IBM System Storage Master Console for
SAN Volume Controller

IBM

Installation and User's Guide - Errata

Version 3.2.0
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Contents

About this guide

This guide provides errata information that pertains to release 3.2.0 of the *IBM System Storage Master Console for SAN Volume Controller Installation and User's Guide.*

This guide contains the corrections and additions on a per chapter basis. The chapter numbers in this guide correspond directly with the chapter numbers in the *Installation and User's Guide* supplied with your IBM System Storage Master Console.

Who should use this guide

Before using the IBM System Storage Master Console, you should review the errata contained within this guide and note the details with respect to the copy of the *Installation and User's Guide* supplied with your IBM System Storage Master Console.

Last Update

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Chapter 5. Configuring the master console

The following corrections should be noted.

Setting up the call home feature for the SAN Volume Controller

If you use the call home feature on either the software and hardware versions of the master console, you must configure the IBM Director to initiate a message to IBM when failures that require service actions are logged by the SAN Volume Controller.

Perform the following steps to configure the master console to support the call home feature :

1. Log on to the master console.
2. From the desktop, double-click the **IBM Director console** icon to open the IBM Director console.
3. Log on to the IBM Director console.
4. From the IBM Director main panel, click **Tasks → Event Action Plan Builder**. The Event Action Plan Builder panel opens.
5. Expand the **Send an Internet (SMTP) E-mail** hierarchy in the right column of the Event Action Plan Builder panel.
6. Double-click **2145CallHome**.
7. Type the following information in the form that is displayed:

    a. **Internet E-mail Address:** If the SAN Volume Controller is located in North America, Latin America, South America or the Caribbean Islands, type the following address into the field:

    `callhome1@de.ibm.com`

    If the SAN Volume Controller is located anywhere else in the world, type the following address into the field:

    `callhome0@de.ibm.com`

    b. **Reply to:** Type the e-mail address to which you want replies to be directed.
    c. **SMTP E-mail server:** Type the name or IP address of the SMTP mail server.
    d. **SMTP port:** Type the port number through which e-mail is sent to your e-mail server. The default is 25.
    e. **Subject of E-mail Message:** Type 2145 Error Notification
    f. **Body of E-mail Message:** Complete the following text fields by completely replacing the text (shown below in italics) at the end of

each line. Do not change any other fields in the body of the e-mail message.

Contact name = *contact_name*
Contact phone number = *primary_telephone_number*
Alternate phone number = alternate_*telephone_number*
Machine location = *machine_location*

where *contact_name* is the name of the person who the IBM service representative can contact about this call home request, *primary_telephone_number* is the primary telephone number to use to reach the contact person, alternate_*telephone_number* (sometimes referred to as offshift_telephone_number) is the telephone number where the contact person can be reached during nonbusiness hours or when the primary telephone number is unavailable, and *machine_location* is the location of the machine. The primary telephone number must not contain more than 19 characters. All other fields can contain a maximum of 72 characters including the field description.

8. Click **File → Save**.

9. Double-click **2145Test**.

10. In the **Body of E-mail Message** section of the form that displays, type the same information that you entered in step 7f along with the following information:

Machine Type/Model = *type_model*
Serial Number = *serial_number*

where:

- *type_model* is the machine type and model of the installed SAN Volume Controller that is involved in this call home request. Possible values for *type_model* are **21454F2** (default), **21458F2**, and **21458F4**. The default value is **21454F2**. Do not enter any hyphens when you type the machine type and model.

- *serial_number* is the serial number of the SAN Volume Controller that is involved in this call home request. To find the value for serial_number on 4F2 models, find the serial number label, which is located on the right edge of the front panel. For the 8F2 and the 8F4 models, the label is located on the center of the front panel. Do not enter any hyphens when you type the serial number.

11. Click **File → Save**.

12. Right-click **2145Test** and select **Test**.

A call home record is generated. An IBM service representative will call you within 24 hours to confirm that the call home test has been successful. If you do not receive a phone call, report this to IBM as a call home failure.

13. Close the Event Action Plan Builder panel.

14. Close the main IBM Director panel.

Note: The action plan is preconfigured. If this becomes corrupted, the call home function and event notifications will fail and, before you continue, you must recover the data.