five clients, the host-agent-managed storage subsystems attached to that host become unresponsive.</p>	<p>Make sure that a single instance of the host-agent software communicates with no more than five clients.</p>
<p>When you connect a DS4000 EXP700 Storage Expansion Unit to a FASi200, you must set the drive speed to 1 Gbps.</p>	<p>None.</p>

Table 23. Windows operating system limitations and workarounds (continued)

Limitation	Workaround
<p>After you install the host-agent software, the host displays the error message Service Error 100.</p>	<p>The cause includes:</p> <ul style="list-style-type: none"> <li>• The host-agent software does not find any controllers with firmware version 04.00.02.00 or higher. Upgrade the firmware to the latest firmware level from the IBM support Web site at: <a href="http://www.ibm.com/support/">www.ibm.com/support/</a> For more information, see “Direct-management method workaround” on page 154.</li> <li>• The access logical drive has been removed from NVSRAM or the storage partition defined for the host. Perform one of the following tasks: <ul style="list-style-type: none"> <li>– Manage the storage subsystem by using the direct-management method. See “Direct-management method workaround” on page 154.</li> <li>– Define the access logical drive for the host and restart SMagent. See “SMagent workaround for defining additional access LUN mapping” on page 154.</li> </ul> </li> <li>• The NVSRAM on the controllers in a storage subsystem that you want to manage contains an access logical drive LUN that is in use by another logical drive, or is not supported by the operating system or installed patches. For example, the access logical drive is configured at LUN 31, and the operating system and service packs support only eight LUNs. Perform one of the following tasks: <ul style="list-style-type: none"> <li>– Manage the storage subsystem by using the direct-management method. See “Direct-management method workaround” on page 154.</li> <li>– Change the LUN mapping for the host-access logical drive to a LUN that is not in use and is supported by the operating system either from a different computer that has management access to the storage subsystem, or establish a direct management connection to the storage subsystem from the current host. For more information, see “SMagent workaround for changing existing access LUN mapping” on page 155.</li> </ul> </li> </ul>
<p>Auto LUN/Array Transfer is not enabled. If a controller fails over arrays to the alternate controller and the failed controller is replaced and brought back online, the arrays will not automatically transfer to the preferred controller.</p>	<p>Manually select the Redistribute Logical Drives menu option in the IBM DS4000 Storage Manager client GUI.</p>
<p>A brownish hash pattern displays in the dialog windows and in online help when operating in 256-color mode.</p>	<p>Run the DS4000 Storage Manager application in a higher display mode.</p>

Table 23. Windows operating system limitations and workarounds (continued)

Limitation	Workaround
<p>The system might display the DS4000 Storage Manager dialog windows as cropped without the vertical and horizontal scroll bars.</p>	<p>Move the mouse pointer over the edge of the window until the mouse pointer changes to a window resize pointer. Left-click your mouse; hold to grip the window's edge and resize the window.</p>
<p>The controller in the IBM DS4000 Storage Server with firmware 05.3x.xx.xx is connected to a SAN with more than 64 host connections per controller port that can log into the controllers, exceeding the maximum number of host connections that can be seen and log into the controller.</p>	<p>Either use the switch zoning function or rearrange the SAN connections so that only the following maximum number of host connections can be seen and log into the controller as follows:</p> <ul style="list-style-type: none"> <li>• The following DS4000 storage subsystems have two ports per controller – one per minihub slot. <ul style="list-style-type: none"> <li>– DS4500, Machine Type 1742</li> <li>– DS4400, Machine Type 1742</li> <li>– FASiT500, Machine Type 3552</li> </ul> </li> <li>• The DS4300, machine type 1722 has two ports per controller.</li> <li>• The FASiT200, machine type 3542 has only one port per controller.</li> </ul>
<p>It is possible to circumvent IBM DS4000 Storage Server hardware and software designs for redundant pathways from the host system. This is accomplished by connecting a single host adapter from the host system to one of the controller minihubs, and then connecting this minihub to the minihub of the other controller, creating a Fibre Channel-Arbitrated Loop (FC-AL) between the host adapter and the two IBM DS4000 Storage Server controllers. This configuration leaves no redundant path to the host system.</p>	<p>When connecting two minihubs together, always connect the IN port of one minihub to the OUT port of the other minihub or vice versa. Do not connect the IN port of one to the IN port of the other minihub or the OUT port of one minihub to the OUT port of the other minihub.</p> <p>Nevertheless, this configuration is not supported by IBM.</p>
<p>When you issue a Subsystem Management command from the IBM DS4000 Storage Manager client, the command may be cached. If so, the system will issue the error: Error 21 - The Operation cannot complete because a... is in progress. The IBM DS4000 Storage Manager client will run such cached commands as soon as the controller resources become available.</p>	<p>Wait for at least ten minutes; then, check to see if the IBM DS4000 Storage Manager client has run the command. If it has not, reissue the command.</p>
<p>You must always uninstall IBM DS4000 Storage Manager RDAC before you uninstall the host bus adapter driver. Failure to do so may result in a hung system or blue screen.</p>	<p>None.</p>

Table 23. Windows operating system limitations and workarounds (continued)

Limitation	Workaround
<p>When you upgrade the DS4000 Storage Subsystem controller firmware from any version 05.00.xx.xx (or earlier) to version 05.2x.xx.xx (or later), the controller returns the first four bytes of the firmware revision to the Product Revision Field of the SCSI LUN inquiry data. Windows 2000 uses this Product Revision data as part of its LUN identification method. In doing so, Windows 2000 incorrectly interprets your upgrade of the firmware revision level and subsequent Product Revision data change to mean that you have also removed LUNs with the original Product Revision data from the server.</p> <p>When the DS4000 Storage Manager hot_add utility later executes the scan for hardware changes task, or when you select the <b>Scan For Hardware Changes</b> menu option of the Devices folder in the Computer Management window, Windows 2000 displays the Unsafe Removal of Devices dialogs for the original LUNs. The devices cited in these dialogs are RDAC Virtual Disks and xxxx SCSI devices, where xxxx represents either 1722 (DS4300), 1742 (DS4400), 3552 (FAStT500) or 3542 (FAStT200), depending on the machine type of the DS4000 Storage Server from which Windows 2000 had mapped the original LUNs. Under these circumstances, the Windows 2000 server will lose connectivity to the LUNs in the DS4000 Storage Subsystem whose controller firmware you updated.</p> <p>This problem will not occur when you upgrade the DS4000 Storage Subsystem controller firmware from version 05.20.xx.xx to version 05.3x.xx.xx or later because the Product Revision data field was fixed at 0520.</p>	<p>After you apply the new DS4000 Storage Subsystem controller firmware and NVSRAM, you must perform one of the following procedures reconnect DS4000 Storage Servers to their logical drives:</p> <ul style="list-style-type: none"> <li>• Re-scan the server for hardware changes.</li> <li>• Add the logical drives back to the server.</li> <li>• Reboot all of the Windows 2000 servers that originally had LUNs mapped in the affected DS4000 Storage Subsystem.</li> </ul>

Table 23. Windows operating system limitations and workarounds (continued)

Limitation	Workaround
<p>After using the Microsoft Cluster Administrator to configure a server cluster, the disk timeout value in the system registry is changed to an incorrect value.</p>	<p>Complete the following procedure to change the disk timeout value to the correct value after the server cluster configuration is complete.</p> <ol style="list-style-type: none"> <li>1. Select <b>Start → Run</b>.</li> <li>2. Type the following command and press <b>Enter</b>: regedit The Registry Editor is displayed.</li> <li>3. From the left pane of the Registry Editor, navigate to the directory: HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Disk</li> <li>4. From the right pane of the Registry Editor, double-click <b>TimeOutValue</b>. The Edit DWORD Value dialog is displayed.</li> <li>5. In the <b>Value Data</b> text area, type decimal 60 (or the value to which your system was previously set), and press <b>Enter</b>.</li> <li>6. Under <b>Base</b>, select <b>Hexadecimal</b>.</li> <li>7. Select <b>OK</b>.</li> </ol>

## Direct-management method workaround

Perform the following steps for the direct-management method workaround:

1. Connect the two controller Ethernet ports to the network.
2. Follow the direct-management setup instructions in Chapter 2, “Preparing for installation,” on page 47 to manage the subsystem directly.
3. Open the Storage Manager Enterprise Management window. Click **Edit → Add** device.
4. Type the IP address for the first controller and click **Add**.
5. Repeat to add the IP address of the additional controllers.
6. Click **Close**.
7. Right-click the newly added storage subsystem and select **Manage Device**. The Subsystem Management window for the storage subsystem opens. Proceed with the storage subsystem management tasks.

## SMagent workaround for defining additional access LUN mapping

Perform the following steps to define additional access LUN mapping for SMagent:

1. Go to a different computer that has management access to the storage subsystem, or establish a direct management connection to the storage subsystem from the current host.
2. Start the IBM DS4000 Storage Manager Client and open the Subsystem Management window for the storage subsystem.
3. Click the **Mappings View** tab.
4. Right-click the **Default Group** and select **Define Additional mappings**.
5. Select **Access**.
6. From the LUN drop-down menu, select Logical Unit Number (LUN) 31.

7. Click **Add** to define the access LUN.
8. Click **Close**. In the Define Mapping pane, a LUN with the Access name displays.
9. Close the window and restart the host. When the host restarts, the SMagent service starts.

## SMagent workaround for changing existing access LUN mapping

Perform the following steps to change existing access LUN mapping:

1. Go to a different computer that has management access to the storage subsystem, or establish a direct management connection to the storage subsystem from the current host.
2. Start the IBM DS4000 Storage Manager Client and open the Subsystem Management window for the storage subsystem.
3. Click the **Mappings View** tab.
4. From the topology pane, select the **Default Group** or the corresponding host partition.
5. Right-click **Access** and select **Change Mapping**. A Change Mapping window opens.
6. From the LUN drop-down menu, select the LUN that your operating system supports. If it is not available, you must remove one of the existing storage partitioning mappings.
7. Click **OK**.
8. Close the window and restart the host. When the host restarts, the SMagent service starts.



## Appendix C. NetWare operating system limitations

This appendix contains information about how to operate the storage management software in a NetWare environment.

**Important:** Always check for a readme file on any installation media. This readme file might contain important information that was not available when this document was prepared.

**Note:** These limitations may only occur when you manage storage subsystem with older firmware versions.

Table 24 lists the limitations that apply when you use the IBM DS4000 Storage Manager Version 9.1x with Novell NetWare.

Table 24. Novell NetWare limitations and workarounds

Limitation	Workaround
<p>If you are upgrading controller firmware in IBM FASTT500 storage controller (M/T 3552) with 512MB Cache, you will have to stop I/O and reboot both controllers before upgrading firmware followed by NVSRAM. You can reboot the controllers either by power cycling the storage subsystem or by pressing the Reset button on both controllers. The <b>Reset</b> button is located on the right of the indicator lights in the opening on the front of each controller unit.</p> <p>To determine Storage Controller cache level, perform the following:</p> <ol style="list-style-type: none"> <li>1. On a storage management station start the client software and select a storage subsystem.</li> <li>2. Select <b>Tools</b> → <b>Manage Device</b> to open the Subsystem Management Window.</li> <li>3. Highlight the Storage Subsystem that you are upgrading and then select <b>Storage Subsystem</b> → <b>Profile</b>. It may take a little time for it to create the Storage Subsystem profile.</li> <li>4. Under the Controllers heading is an entry that displays information similar to the following example: Cache/processor size (MB): 256/32</li> </ol> <p>If this setting is listed as 512/32 you will need to arrange to perform this upgrade procedure at a time that you can stop I/O to the Storage Subsystem in order to ensure a successful firmware download and installation.</p>	<p>None.</p>
<p>The system might display the DS4000 Storage Manager dialog windows as cropped without the vertical and horizontal scroll bars.</p>	<p>Move the mouse pointer over the edge of the window until the mouse pointer changes to a window resize pointer. Left-click your mouse; hold to grip the window's edge and resize the window.</p>

Table 24. Novell NetWare limitations and workarounds (continued)

Limitation	Workaround
<p>Storage Manager prompts you for a password if all hard disk drives are removed from the storage subsystem.</p> <p>After removing all drives from a storage subsystem (or powering on the controller only without any drive expansion enclosures), the IBM DS4000 Storage Manager software will prompt you for a password when trying to start the software or trying to perform protected operations. Any password entered will fail.</p> <p>Password information is stored on a reserved area of each hard disk drive on the storage subsystem. Each drive stores a mirrored copy of the password data. When there are no drives in the storage subsystem, the storage management software does not find the password data when you attempt password protected operations. Add one drive to the storage subsystem and retry the operation.</p>	<p>Since the RAID controller unit should not be powered on until the expansion units are attached and powered on, this should be done by powering off the RAID controller unit, properly attaching all expansion units (with drives installed), to the RAID controller unit and powering them on, and then powering the RAID controller unit back on. At this point the storage subsystems can be re-discovered and managed using the IBM DS4000 Storage Manager 8.3 software.</p>
<p>It is possible to circumvent IBM DS4000 Storage Server hardware and software designs for redundant pathways from the host system. This is accomplished by connecting a single host adapter from the host system to one of the controller mini-hubs, and then connecting this mini-hub to the mini-hub of the other controller, creating a Fibre Channel-Arbitrated Loop (FC-AL) between the host adapter and the two IBM DS4000 Storage Server controllers. This configuration leaves no redundant path to the host system.</p>	<p>When connecting two mini-hubs together, always connect the IN port of one mini-hub to the OUT port of the other mini-hub or visa-versa. Do not connect the IN port of one to the IN port of the other mini-hub or the OUT port of one mini-hub to the OUT port of the other mini-hub.</p> <p>This configuration is not supported by IBM.</p>
<p>Dynamically changing the cache read ahead multiplier setting via the storage manager client may result in an error message indicating the operation has failed. Despite the error message, the request to change the cache read ahead multiplier will remain queued to the controllers and will eventually complete when I/O activity to the storage subsystem has subsided.</p>	<p>In order to avoid the error message and any delays in the cache read ahead multiplier value changing, it is recommended to change the cache read ahead multiplier when the subsystem is in a quiesced state.</p>
<p>If the SMagent is running on the NetWare server and a fiber-optic cable is pulled or a path failure occurs, the NetWare server might end.</p>	<p>Stop the SMagent and manage the DS4000 using the direct (out-of-band) method of management. See "Stopping the host-agent software" on page 135 and use the procedure for uninstalling the SMagent software.</p>
<p>Clicking a vertical scroll arrow (either up or down) causes the scroll box to move all the way to the opposite end of the scroll bar.</p>	<p>This is a known defect in the Java Runtime Environment. Click the scroll box and slide it until you reach the desired position in the Help window.</p>

Table 24. Novell NetWare limitations and workarounds (continued)

Limitation	Workaround
Logical drive migration (removing a set of drives that are configured with logical drives from one storage subsystem for insertion into another storage subsystem) is not supported because it could cause loss of configuration.	Either use the migration instructions in the <i>IBM TotalStorage DS4000 Fibre Channel Hard Drive and Storage Expansion Enclosure Installation and Migration Guide</i> or contact an IBM technical support representative for assistance in performing this procedure.
When you manage storage subsystems through the host-agent software and use the storage management software to download controller firmware, the download process can take up to 10 minutes to complete.	None.
The controller firmware does not recognize or communicate with a single controller until slot A is populated. This limitation does not apply to storage subsystems that were originally configured with two controllers.	When you configure a new storage subsystem with a single controller, you must place the controller in slot A.
Public loop configurations (managed hubs that are attached to switches) are not supported.	None.
Multipath failover will work only if the storage controllers are in active/active mode.	When you configure the storage subsystem, change both controllers to active status.
When you remove a fan or power supply field replaceable unit (FRU) from a storage subsystem while the system is running, the storage management software does not report an error message, and the component is not reported as missing. <b>Note:</b> Fan and power supply FRU failures are reported.	Replace the missing fan or power supply FRUs immediately to ensure redundancy. Make sure that the fan or power supply FRU is properly seated in the controller unit.
Your windows and online Help displays a brownish hash pattern when you run in 256-color mode.	Run the Storage Manager 8.4 application in a higher display mode.
When performing a redundancy check (parity scan) from the storage management application, machine type 3542 (FAST200) can take several minutes longer than machine type 3526 (IBM Netfinity Fibre Channel RAID Controller Unit) and 3552 (FAST500) controller platforms.	None.
When attempting to manage a storage subsystem where the RAID controller unit does not have access to logical drives, Storage Manager prompts you for a password. This occurs even if no password has been set up. The automatic discovery locates and identifies each storage subsystem as two separate storage subsystems.	Ensure that at least one IBM DS4000 EXP700 Storage Expansion Unit with at least one logical drive is properly attached to the IBM DS4400 RAID controller unit in each storage subsystem being managed. The RAID controller unit should not be powered on until the expansion units are attached and powered on. Power off the RAID controller unit, properly attach all expansion units with the drives installed to the RAID controller unit, and power them on; then, power on the RAID controller unit. At this point, the storage subsystems can be rediscovered and managed by using the DS4000 Storage Manager software.

Table 24. Novell NetWare limitations and workarounds (continued)

Limitation	Workaround
You might not see the maximum number of drives during Automatic Configuration if you are using drives of different capacities.	Use Manual Configuration to select individual drives and select the maximum number of drives allowed.
When you connect an IBM TotalStorage DS4000 EXP700 Storage Expansion Unit to a FASTT200, the drive speed must be set to 1 Gbps.	None.
When you issue a Subsystem Management command from the IBM DS4000 Storage Manager client, the command may be cached. If so, the system issues the error: Error 21 - The Operation cannot complete because a... is in progress. The IBM DS4000 Storage Manager client will run such cached commands as soon as the controller resources become available.	Wait for at least ten minutes; then, check to see if the IBM DS4000 Storage Manager client has run the command. If it has not, reissue the command.

## Appendix D. Linux operating system limitations

This appendix contains information that is specific to operating the storage management software in a Linux environment.

**Important:** Always check for a readme file on any installation media. This readme file contains information that was not available when this document was prepared.

**Note:** These limitations may only occur when you manage storage subsystem with older firmware versions.

Table 25 lists the limitations that apply when you use the IBM DS4000 Storage Manager Version 9.1x with Linux.

Table 25. Linux limitations and workarounds

Limitations	Workaround
<p>If you are upgrading controller firmware in IBM FASTT500 storage controller (M/T 3552) with 512MB Cache, you will have to stop I/O and reboot both controllers before upgrading firmware followed by NVSRAM. You can reboot the controllers either by power cycling the storage subsystem or by pressing the Reset button on both controllers. The <b>Reset</b> button is located on the right of the indicator lights in the opening on the front of each controller unit.</p> <p>To determine Storage Controller cache level, perform the following:</p> <ol style="list-style-type: none"> <li>1. On a storage management station start the client software and select a storage subsystem.</li> <li>2. Select <b>Tools</b> → <b>Manage Device</b> to open the Subsystem Management Window.</li> <li>3. Highlight the Storage Subsystem that you are upgrading and then select <b>Storage Subsystem</b> → <b>Profile</b>. It may take a little time for it to create the Storage Subsystem profile.</li> <li>4. Under the Controllers heading is an entry that displays information similar to the following example: Cache/processor size (MB): 256/32</li> </ol> <p>If this setting is listed as 512/32 you will need to arrange to perform this upgrade procedure at a time that you can stop I/O to the Storage Subsystem in order to ensure a successful firmware download and installation.</p>	<p>None.</p>

Table 25. Linux limitations and workarounds (continued)

Limitations	Workaround
<p>Storage Manager prompts you for a password if all hard disk drives are removed from the storage subsystem.</p> <p>After removing all drives from a storage subsystem (or powering on the controller only without any drive expansion enclosures), the IBM DS4000 Storage Manager software will prompt you for a password when trying to start the software or trying to perform protected operations. Any password entered will fail.</p> <p>Password information is stored on a reserved area of each hard disk drive on the storage subsystem. Each drive stores a mirrored copy of the password data. When there are no drives in the storage subsystem, the storage management software does not find the password data when you attempt password protected operations. Add one drive to the storage subsystem and retry the operation.</p>	<p>Since the RAID controller unit should not be powered on until the expansion units are attached and powered on, this should be done by powering off the RAID controller unit, properly attaching all expansion units (with drives installed), to the RAID controller unit and powering them on, and then powering the RAID controller unit back on. At this point the storage subsystems can be re-discovered and managed using the IBM DS4000 Storage Manager 8.3 software.</p>
<p>The DS4000 Storage Management dialog windows may be displayed cropped without the vertical and horizontal scroll bars.</p>	<p>Move the mouse pointer over the edge of the window until the mouse pointer changes to window resize pointer, left click and hold to grip the window edge to resize it.</p>
<p>Dynamically changing the cache read ahead multiplier setting via the storage manager client may result in an error message indicating the operation has failed. Despite the error message, the request to change the cache read ahead multiplier will remain queued to the controllers and will eventually complete when I/O activity to the storage subsystem has subsided.</p>	<p>In order to avoid the error message and any delays in the cache read ahead multiplier value changing, it is recommended to change the cache read ahead multiplier when the subsystem is in a quiesced state.</p>
<p>It is possible to circumvent IBM DS4000 Storage Server hardware and software designs for redundant pathways from the host system. This is accomplished by connecting a single host adapter from the host system to one of the controller mini-hubs, and then connecting this mini-hub to the mini-hub of the other controller, creating a Fibre Channel-Arbitrated Loop (FC-AL) between the host adapter and the two IBM DS4000 Storage Server controllers. This configuration leaves no redundant path to the host system.</p>	<p>When connecting two mini-hubs together, always connect the IN port of one mini-hub to the OUT port of the other mini-hub or visa versa. Do not connect the IN port of one to the IN port of the other mini-hub or the OUT port of one mini-hub to the OUT port of the other mini-hub.</p> <p>This configuration is not supported by IBM.</p>
<p>Vixel Rapport 2000 fibre-channel hubs using controllers with firmware version 04.01.02 cause problems, including damage to data, system instability, and disrupted loop activity.</p>	<p>Do not use Vixel Rapport 2000 fibre-channel hubs when your system is operating in a controller or an I/O path fault-tolerant environment.</p>
<p>The maximum number of physical drives allowed in a single RAID 5 logical drive is 29. The maximum number of physical drives allowed in a single RAID 1 logical drive is 28.</p>	<p>None.</p>

Table 25. Linux limitations and workarounds (continued)

Limitations	Workaround
After removing all drives from a storage subsystem, you are prompted for a password at software startup or when you perform protected operations, all passwords you enter fail.	Add one of the drives to the storage subsystem and attempt the operation again.
Removing a set of drives that are configured with logical drives from one storage subsystem for insertion into another storage subsystem is not supported because it might cause loss of configuration.	Either use the migration instructions in the <i>IBM TotalStorage DS4000 Fibre Channel Hard Drive and Storage Expansion Enclosure Installation and Migration Guide</i> or contact an IBM technical support representative for assistance in performing this procedure.
A standard non-network configuration is not supported when the Linux host does not have the TCP/IP software installed.	Install the TCP/IP software on the Linux host computer and assign the host a static IP address.
Multipath failover will work only if the storage controllers are in active/active mode.	When you configure the storage subsystem, change both controllers to active status.
The controller firmware does not recognize or communicate with a single controller until slot A is populated. This restriction does not apply to storage subsystems that were originally configured with two controllers.	When you configure a new storage subsystem with a single controller, you must place the controller in slot A.
Your windows and online help display a brownish hash pattern when you run in 256-color mode.	Run the Storage Manager application in a higher display mode.
When you perform a redundancy check (parity scan) from the storage management application, machine type 3542 (FAST200) can take several minutes longer than machine type 1742 (DS4400) and 3552 (FAST500) controller platforms.	None.
You might not see the maximum number of drives during Automatic Configuration if you are using drives of different capacities.	Use Manual Configuration to select individual drives and select the maximum number of drives allowed.
When you connect an IBM TotalStorage DS4000 EXP700 Storage Expansion Unit to a FAST200, the drive speed must be set to 1 Gbps.	None.
When you issue a Subsystem Management command from the IBM DS4000 Storage Manager client, the command may be cached. If so, the system will issue the error: Error 21 - The Operation cannot complete because a... is in progress. The IBM DS4000 Storage Manager client will run such cached commands as soon as the controller resources become available.	Wait for at least ten minutes; then, check to see if the IBM DS4000 Storage Manager client has run the command. If it has not, re-issue the command.



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## Appendix E. VMware ESX Server operating system limitations

This appendix contains information about how to operate the storage management software in a VMware ESX Server environment.

**Important:** Always check for a readme file on any installation media. This readme file might contain important information that was not available when this document was prepared.

Table 26 lists the limitations that apply when you use IBM DS4000 Storage Manager Version 9.1x with VMware ESX Server.

Table 26. VMware ESX Server limitations and workarounds

Limitations	Workaround
VMware ESX 2.0 clustering function is not supported. Clustering between guest operating systems is not supported.	None. For information about possible support in future releases, contact your IBM service representative or submit an RPQ.
The maximum number of guest operating systems that are supported on each VMware ESX 2.0 server is 16.	None. For information about possible support in future releases, contact your IBM service representative or submit an RPQ.
New logical volumes cannot be successfully created and assigned to a guest operating system.	Although a guest operating system can scan for new disk volumes dynamically, the guest operating system must be powered off before new logical volumes can be created within VMware ESX Server and assigned to that guest.
When you issue a Subsystem Management command from the IBM DS4000 Storage Manager client, the command may be cached. If so, the system will issue the error: Error 21 - The Operation cannot complete because a... is in progress. The IBM DS4000 Storage Manager client will run such cached commands as soon as the controller resources become available.	Wait for at least ten minutes; then, check to see if the IBM DS4000 Storage Manager client has run the command. If it has not, reissue the command.







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## Appendix G. Host bus adapter settings

This appendix covers the default settings for a variety of host bus adapters (HBAs) suitable for use with DS4000 storage servers.

An HBA is used to connect servers to fibre channel topologies. Its function is similar to that provided by network adapters to access LAN resources. The device driver for an HBA is typically responsible for providing support for a fibre channel topology, whether point-to-point, loop, or fabric.

The Fast!UTIL feature discussed in “Accessing HBA settings through Fast!UTIL” enables you to access and modify an adapter’s default settings to optimize its performance.

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### Setting host bus adapters

It is often necessary to adjust the settings of your HBA to match the capabilities of your device. The following section describes how to access those settings to make the necessary adjustments.

### Accessing HBA settings through Fast!UTIL

The Fast!UTIL feature provides access to host bus adapter settings. To access this feature, simultaneously press and hold the **ALT** and **Q** keys or the **Ctrl** and **Q** keys during BIOS initialization. It may take a few seconds for the Fast!UTIL menu to appear. If more than one board is installed, Fast!UTIL prompts you to select a board to configure. After you change adapter settings, Fast!UTIL reboots your system to load the new parameters. Upon entering Fast!UTIL, the following selections are available on the Fast!UTIL Options menu:

- Configuration Settings
- Loopback Test
- Select Host Adapter

You will Access the host bus adapter settings through the **Configuration Settings** menu in Fast!UTIL. See “Host adapter settings” and “Advanced Adapter Settings” on page 170 for detailed information on the settings.

### Host adapter settings

Access the host bus adapter settings through the **Configuration Settings** menu in Fast!UTIL and select **Adapter Settings**. The default host bus adapter settings for the FC2-133 HBA are as follows:

#### Host Adapter BIOS

When this setting is Disabled, the ROM BIOS on the FC2-133 HBA is Disabled, freeing space in upper memory. This setting must be Enabled if you are booting from an fibre channel disk drive attached to the FC2-133 board. The default is Disabled.

#### Frame Size

This setting specifies the maximum frame length supported by the FC2-133 HBA. The default size is 2048, which provides maximum performance for F-Port (point-to-point) connections.

**Loop Reset Delay**

After resetting the loop, the firmware refrains from initiating any loop activity for the number of seconds specified in this setting. The default is 5 seconds.

**Adapter Hard Loop ID**

This setting forces the adapter to attempt to use the ID specified in the Hard Loop ID setting. The default is Enabled.

**Hard Loop ID**

If the Adapter Hard Loop ID setting is Enabled, the adapter attempts to use the ID specified in this setting. The default ID is 125. It is recommended to set this ID to a unique value from 0-125 if there are more than one adapters connected to a FC-AL loop and the Adapter Hard Loop ID setting is Enabled.

**Spin Up Delay**

When this bit is set, the BIOS will wait up to five minutes to find the first drive. The default setting is Disabled.

**Connection Options**

This setting defines the type of connection (loop or point to point) or connection preference. The default is 2, which is loop preferred unless point-to-point.

**Fibre Channel Tape Support**

This setting enables FCP-2 recovery. The default is Enabled. It is recommended to change this setting to Disabled if the HBA is not connected to a tape device.

**Data Rate**

This setting determines the data rate. When this setting is 0, the FC2-133 HBA runs at 1 gbps. When this setting is 1, the FC2-133 HBA runs at 2 gbps. When this setting is 2, Fast!UTIL determines what rate your system can accommodate and sets the rate accordingly. The default is 2 (auto-configure).

## Advanced Adapter Settings

Access the following advanced host bus adapter settings through the Configuration Settings menu in Fast!UTIL and select **Advanced Adapter Settings**. The default settings for the FC2-133 HBA are as follows:

**Execution Throttle**

This setting specifies the maximum number of commands executing on any one port. When a port's execution throttle is reached, no new commands are executed until the current command finishes executing. The valid options for this setting are 1-256. The default is 255.

**LUNs per Target**

This setting specifies the number of LUNs per target. Multiple LUN support is typically for redundant array of independent disks (RAID) boxes that use LUNs to map drives. The default is 0. For host operating systems other than Microsoft Windows, one may need to change this setting to a value other 0 to allow the host seeing more than one logical drive from the DS4000 Storage Server.

**Enable LIP Reset**

This setting determines the type of loop initialization process (LIP) reset that is used when the operating system initiates a bus reset routine. When this

setting is yes, the driver initiates a global LIP reset to clear the target device reservations. When this setting is no, the driver initiates a global LIP reset with full login. The default is No.

**Enable LIP Full Login**

This setting instructs the ISP chip to re-login to all ports after any LIP. The default is Yes.

**Enable Target Reset**

This setting enables the drivers to issue a Target Reset command to all devices on the loop when a SCSI Bus Reset command is issued. The default is Yes.

**Login Retry Count**

This setting specifies the number of times the software tries to log in to a device. The default is 30 retries.

**Port Down Retry Count**

This setting specifies the number of seconds the software retries a command to a port returning port down status. The default is 30 seconds.

**Link Down Timeout**

This setting specifies the number of seconds the software waits for a link down to come up. The default is 60 seconds.

**Extended Error Logging**

This setting provides additional error and debug information to the operating system. When enabled, events are logged into the Windows NT Event Viewer. The default is Disabled.

**RIO Operation Mode**

This setting specifies the reduced interrupt operation (RIO) modes, if supported by the software driver. RIO modes allow posting multiple command completions in a single interrupt. The default is 0.

**Interrupt Delay Timer**

This setting contains the value (in 100-microsecond increments) used by a timer to set the wait time between accessing (DMA) a set of handles and generating an interrupt. The default is 0.

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## QLogic host bus adapter settings

**Note:** The BIOS settings under the Windows column are the default values that are set when the adapters are ordered from IBM as IBM FC-2 (QLA2310) and FC2-133 (QLA2340) FC host bus adapters. If the adapters are not from IBM, the default BIOS may not be the same as the ones defined in the Microsoft Windows column. There is one exception, the default setting for Fibre Channel tape support is enabled.

Table 28 on page 172 covers the default settings for IBM Fibre Channel FC-2 and FC2-133 (QLogic adapter models QL2310 and QL2340) host bus adapter settings (for BIOS V1.35 and higher) by operating system as well as the default registry settings for Microsoft Windows OS's. DS4000 products require BIOS V1.43 for these adapters. See the appropriate readme file for the latest updates to these values.

Table 28. QLogic model QL2310 and QL2340 host bus adapter settings (for BIOS V1.35 and higher) by operating system

Item	Windows		Linux	NetWare
	NT	2000 / Server 2003		
<b>BIOS settings</b>				
<b>Host adapter settings</b>				
Host Adapter BIOS	Disabled	Disabled	Disabled	Disabled
Frame Size	2048	2048	2048	2048
Loop Reset Delay	5	5	8	5
Adapter Hard Loop ID	Enabled	Enabled	Enabled	Enabled
Hard Loop ID (should be unique for each HBA)	125 <sup>1</sup>	125 <sup>1</sup>	125 <sup>1</sup>	125 <sup>1</sup>
Spin Up Delay	Disabled	Disabled	Disabled	Disabled
Connection Options	2	2	2	2
Fibre Channel Tape Support	Disabled <sup>3</sup>	Disabled <sup>3</sup>	Disabled <sup>3</sup>	Disabled <sup>3</sup>
Data Rate	2	2	2	2
<b>Advanced adapter settings</b>				
Execution Throttle	255	255	255	255
LUNs per Target	0	0	0	32
Enable LIP Reset	No	No	No	No
Enable LIP Full Login	Yes	Yes	Yes	Yes
Enable Target Reset	Yes	Yes	Yes	Yes
Login Retry Count	30	30	30	30
Port Down Retry Count	30	30	12	30 <sup>2</sup>
Link Down Time Out	60	60	60	60
Extended Error Logging	Disabled	Disabled	Disabled	Disabled
RIO Operation Mode	0	0	0	0
Interrupt Delay Timer	0	0	0	0
Data Rate	2	2	2	2
<b>Registry settings<sup>5</sup> (HKEY_LOCAL_MACHINE → System → CurrentControlSet → Services → QL2300 → Parameters → Device)</b>				
LargeLuns	N/A	N/A	N/A	N/A
MaximumSGList	0xff	0xff	N/A	N/A
<b>Registry settings<sup>5</sup> (HKEY_LOCAL_MACHINE → System → CurrentControlSet → Services → QL2300 → Parameters → Device) under the DriverParameter variable.</b>				
BusChange	N/A	0	N/A	N/A
<b>Registry settings<sup>5</sup> (HKEY_LOCAL_MACHINE → System → CurrentControlSet → Services → Disk)</b>				
TimeOutValue	0x3C (60 secs) <sup>4</sup>	0x3C (60 secs) <sup>4</sup>	N/A	N/A

Table 28. QLogic model QL2310 and QL2340 host bus adapter settings (for BIOS V1.35 and higher) by operating system (continued)

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**Notes:**

1. This setting must be changed to a unique AL-PA value if there is more than one FC device in the FC-AL loop.
2. For larger configurations with heavy I/O loads, it is recommended to change this value to 70.
3. This setting should be changed to enable or supported when the HBA is connected to a Tape device only. It is recommended to set it to Disabled when connecting to a DS4000 Storage Server.
4. In certain storage server maximum configuration installations, it may be required to set the TimeoutValue to 120 (decimal). Changing this value to a higher value might affect your application especially when it requires the disk I/O completion acknowledgement within a certain amount of time.
5. Registry settings can be accessed by clicking **Start**, select **Run...**, type **regedit** into the **Open:** field, and then click **OK**.

**Attention:** Exercise caution when changing the Windows registry. Changing the wrong registry entry or making an incorrect entry for a setting can introduce an error that prevents your server from booting up or operating correctly.

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**Note:** The BIOS settings under the Windows column are the default values that are set when the adapters are ordered from IBM as IBM FASTT (QLA2200) FC host bus adapters. If the adapters are not from IBM, the default BIOS may not be the same as the ones defined in the Microsoft Windows column. There is one exception, the default setting for Fibre Channel tape support is enabled.

Table 29 covers the default settings for various IBM FASTT FC host bus adapters (QLogic adapter QL220x) models (for BIOS V1.81) by operating system. See the appropriate readme file for the latest updates to these values.

Table 29. QLogic model QL220x (for BIOS V1.81) host bus adapter settings by operating system

Item	Windows		Linux	NetWare
	NT	2000 / Server 2003		
<b>BIOS settings</b>				
<b>Host adapter settings</b>				
Host Adapter BIOS	Disabled	Disabled	Disabled	Disabled
Frame Size	2048	2048	2048	2048
Loop Reset Delay	5	5	8	5
Adapter Hard Loop ID	Enabled	Enabled	Enabled	Enabled
Hard Loop ID (should be unique for each HBA)	125 <sup>1</sup>	125 <sup>1</sup>	125 <sup>1</sup>	125 <sup>1</sup>
Spin Up Delay	Disabled	Disabled	Disabled	Disabled
<b>Advanced adapter settings</b>				
Execution Throttle	256	256	256	256
>4 Gbyte Addressing	Disabled	Disabled	Disabled	Disabled
LUNs per Target	0	0	0	32
Enable LIP Reset	No	No	No	No
Enable LIP Full Login	Yes	Yes	Yes	Yes
Enable Target Reset	Yes	Yes	Yes	Yes
Login Retry Count	30	30	30	30
Port Down Retry Count	30	30	12	30 <sup>2</sup>
IOCB Allocation	256	256	256	256
Extended Error Logging	Disabled	Disabled	Disabled	Disabled
<b>Extended Firmware Settings</b>				
Extended Control Block	Enabled	Enabled	Enabled	Enabled
RIO Operation Mode	0	0	0	0
Connection Options	3	3	3	3
Class 2 Service	Disabled	Disabled	Disabled	Disabled
ACK0	Disabled	Disabled	Disabled	Disabled
Fibre Channel Tape Support	Supported <sup>3</sup>	Supported <sup>3</sup>	Supported <sup>3</sup>	Supported <sup>3</sup>
Fibre Channel Confirm	Disabled	Disabled	Disabled	Disabled
Command Reference Number	Disabled	Disabled	Disabled	Disabled
Read Transfer Ready	Disabled	Disabled	Disabled	Disabled

Table 29. QLogic model QL220x (for BIOS V1.81) host bus adapter settings by operating system (continued)

<b>Response Timer</b>	0	0	0	0
<b>Interrupt Delay Time</b>	0	0	0	0
<b>Registry settings<sup>4</sup> (HKEY_LOCAL_MACHINE → System → CurrentControlSet → Services → QL2200 → Parameters → Device)</b>				
<b>LargeLuns</b>		1		
<b>MaximumSGList</b>	0x21	0x21		
<b>Registry settings<sup>4</sup> (HKEY_LOCAL_MACHINE → System → CurrentControlSet → Services → Disk)</b>				
<b>TimeOutValue</b>	0x3C	0x3C		
<b>Registry settings<sup>4</sup> (HKEY_LOCAL_MACHINE → System → CurrentControlSet → Services → QL2200 → Parameters → Device) under the DriverParameter variable</b>				
<b>BusChange</b>		0		

**Notes:**

1. This setting must be changed to a unique AL-PA value if there is more than one FC device in the FC-AL loop.
2. For larger configurations with heavy I/O loads, it is recommended to change this value to 70.
3. This setting should be changed to enable or supported when the HBA is connected to a Tape device only. It is recommended to set it to Disabled when connecting to DS4000 Storage Server.
4. Registry settings can be accessed by clicking **Start**, select **Run...**, type **regedit** into the **Open:** field, and then click **OK**.

**Attention:** Exercise caution when changing the Windows registry. Changing the wrong registry entry or making an incorrect entry for a setting can introduce an error that prevents your server from booting up or operating correctly.



## Appendix H. Additional DS4000 documentation

The following tables present an overview of the DS4500, DS4400, DS4300 Fibre Channel, and DS4100 SATA Storage Server product libraries, as well as other related documents. Each table lists documents that are included in the libraries and what common tasks they address.

You can access the documents listed in these tables at one of the following Web sites:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

[www.ibm.com/shop/publications/order/](http://www.ibm.com/shop/publications/order/)

### DS4500 Fibre Channel Storage Server library

Table 30 associates each document in the DS4500 (previously FAStT900) Fibre Channel Storage Server library with its related common user tasks.

Table 30. TotalStorage DS4500 Fibre Channel Storage Server document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4500 Installation and Support Guide, GC26-7727</i>	✓	✓		✓		
<i>IBM TotalStorage DS4500 Fibre Channel Cabling Instructions, GC26-7729</i>	✓	✓				
<i>IBM TotalStorage DS4500 Storage Server User's Guide, GC26-7726</i>				✓	✓	✓
<i>IBM TotalStorage DS4500 Rack Mounting Instructions, GC26-7728</i>	✓	✓				

## DS4400 Fibre Channel Storage Server library

Table 31 associates each document in the DS4400 (previously FAStT700) Fibre Channel Storage Server library with its related common user tasks.

Table 31. TotalStorage DS4400 Fibre Channel Storage Server document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM DS4400 Fibre Channel Storage Server User's Guide, GC26-7730</i>	✓	✓		✓	✓	✓
<i>IBM DS4400 Fibre Channel Storage Server Installation and Support Guide, GC26-7731</i>	✓	✓		✓	✓	
<i>IBM DS4400 Fibre Channel Cabling Instructions, GC26-7732</i>	✓	✓				

## DS4300 Fibre Channel Storage Server library

Table 32 associates each document in the DS4300 (previously FAStT600) Fibre Channel Storage Server library with its related common user tasks.

Table 32. TotalStorage DS4300 Fibre Channel Storage Server document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4300 Fibre Channel Storage Server Installation and User's Guide, GC26-7722</i>	✓	✓		✓		
<i>IBM TotalStorage DS4300 Rack Mounting Instructions, GC26-7724</i>	✓	✓				
<i>IBM TotalStorage DS4300 Fibre Channel Cabling Instructions, GC26-7725</i>	✓	✓				
<i>IBM TotalStorage DS4300 SCU Base Upgrade Kit, GC26-7740</i>		✓	✓			
<i>IBM TotalStorage DS4300 SCU Turbo Upgrade Kit, GC26-7741</i>		✓	✓			
<i>IBM TotalStorage DS4300 Turbo Models 6LU/6LX Upgrade Kit, GC26-7723</i>		✓	✓			

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## DS4100 SATA Storage Server library

Table 33 associates each document in the DS4100 (previously FAStT100) SATA Storage Server library with its related common user tasks.

Table 33. TotalStorage DS4100 SATA Storage Server document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4100 Installation, User's and Maintenance Guide, GC26-7733</i>	✓	✓		✓	✓	✓
<i>IBM TotalStorage DS4100 Cabling Guide, 24P8973</i>		✓				

## Other DS4000 and DS4000-related documents

Table 34 associates each of the following documents with its related common user tasks.

Table 34. TotalStorage DS4000 and DS4000–related document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM Safety Information, P48P9741</i>					✓	
<i>IBM TotalStorage DS4000 Quick Start Guide, GC26-7738</i>	✓	✓				
<i>IBM TotalStorage DS4000 Hardware Maintenance Manual,GC26-7702</i>						✓
<i>IBM TotalStorage DS4000 Problem Determination Guide, GC26-7703</i>						✓
<i>IBM Fibre Channel Planning and Integration: User's Guide and Service Information, SC23-4329</i>	✓	✓			✓	✓
<i>IBM TotalStorage DS4000 FC2-133 Host Bus Adapter Installation and User's Guide, GC26-7736</i>		✓			✓	
<i>IBM TotalStorage DS4000 FC2-133 Dual Port Host Bus Adapter Installation and User's Guide, GC26-7737</i>		✓			✓	
<i>IBM TotalStorage DS4000 Fibre Channel and Serial ATA Intermix Premium Feature Installation Overview GC26-7713</i>	✓	✓	✓	✓		
<i>Fibre Channel Solutions - IBM DS4000 EXP500 Installation and User's Guide, 59p5637</i>	✓	✓		✓	✓	✓

Table 34. TotalStorage DS4000 and DS4000–related document titles by user tasks (continued)

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4000 EXP700 and EXP710 Storage Expansion Enclosures Installation, User's, and Maintenance Guide, GC26-7735</i>	✓	✓		✓	✓	✓
<i>IBM TotalStorage DS4000 Hard Drive and Storage Expansion Enclosures Installation and Migration Guide, GC26-7704</i>	✓	✓				
<i>IBM DS4000 Management Suite Java User's Guide, 32P0081</i>					✓	✓
<i>IBM Netfinity® Fibre Channel Cabling Instructions, 19K0906</i>		✓				
<i>IBM Fibre Channel SAN Configuration Setup Guide, 25P2509</i>	✓		✓	✓	✓	

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## Important notes

Processor speeds indicate the internal clock speed of the microprocessor; other factors also affect application performance.

CD-ROM drive speeds list the variable read rate. Actual speeds vary and are often less than the maximum possible.

When referring to processor storage, real and virtual storage, or channel volume, KB stands for approximately 1000 bytes, MB stands for approximately 1 000 000 bytes, and GB stands for approximately 1 000 000 000 bytes.

When referring to hard disk drive capacity or communications volume, MB stands for 1 000 000 bytes, and GB stands for 1 000 000 000 bytes. Total user-accessible capacity may vary depending on operating environments.

Maximum internal hard disk drive capacities assume the replacement of any standard hard disk drives and population of all hard disk drive bays with the largest currently supported drives available from IBM.

Maximum memory may require replacement of the standard memory with an optional memory module.

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Some software may differ from its retail version (if available), and may not include user manuals or all program functionality.

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# Glossary

This glossary provides definitions for the terminology and abbreviations used in IBM TotalStorage DS4000 publications.

If you do not find the term you are looking for, see the *IBM Glossary of Computing Terms* located at the following Web site:

[www.ibm.com/ibm/terminology](http://www.ibm.com/ibm/terminology)

This glossary also includes terms and definitions from:

- *Information Technology Vocabulary* by Subcommittee 1, Joint Technical Committee 1, of the International Organization for Standardization and the International Electrotechnical Commission (ISO/IEC JTC1/SC1). Definitions are identified by the symbol (I) after the definition; definitions taken from draft international standards, committee drafts, and working papers by ISO/IEC JTC1/SC1 are identified by the symbol (T) after the definition, indicating that final agreement has not yet been reached among the participating National Bodies of SC1.
- *IBM Glossary of Computing Terms*. New York: McGraw-Hill, 1994.

The following cross-reference conventions are used in this glossary:

**See** Refers you to (a) a term that is the expanded form of an abbreviation or acronym, or (b) a synonym or more preferred term.

## See also

Refers you to a related term.

**Abstract Windowing Toolkit (AWT).** A Java graphical user interface (GUI).

**accelerated graphics port (AGP).** A bus specification that gives low-cost 3D graphics cards faster access to main memory on personal computers than the usual peripheral component interconnect (PCI) bus. AGP reduces the overall cost of creating high-end graphics subsystems by using existing system memory.

**access volume.** A special logical drive that allows the host-agent to communicate with the controllers in the storage subsystem.

**adapter.** A printed circuit assembly that transmits user data input/output (I/O) between the internal bus of the

host system and the external fibre-channel (FC) link and vice versa. Also called an I/O adapter, host adapter, or FC adapter.

**advanced technology (AT) bus architecture.** A bus standard for IBM compatibles. It extends the XT bus architecture to 16 bits and also allows for bus mastering, although only the first 16 MB of main memory are available for direct access.

**agent.** A server program that receives virtual connections from the network manager (the client program) in a Simple Network Management Protocol-Transmission Control Protocol/Internet Protocol (SNMP-TCP/IP) network-managing environment.

**AGP.** See *accelerated graphics port*.

**AL\_PA.** See *arbitrated loop physical address*.

**arbitrated loop.** One of three existing fibre-channel topologies, in which 2 - 126 ports are interconnected serially in a single loop circuit. Access to the Fibre Channel-Arbitrated Loop (FC-AL) is controlled by an arbitration scheme. The FC-AL topology supports all classes of service and guarantees in-order delivery of FC frames when the originator and responder are on the same FC-AL. The default topology for the disk array is arbitrated loop. An arbitrated loop is sometimes referred to as a Stealth Mode.

**arbitrated loop physical address (AL\_PA).** An 8-bit value that is used to uniquely identify an individual port within a loop. A loop can have one or more AL\_PAs.

**array.** A collection of fibre-channel or SATA hard drives that are logically grouped together. All the drives in the array are assigned the same RAID level. An array is sometimes referred to as a "RAID set." See also *redundant array of independent disks (RAID)*, *RAID level*.

**asynchronous write mode.** In remote mirroring, an option that allows the primary controller to return a write I/O request completion to the host server before data has been successfully written by the secondary controller. See also *synchronous write mode*, *remote mirroring*, *Global Copy*, *Global Mirroring*.

**AT.** See *advanced technology (AT) bus architecture*.

**ATA.** See *AT-attached*.

**AT-attached.** Peripheral devices that are compatible with the original IBM AT computer standard in which signals on a 40-pin AT-attached (ATA) ribbon cable followed the timings and constraints of the Industry Standard Architecture (ISA) system bus on the IBM PC AT computer. Equivalent to integrated drive electronics (IDE).

**auto-volume transfer/auto-disk transfer (AVT/ADT).**

A function that provides automatic failover in case of controller failure on a storage subsystem.

**AVT/ADT.** See *auto-volume transfer/auto-disk transfer*.

**AWT.** See *Abstract Windowing Toolkit*.

**basic input/output system (BIOS).** The personal computer code that controls basic hardware operations, such as interactions with diskette drives, hard disk drives, and the keyboard.

**BIOS.** See *basic input/output system*.

**BOOTP.** See *bootstrap protocol*.

**bootstrap protocol (BOOTP).** In Transmission Control Protocol/Internet Protocol (TCP/IP) networking, an alternative protocol by which a diskless machine can obtain its Internet Protocol (IP) address and such configuration information as IP addresses of various servers from a BOOTP server.

**bridge.** A storage area network (SAN) device that provides physical and transport conversion, such as fibre channel to small computer system interface (SCSI) bridge.

**bridge group.** A bridge and the collection of devices connected to it.

**broadcast.** The simultaneous transmission of data to more than one destination.

**cathode ray tube (CRT).** A display device in which controlled electron beams are used to display alphanumeric or graphical data on an electroluminescent screen.

**client.** A computer system or process that requests a service of another computer system or process that is typically referred to as a server. Multiple clients can share access to a common server.

**command.** A statement used to initiate an action or start a service. A command consists of the command name abbreviation, and its parameters and flags if applicable. A command can be issued by typing it on a command line or selecting it from a menu.

**community string.** The name of a community contained in each Simple Network Management Protocol (SNMP) message.

**concurrent download.** A method of downloading and installing firmware that does not require the user to stop I/O to the controllers during the process.

**CRC.** See *cyclic redundancy check*.

**CRT.** See *cathode ray tube*.

**CRU.** See *customer replaceable unit*.

**customer replaceable unit (CRU).** An assembly or part that a customer can replace in its entirety when any of its components fail. Contrast with *field replaceable unit (FRU)*.

**cyclic redundancy check (CRC).** (1) A redundancy check in which the check key is generated by a cyclic algorithm. (2) An error detection technique performed at both the sending and receiving stations.

**dac.** See *disk array controller*.

**dar.** See *disk array router*.

**DASD.** See *direct access storage device*.

**data striping.** See *striping*.

**default host group.** A logical collection of discovered host ports, defined host computers, and defined host groups in the storage-partition topology that fulfill the following requirements:

- Are not involved in specific logical drive-to-LUN mappings
- Share access to logical drives with default logical drive-to-LUN mappings

**device type.** Identifier used to place devices in the physical map, such as the switch, hub, or storage.

**DHCP.** See *Dynamic Host Configuration Protocol*.

**direct access storage device (DASD).** A device in which access time is effectively independent of the location of the data. Information is entered and retrieved without reference to previously accessed data. (For example, a disk drive is a DASD, in contrast with a tape drive, which stores data as a linear sequence.) DASDs include both fixed and removable storage devices.

**direct memory access (DMA).** The transfer of data between memory and an input/output (I/O) device without processor intervention.

**disk array controller (dac).** A disk array controller device that represents the two controllers of an array. See also *disk array router*.

**disk array router (dar).** A disk array router that represents an entire array, including current and deferred paths to all logical unit numbers (LUNs) (hdisks on AIX). See also *disk array controller*.

**DMA.** See *direct memory access*.

**domain.** The most significant byte in the node port (N\_port) identifier for the fibre-channel (FC) device. It is not used in the fibre channel-small computer system interface (FC-SCSI) hardware path ID. It is required to be the same for all SCSI targets logically connected to an FC adapter.

**DRAM.** See *dynamic random access memory*.

**Dynamic Host Configuration Protocol (DHCP).** A protocol defined by the Internet Engineering Task Force that is used for dynamically assigning Internet Protocol (IP) addresses to computers in a network.

**dynamic random access memory (DRAM).** A storage in which the cells require repetitive application of control signals to retain stored data.

**ECC.** See *error correction coding*.

**EEPROM.** See *electrically erasable programmable read-only memory*.

**EISA.** See *Extended Industry Standard Architecture*.

**electrically erasable programmable read-only memory (EEPROM).** A type of memory chip which can retain its contents without consistent electrical power. Unlike the PROM which can be programmed only once, the EEPROM can be erased electrically. Because it can only be reprogrammed a limited number of times before it wears out, it is appropriate for storing small amounts of data that are changed infrequently.

**electrostatic discharge (ESD).** The flow of current that results when objects that have a static charge come into close enough proximity to discharge.

**environmental service module (ESM) canister.** A component in a storage expansion enclosure that monitors the environmental condition of the components in that enclosure. Not all storage subsystems have ESM canisters.

**E\_port.** See *expansion port*.

**error correction coding (ECC).** A method for encoding data so that transmission errors can be detected and corrected by examining the data on the receiving end. Most ECCs are characterized by the maximum number of errors they can detect and correct.

**ESD.** See *electrostatic discharge*.

**ESM canister.** See *environmental service module canister*.

**EXP.** See *storage expansion enclosure*.

**expansion port (E\_port).** A port that connects the switches for two fabrics.

**Extended Industry Standard Architecture (EISA).** A bus standard for IBM compatibles that extends the Industry Standard Architecture (ISA) bus architecture to 32 bits and allows more than one central processing unit (CPU) to share the bus. See also *Industry Standard Architecture*.

**fabric.** A Fibre Channel entity which interconnects and facilitates logins of N\_ports attached to it. The fabric is responsible for routing frames between source and destination N\_ports using address information in the

frame header. A fabric can be as simple as a point-to-point channel between two N\_ports, or as complex as a frame-routing switch that provides multiple and redundant internal pathways within the fabric between F\_ports.

**fabric port (F\_port).** In a fabric, an access point for connecting a user's N\_port. An F\_port facilitates N\_port logins to the fabric from nodes connected to the fabric. An F\_port is addressable by the N\_port connected to it. See also *fabric*.

**FAST MSJ.** See *FAST Management Suite Java*.

**FAST Management Suite Java (FAST MSJ).** A diagnostic and configuration utility that can be used on Linux, Microsoft Windows, and Novell NetWare host systems. In Linux, it is also used with the QLRemote agent to define preferred and non-preferred paths for logical drives.

**FC.** See *fibre channel*.

**FC-AL.** See *arbitrated loop*.

**feature enable identifier.** A unique identifier for the storage subsystem, which is used in the process of generating a premium feature key. See also *premium feature key*.

**fibre channel (FC).** A set of standards for a serial input/output (I/O) bus capable of transferring data between two ports at up to 100 Mbps, with standards proposals to go to higher speeds. FC supports point-to-point, arbitrated loop, and switched topologies.

**Fibre Channel-Arbitrated Loop (FC-AL).** See *arbitrated loop*.

**Fibre Channel Protocol (FCP) for small computer system interface (SCSI).** A high-level fibre-channel mapping layer (FC-4) that uses lower-level fibre-channel (FC-PH) services to transmit SCSI commands, data, and status information between a SCSI initiator and a SCSI target across the FC link by using FC frame and sequence formats.

**field replaceable unit (FRU).** An assembly that is replaced in its entirety when any one of its components fails. In some cases, a field replaceable unit might contain other field replaceable units. Contrast with *customer replaceable unit (CRU)*.

**FlashCopy.** A premium feature for DS4000 that can make an instantaneous copy of the data in a volume.

**F\_port.** See *fabric port*.

**FRU.** See *field replaceable unit*.

**GBIC.** See *gigabit interface converter*

**gigabit interface converter (GBIC).** A transceiver that performs serial, optical-to-electrical, and

electrical-to-optical signal conversions for high-speed networking. A GBIC can be hot swapped. See also *small form-factor pluggable*.

**Global Copy.** Refers to a remote logical drive mirror pair that is set up using asynchronous write mode without the write consistency group option. This is also referred to as "Asynchronous Mirroring without Consistency Group." Global Copy does not ensure that write requests to multiple primary logical drives are carried out in the same order on the secondary logical drives as they are on the primary logical drives. If it is critical that writes to the primary logical drives are carried out in the same order in the appropriate secondary logical drives, Global Mirroring should be used instead of Global Copy. See also *asynchronous write mode*, *Global Mirroring*, *remote mirroring*, *Metro Mirroring*.

**Global Mirroring.** Refers to a remote logical drive mirror pair that is set up using asynchronous write mode with the write consistency group option. This is also referred to as "Asynchronous Mirroring with Consistency Group." Global Mirroring ensures that write requests to multiple primary logical drives are carried out in the same order on the secondary logical drives as they are on the primary logical drives, preventing data on the secondary logical drives from becoming inconsistent with the data on the primary logical drives. See also *asynchronous write mode*, *Global Copy*, *remote mirroring*, *Metro Mirroring*.

**graphical user interface (GUI).** A type of computer interface that presents a visual metaphor of a real-world scene, often of a desktop, by combining high-resolution graphics, pointing devices, menu bars and other menus, overlapping windows, icons, and the object-action relationship.

**GUI.** See *graphical user interface*.

**HBA.** See *host bus adapter*.

**hdisk.** An AIX term representing a logical unit number (LUN) on an array.

**host.** A system that is directly attached to the storage subsystem through a fibre-channel input/output (I/O) path. This system is used to serve data (typically in the form of files) from the storage subsystem. A system can be both a storage management station and a host simultaneously.

**host bus adapter (HBA).** An interface between the fibre-channel network and a workstation or server.

**host computer.** See *host*.

**host group.** An entity in the storage partition topology that defines a logical collection of host computers that require shared access to one or more logical drives.

**host port.** Ports that physically reside on the host adapters and are automatically discovered by the DS4000 Storage Manager software. To give a host computer access to a partition, its associated host ports must be defined.

**hot swap.** To replace a hardware component without turning off the system.

**hub.** In a network, a point at which circuits are either connected or switched. For example, in a star network, the hub is the central node; in a star/ring network, it is the location of wiring concentrators.

**IBMSAN driver.** The device driver that is used in a Novell NetWare environment to provide multipath input/output (I/O) support to the storage controller.

**IC.** See *integrated circuit*.

**IDE.** See *integrated drive electronics*.

**in-band.** Transmission of management protocol over the fibre-channel transport.

**Industry Standard Architecture (ISA).** Unofficial name for the bus architecture of the IBM PC/XT personal computer. This bus design included expansion slots for plugging in various adapter boards. Early versions had an 8-bit data path, later expanded to 16 bits. The "Extended Industry Standard Architecture" (EISA) further expanded the data path to 32 bits. See also *Extended Industry Standard Architecture*.

**initial program load (IPL).** The initialization procedure that causes an operating system to commence operation. Also referred to as a system restart, system startup, and boot.

**integrated circuit (IC).** A microelectronic semiconductor device that consists of many interconnected transistors and other components. ICs are constructed on a small rectangle cut from a silicon crystal or other semiconductor material. The small size of these circuits allows high speed, low power dissipation, and reduced manufacturing cost compared with board-level integration. Also known as a *chip*.

**integrated drive electronics (IDE).** A disk drive interface based on the 16-bit IBM personal computer Industry Standard Architecture (ISA) in which the controller electronics reside on the drive itself, eliminating the need for a separate adapter card. Also known as an Advanced Technology Attachment Interface (ATA).

**Internet Protocol (IP).** A protocol that routes data through a network or interconnected networks. IP acts as an intermediary between the higher protocol layers and the physical network.

**Internet Protocol (IP) address.** The unique 32-bit address that specifies the location of each device or workstation on the Internet. For example, 9.67.97.103 is an IP address.

**interrupt request (IRQ).** A type of input found on many processors that causes the processor to suspend normal processing temporarily and start running an interrupt handler routine. Some processors have several interrupt request inputs that allow different priority interrupts.

**IP.** See *Internet Protocol*.

**IPL.** See *initial program load*.

**IRQ.** See *interrupt request*.

**ISA.** See *Industry Standard Architecture*.

**Java Runtime Environment (JRE).** A subset of the Java Development Kit (JDK) for end users and developers who want to redistribute the Java Runtime Environment (JRE). The JRE consists of the Java virtual machine, the Java Core Classes, and supporting files.

**JRE.** See *Java Runtime Environment*.

**label.** A discovered or user entered property value that is displayed underneath each device in the Physical and Data Path maps.

**LAN.** See *local area network*.

**LBA.** See *logical block address*.

**local area network (LAN).** A computer network located on a user's premises within a limited geographic area.

**logical block address (LBA).** The address of a logical block. Logical block addresses are typically used in hosts' I/O commands. The SCSI disk command protocol, for example, uses logical block addresses.

**logical partition (LPAR).** (1) A subset of a single system that contains resources (processors, memory, and input/output devices). A logical partition operates as an independent system. If hardware requirements are met, multiple logical partitions can exist within a system. (2) A fixed-size portion of a logical volume. A logical partition is the same size as the physical partitions in its volume group. Unless the logical volume of which it is a part is mirrored, each logical partition corresponds to, and its contents are stored on, a single physical partition. (3) One to three physical partitions (copies). The number of logical partitions within a logical volume is variable.

**logical unit number (LUN).** An identifier used on a small computer system interface (SCSI) bus to distinguish among up to eight devices (logical units) with the same SCSI ID.

**loop address.** The unique ID of a node in fibre-channel loop topology sometimes referred to as a loop ID.

**loop group.** A collection of storage area network (SAN) devices that are interconnected serially in a single loop circuit.

**loop port.** A node port (N\_port) or fabric port (F\_port) that supports arbitrated loop functions associated with an arbitrated loop topology.

**LPAR.** See *logical partition*.

**LUN.** See *logical unit number*.

**MAC.** See *medium access control*.

**management information base (MIB).** The information that is on an agent. It is an abstraction of configuration and status information.

**man pages.** In UNIX-based operating systems, online documentation for operating system commands, subroutines, system calls, file formats, special files, stand-alone utilities, and miscellaneous facilities. Invoked by the **man** command.

**MCA.** See *micro channel architecture*.

**media scan.** A media scan is a background process that runs on all logical drives in the storage subsystem for which it has been enabled, providing error detection on the drive media. The media scan process scans all logical drive data to verify that it can be accessed, and optionally scans the logical drive data also.

**medium access control (MAC).** In local area networks (LANs), the sublayer of the data link control layer that supports medium-dependent functions and uses the services of the physical layer to provide services to the logical link control sublayer. The MAC sublayer includes the method of determining when a device has access to the transmission medium.

**Metro Mirroring.** This term is used to refer to a remote logical drive mirror pair which is set up with synchronous write mode. See also *remote mirroring*, *Global Mirroring*.

**MIB.** See *management information base*.

**micro channel architecture (MCA).** Hardware that is used for PS/2 Model 50 computers and above to provide better growth potential and performance characteristics when compared with the original personal computer design.

**Microsoft Cluster Server (MSCS).** MSCS, a feature of Windows NT Server (Enterprise Edition), supports the connection of two servers into a cluster for higher availability and easier manageability. MSCS can automatically detect and recover from server or

application failures. It can also be used to balance server workload and provide for planned maintenance.

**mini hub.** An interface card or port device that receives short-wave fiber channel GBICs or SFPs. These devices enable redundant fibre channel connections from the host computers, either directly or through a fibre channel switch or managed hub, over optical fiber cables to the DS4000 Storage Server controllers. Each DS4000 controller is responsible for two mini hubs. Each mini hub has two ports. Four host ports (two on each controller) provide a cluster solution without use of a switch. Two host-side mini hubs are shipped as standard. See also *host port*, *gigabit interface converter (GBIC)*, *small form-factor pluggable (SFP)*.

**mirroring.** A fault-tolerance technique in which information on a hard disk is duplicated on additional hard disks. See also *remote mirroring*.

**model.** The model identification that is assigned to a device by its manufacturer.

**MSCS.** See *Microsoft Cluster Server*.

**network management station (NMS).** In the Simple Network Management Protocol (SNMP), a station that runs management application programs that monitor and control network elements.

**NMI.** See *non-maskable interrupt*.

**NMS.** See *network management station*.

**non-maskable interrupt (NMI).** A hardware interrupt that another service request cannot overrule (mask). An NMI bypasses and takes priority over interrupt requests generated by software, the keyboard, and other such devices and is issued to the microprocessor only in disastrous circumstances, such as severe memory errors or impending power failures.

**node.** A physical device that allows for the transmission of data within a network.

**node port (N\_port).** A fibre-channel defined hardware entity that performs data communications over the fibre-channel link. It is identifiable by a unique worldwide name. It can act as an originator or a responder.

**nonvolatile storage (NVS).** A storage device whose contents are not lost when power is cut off.

**N\_port.** See *node port*.

**NVS.** See *nonvolatile storage*.

**NVSRAM.** Nonvolatile storage random access memory. See *nonvolatile storage*.

**Object Data Manager (ODM).** An AIX proprietary storage mechanism for ASCII stanza files that are edited as part of configuring a drive into the kernel.

**ODM.** See *Object Data Manager*.

**out-of-band.** Transmission of management protocols outside of the fibre-channel network, typically over Ethernet.

**partitioning.** See *storage partition*.

**parity check.** (1) A test to determine whether the number of ones (or zeros) in an array of binary digits is odd or even. (2) A mathematical operation on the numerical representation of the information communicated between two pieces. For example, if parity is odd, any character represented by an even number has a bit added to it, making it odd, and an information receiver checks that each unit of information has an odd value.

**PCI local bus.** See *peripheral component interconnect local bus*.

**PDF.** See *portable document format*.

**performance events.** Events related to thresholds set on storage area network (SAN) performance.

**peripheral component interconnect local bus (PCI local bus).** A local bus for PCs, from Intel, that provides a high-speed data path between the CPU and up to 10 peripherals (video, disk, network, and so on). The PCI bus coexists in the PC with the Industry Standard Architecture (ISA) or Extended Industry Standard Architecture (EISA) bus. ISA and EISA boards plug into an IA or EISA slot, while high-speed PCI controllers plug into a PCI slot. See also *Industry Standard Architecture*, *Extended Industry Standard Architecture*.

**polling delay.** The time in seconds between successive discovery processes during which discovery is inactive.

**port.** A part of the system unit or remote controller to which cables for external devices (such as display stations, terminals, printers, switches, or external storage units) are attached. The port is an access point for data entry or exit. A device can contain one or more ports.

**portable document format (PDF).** A standard specified by Adobe Systems, Incorporated, for the electronic distribution of documents. PDF files are compact; can be distributed globally by e-mail, the Web, intranets, or CD-ROM; and can be viewed with the Acrobat Reader, which is software from Adobe Systems that can be downloaded at no cost from the Adobe Systems home page.

**premium feature key.** A file that the storage subsystem controller uses to enable an authorized premium feature. The file contains the feature enable identifier of the storage subsystem for which the

premium feature is authorized, and data about the premium feature. See also *feature enable identifier*.

**private loop.** A freestanding arbitrated loop with no fabric attachment. See also *arbitrated loop*.

**program temporary fix (PTF).** A temporary solution or bypass of a problem diagnosed by IBM in a current unaltered release of the program.

**PTF.** See *program temporary fix*.

**RAID.** See *redundant array of independent disks (RAID)*.

**RAID level.** An array's RAID level is a number that refers to the method used to achieve redundancy and fault tolerance in the array. See also *array, redundant array of independent disks (RAID)*.

**RAID set.** See *array*.

**RAM.** See *random-access memory*.

**random-access memory (RAM).** A temporary storage location in which the central processing unit (CPU) stores and executes its processes. Contrast with *DASD*.

**RDAC.** See *redundant disk array controller*.

**read-only memory (ROM).** Memory in which stored data cannot be changed by the user except under special conditions.

**recoverable virtual shared disk (RVSD).** A virtual shared disk on a server node configured to provide continuous access to data and file systems in a cluster.

**redundant array of independent disks (RAID).** A collection of disk drives (*array*) that appears as a single volume to the server, which is fault tolerant through an assigned method of data striping, mirroring, or parity checking. Each array is assigned a RAID level, which is a specific number that refers to the method used to achieve redundancy and fault tolerance. See also *array, parity check, mirroring, RAID level, striping*.

**redundant disk array controller (RDAC).** (1) In hardware, a redundant set of controllers (either active/passive or active/active). (2) In software, a layer that manages the input/output (I/O) through the active controller during normal operation and transparently reroutes I/Os to the other controller in the redundant set if a controller or I/O path fails.

**remote mirroring.** Online, real-time replication of data between storage subsystems that are maintained on separate media. The Enhanced Remote Mirror Option is a DS4000 premium feature that provides support for remote mirroring. See also *Global Mirroring, Metro Mirroring*.

**ROM.** See *read-only memory*.

**router.** A computer that determines the path of network traffic flow. The path selection is made from several paths based on information obtained from specific protocols, algorithms that attempt to identify the shortest or best path, and other criteria such as metrics or protocol-specific destination addresses.

**RVSD.** See *recoverable virtual shared disk*.

**SAI.** See *Storage Array Identifier*.

**SA Identifier.** See *Storage Array Identifier*.

**SAN.** See *storage area network*.

**SATA.** See *serial ATA*.

**scope.** Defines a group of controllers by their Internet Protocol (IP) addresses. A scope must be created and defined so that dynamic IP addresses can be assigned to controllers on the network.

**SCSI.** See *small computer system interface*.

**segmented loop port (SL\_port).** A port that allows division of a fibre-channel private loop into multiple segments. Each segment can pass frames around as an independent loop and can connect through the fabric to other segments of the same loop.

**sense data.** (1) Data sent with a negative response, indicating the reason for the response. (2) Data describing an I/O error. Sense data is presented to a host system in response to a sense request command.

**serial ATA.** The standard for a high-speed alternative to small computer system interface (SCSI) hard drives. The SATA-1 standard is equivalent in performance to a 10 000 RPM SCSI drive.

**serial storage architecture (SSA).** An interface specification from IBM in which devices are arranged in a ring topology. SSA, which is compatible with small computer system interface (SCSI) devices, allows full-duplex packet multiplexed serial data transfers at rates of 20 Mbps in each direction.

**server.** A functional hardware and software unit that delivers shared resources to workstation client units on a computer network.

**server/device events.** Events that occur on the server or a designated device that meet criteria that the user sets.

**SFP.** See *small form-factor pluggable*.

**Simple Network Management Protocol (SNMP).** In the Internet suite of protocols, a network management protocol that is used to monitor routers and attached networks. SNMP is an application layer protocol. Information on devices managed is defined and stored in the application's Management Information Base (MIB).

**SL\_port.** See *segmented loop port*.

**SMagent.** The DS4000 Storage Manager optional Java-based host-agent software, which can be used on Microsoft Windows, Novell NetWare, HP-UX, and Solaris host systems to manage storage subsystems through the host fibre-channel connection.

**SMclient.** The DS4000 Storage Manager client software, which is a Java-based graphical user interface (GUI) that is used to configure, manage, and troubleshoot storage servers and storage expansion enclosures in a DS4000 storage subsystem. SMclient can be used on a host system or on a storage management station.

**SMruntime.** A Java compiler for the SMclient.

**SMutil.** The DS4000 Storage Manager utility software that is used on Microsoft Windows, HP-UX, and Solaris host systems to register and map new logical drives to the operating system. In Microsoft Windows, it also contains a utility to flush the cached data of the operating system for a particular drive before creating a FlashCopy.

**small computer system interface (SCSI).** A standard hardware interface that enables a variety of peripheral devices to communicate with one another.

**small form-factor pluggable (SFP).** An optical transceiver that is used to convert signals between optical fiber cables and switches. An SFP is smaller than a gigabit interface converter (GBIC). See also *gigabit interface converter*.

**SNMP.** See *Simple Network Management Protocol* and *SNMPv1*.

**SNMP trap event.** (1) (2) An event notification sent by the SNMP agent that identifies conditions, such as thresholds, that exceed a predetermined value. See also *Simple Network Management Protocol*.

**SNMPv1.** The original standard for SNMP is now referred to as SNMPv1, as opposed to SNMPv2, a revision of SNMP. See also *Simple Network Management Protocol*.

**SRAM.** See *static random access memory*.

**SSA.** See *serial storage architecture*.

**static random access memory (SRAM).** Random access memory based on the logic circuit known as flip-flop. It is called static because it retains a value as long as power is supplied, unlike dynamic random access memory (DRAM), which must be regularly refreshed. It is however, still volatile, meaning that it can lose its contents when the power is turned off.

**storage area network (SAN).** A dedicated storage network tailored to a specific environment, combining

servers, storage products, networking products, software, and services. See also *fabric*.

**Storage Array Identifier (SAI or SA Identifier).** The Storage Array Identifier is the identification value used by the DS4000 Storage Manager host software (SMClient) to uniquely identify each managed storage server. The DS4000 Storage Manager SMClient program maintains Storage Array Identifier records of previously-discovered storage servers in the host resident file, which allows it to retain discovery information in a persistent fashion.

**storage expansion enclosure (EXP).** A feature that can be connected to a system unit to provide additional storage and processing capacity.

**storage management station.** A system that is used to manage the storage subsystem. A storage management station does not need to be attached to the storage subsystem through the fibre-channel input/output (I/O) path.

**storage partition.** Storage subsystem logical drives that are visible to a host computer or are shared among host computers that are part of a host group.

**storage partition topology.** In the DS4000 Storage Manager client, the Topology view of the Mappings window displays the default host group, the defined host group, the host computer, and host-port nodes. The host port, host computer, and host group topological elements must be defined to grant access to host computers and host groups using logical drive-to-LUN mappings.

**striping.** Splitting data to be written into equal blocks and writing blocks simultaneously to separate disk drives. Striping maximizes performance to the disks. Reading the data back is also scheduled in parallel, with a block being read concurrently from each disk then reassembled at the host.

**subnet.** An interconnected but independent segment of a network that is identified by its Internet Protocol (IP) address.

**sweep method.** A method of sending Simple Network Management Protocol (SNMP) requests for information to all the devices on a subnet by sending the request to every device in the network.

**switch.** A fibre-channel device that provides full bandwidth per port and high-speed routing of data by using link-level addressing.

**switch group.** A switch and the collection of devices connected to it that are not in other groups.

**switch zoning.** See *zoning*.

**synchronous write mode.** In remote mirroring, an option that requires the primary controller to wait for the

acknowledgment of a write operation from the secondary controller before returning a write I/O request completion to the host. See also *asynchronous write mode*, *remote mirroring*, *Metro Mirroring*.

**system name.** Device name assigned by the vendor's third-party software.

**TCP.** See *Transmission Control Protocol*.

**TCP/IP.** See *Transmission Control Protocol/Internet Protocol*.

**terminate and stay resident program (TSR program).** A program that installs part of itself as an extension of DOS when it is executed.

**topology.** The physical or logical arrangement of devices on a network. The three fibre-channel topologies are fabric, arbitrated loop, and point-to-point. The default topology for the disk array is arbitrated loop.

**TL\_port.** See *translated loop port*.

**transceiver.** A device that is used to transmit and receive data. Transceiver is an abbreviation of transmitter-receiver.

**translated loop port (TL\_port).** A port that connects to a private loop and allows connectivity between the private loop devices and off loop devices (devices not connected to that particular TL\_port).

**Transmission Control Protocol (TCP).** A communication protocol used in the Internet and in any network that follows the Internet Engineering Task Force (IETF) standards for internetwork protocol. TCP provides a reliable host-to-host protocol between hosts in packet-switched communication networks and in interconnected systems of such networks. It uses the Internet Protocol (IP) as the underlying protocol.

**Transmission Control Protocol/Internet Protocol (TCP/IP).** A set of communication protocols that provide peer-to-peer connectivity functions for both local and wide-area networks.

**trap.** In the Simple Network Management Protocol (SNMP), a message sent by a managed node (agent function) to a management station to report an exception condition.

**trap recipient.** Receiver of a forwarded Simple Network Management Protocol (SNMP) trap. Specifically, a trap receiver is defined by an Internet Protocol (IP) address and port to which traps are sent. Presumably, the actual recipient is a software application running at the IP address and listening to the port.

**TSR program.** See *terminate and stay resident program*.

**uninterruptible power supply.** A source of power from a battery that is installed between a computer system and its power source. The uninterruptible power supply keeps the system running if a commercial power failure occurs, until an orderly shutdown of the system can be performed.

**user action events.** Actions that the user takes, such as changes in the storage area network (SAN), changed settings, and so on.

**worldwide port name (WWPN).** A unique identifier for a switch on local and global networks.

**worldwide name (WWN).** A globally unique 64-bit identifier assigned to each Fibre Channel port.

**WORM.** See *write-once read-many*.

**write-once read many (WORM).** Any type of storage medium to which data can be written only a single time, but can be read from any number of times. After the data is recorded, it cannot be altered.

**WWN.** See *worldwide name*.

**zoning.** (1) In Fibre Channel environments, the grouping of multiple ports to form a virtual, private, storage network. Ports that are members of a zone can communicate with each other, but are isolated from ports in other zones. (2) A function that allows segmentation of nodes by address, name, or physical port and is provided by fabric switches or hubs.



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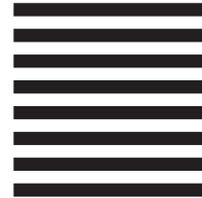
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