# Installing and using the SAN Volume Controller Information Center

This document describes how to install and use the Information Center and the PDFs that the SAN Volume Controller installation program creates on your hard drive. This document describes using both the web installer and the DVD-based installer program. The first few steps are for using the web installer only.
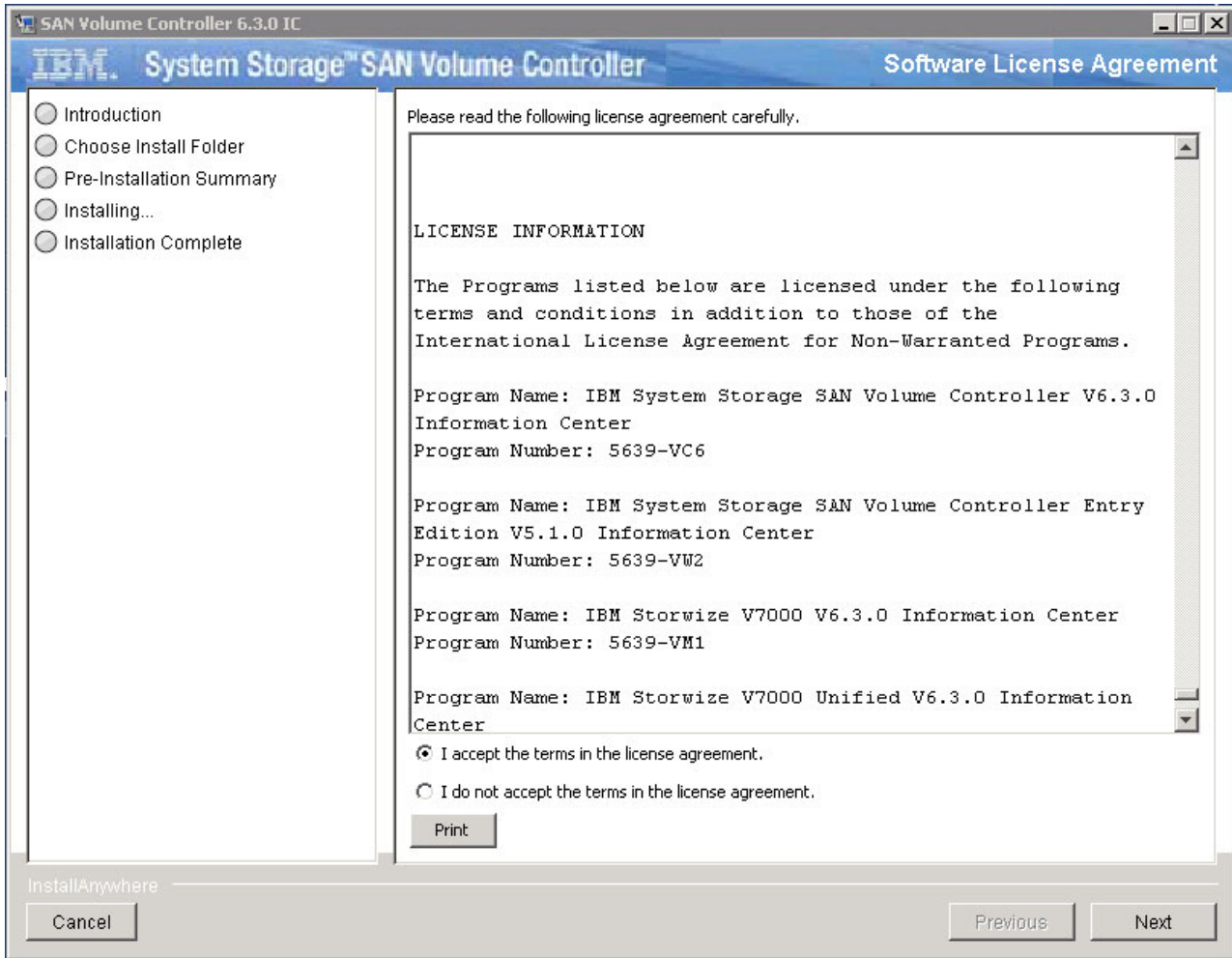
About this task

Procedure

1. **Web-installer only:** Click the web installation program for SAN Volume Controller to open a download panel.
2. **DVD-installer only:** When installing from the DVD, a command window opens, where you must click within the command window *and* press a key to start the installer:
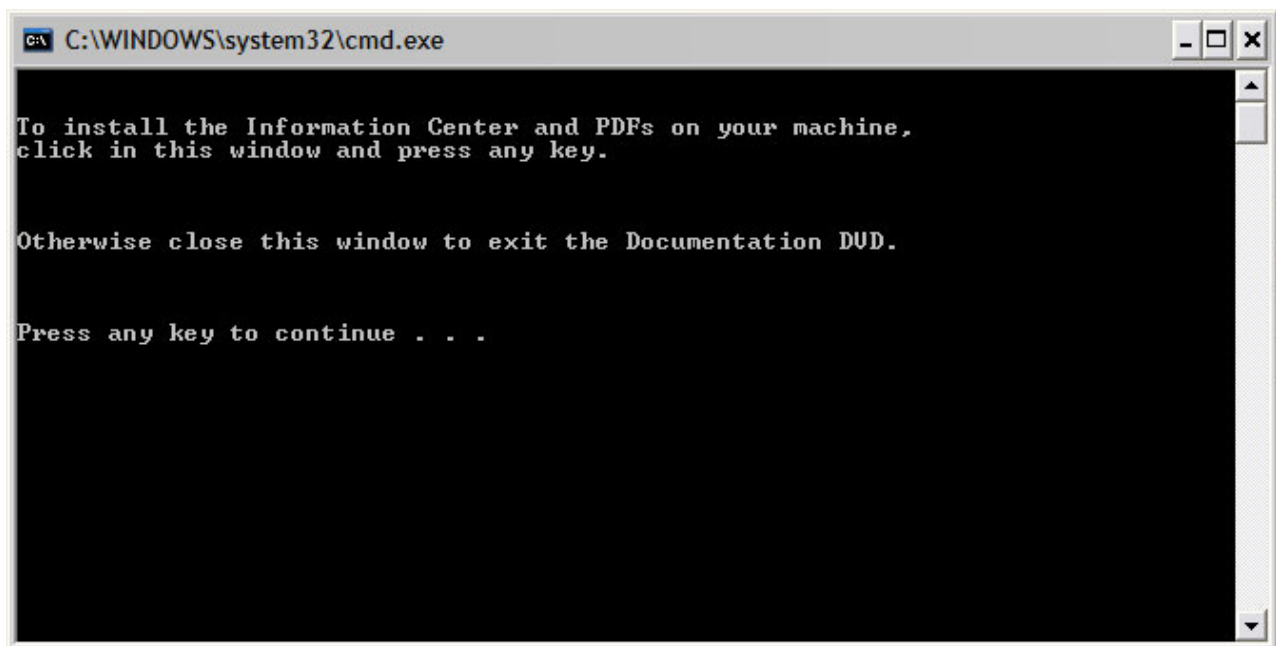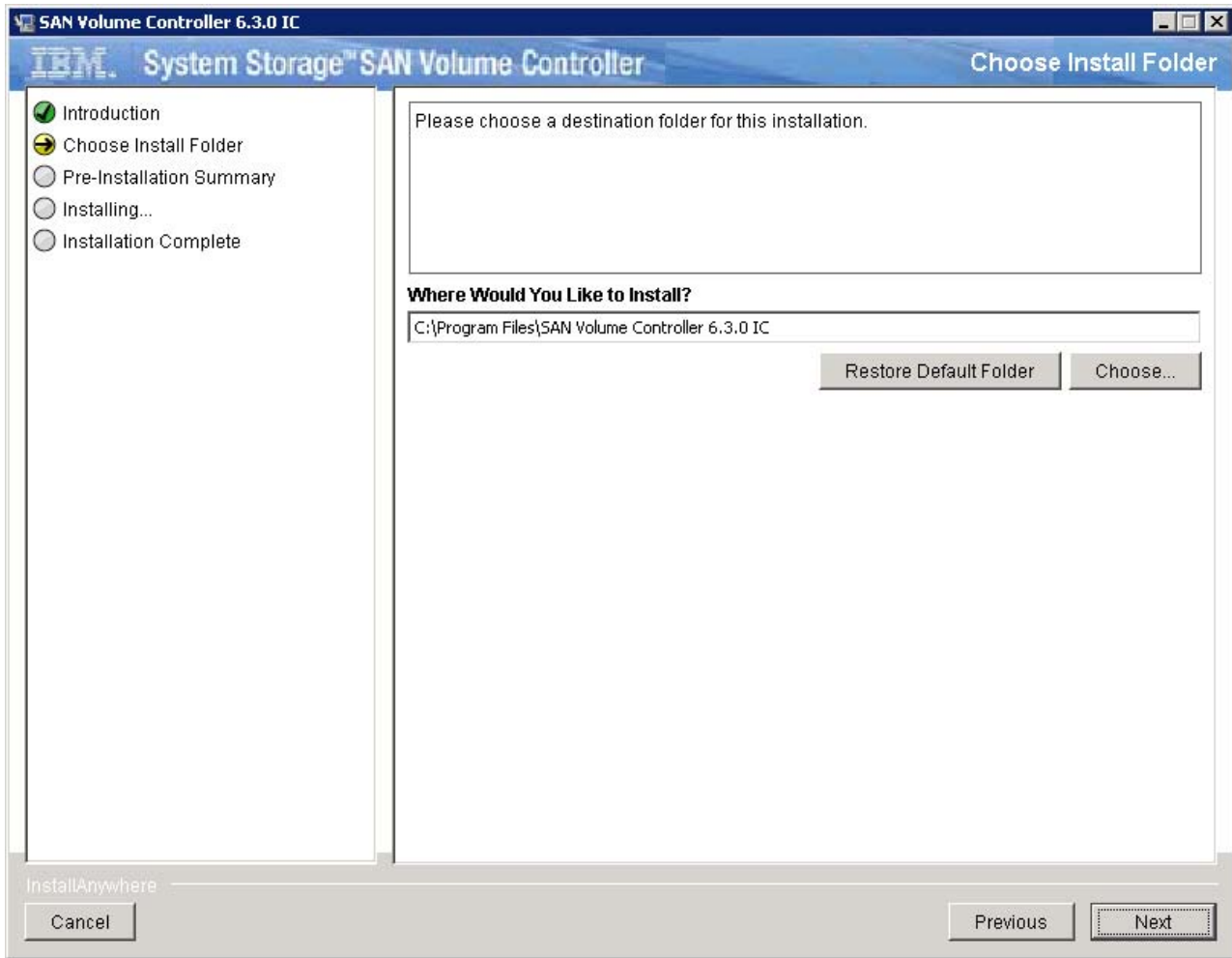

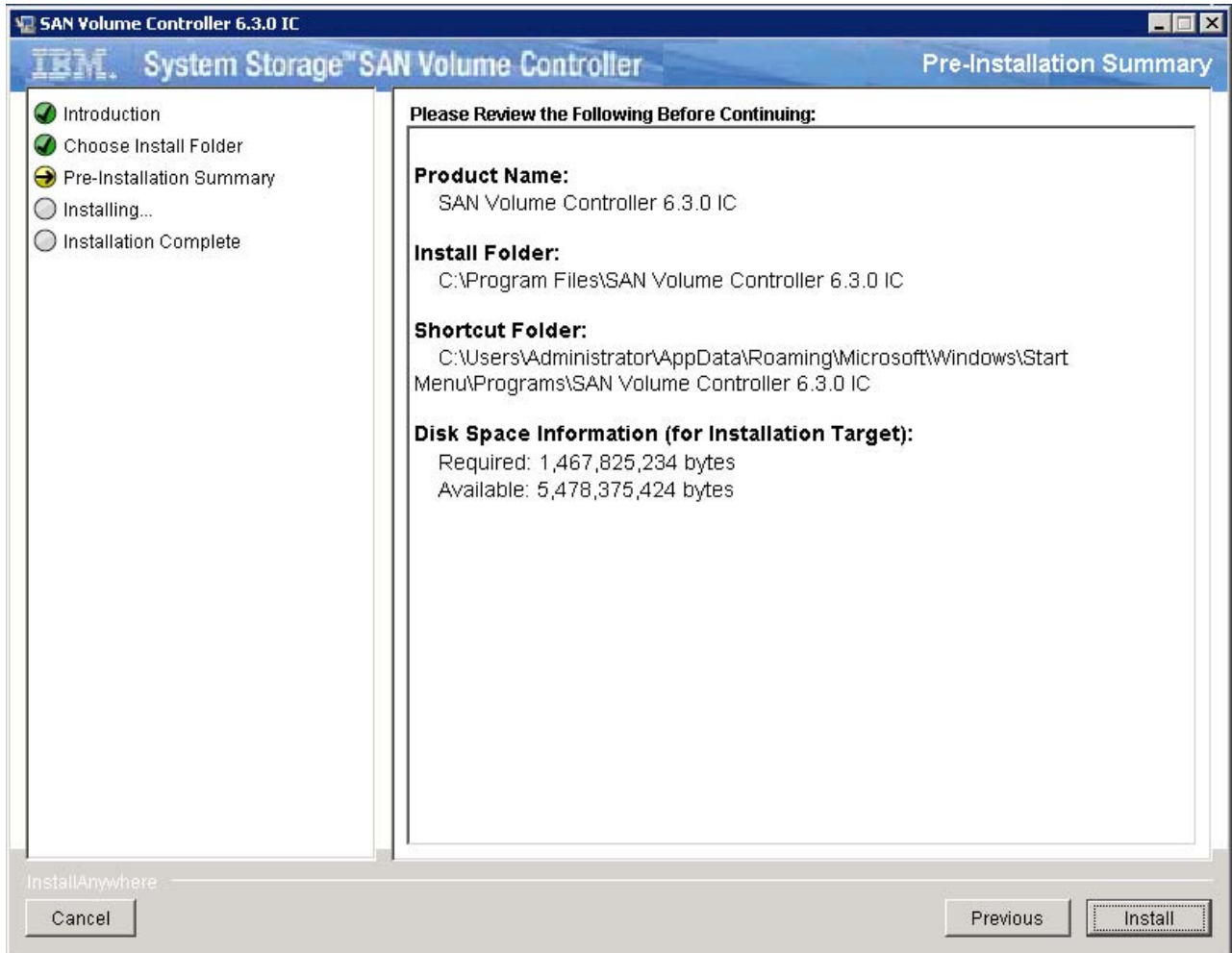3. Read and accept the license terms to continue, then click **Next**.

4. When the Installation utility opens, click **Next** to continue.
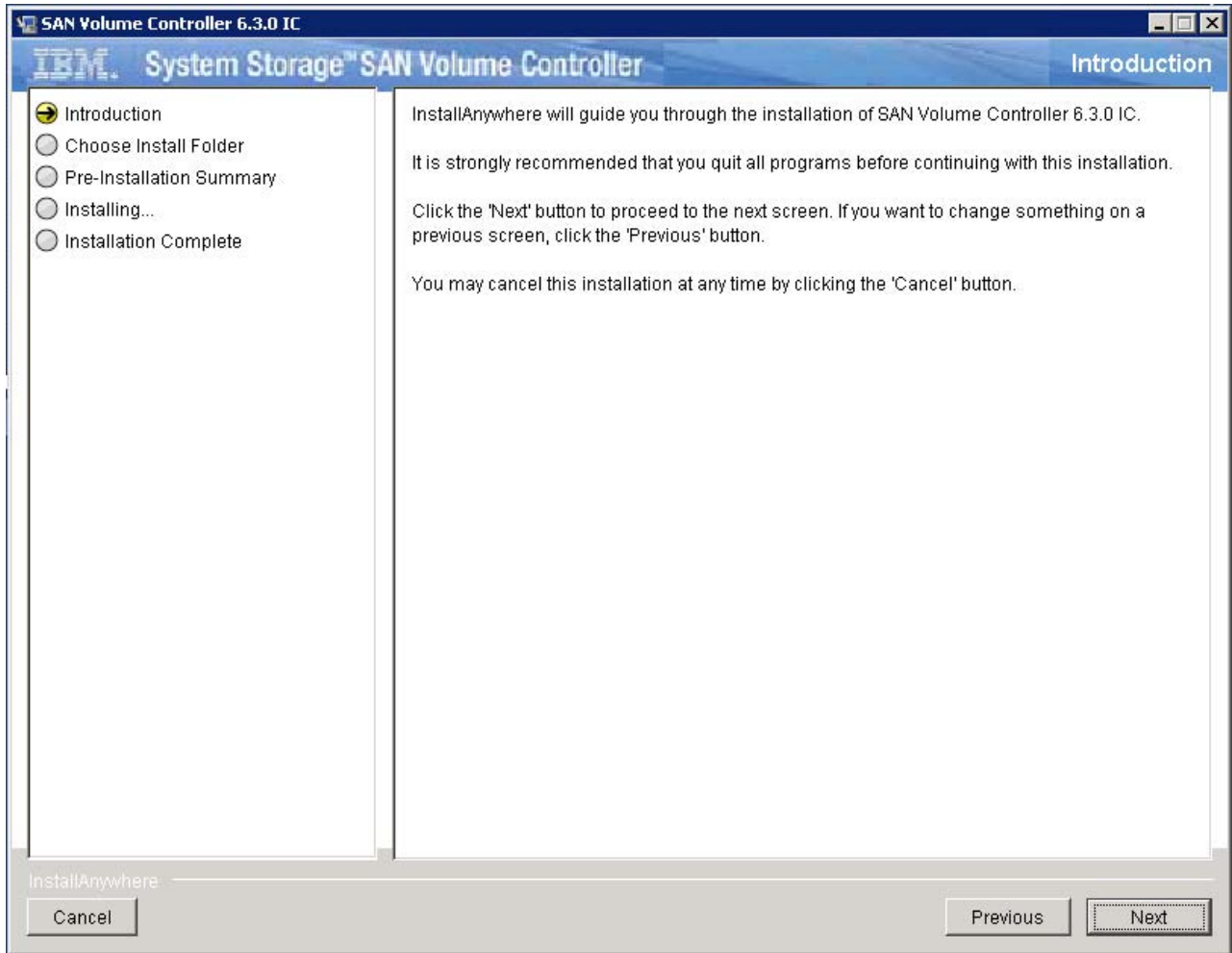
5. Choose an installation location; then click **Next**.

6. Review the selections you have made, then click **Install**.

The SAN Volume Controller Information Center requires approximately 1.1 GB of free space that unpacks to 1.1 GB of data on your hard disk. The space used is primarily for the IBM User Interface Help System built on Eclipse 3.4.3, but also includes translations of previous version Information Centers and eLearning.

7. As the installation proceeds, you can see it install various components of the Information Center, as well as the PDFs.
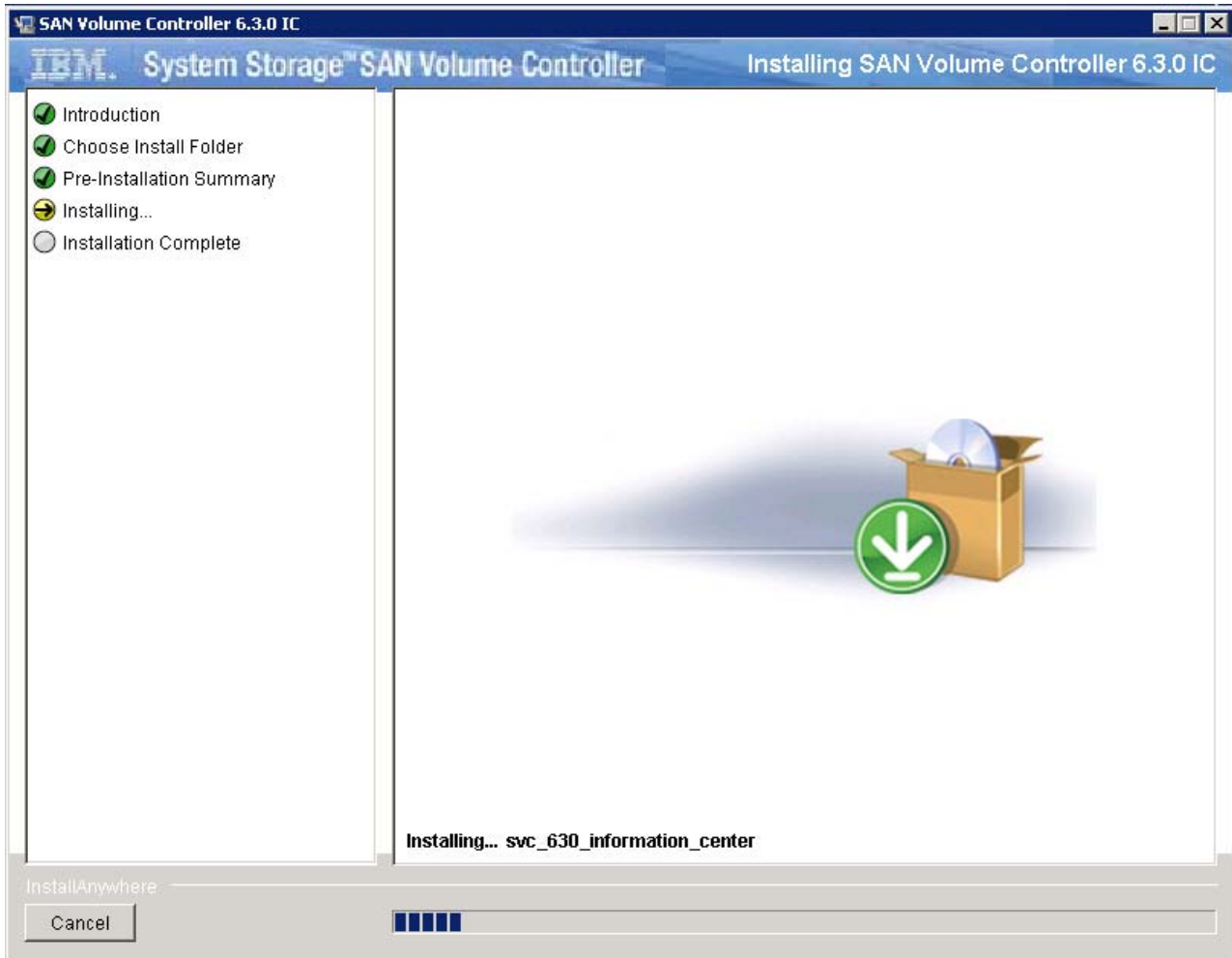
A progress bar at the bottom of the window indicates the progress of the installation. The PDFs are installed in the PDFs folder in the installation root directory.

An uninstall program is created and provided as a menu selection on the Start menu. The InstallAnywhere program names the uninstaller "Change SAN Volume Controller 6.2.0 IC installation.exe". The uninstaller is the last component to install.

A successful completion panel is displayed after all the code is installed.
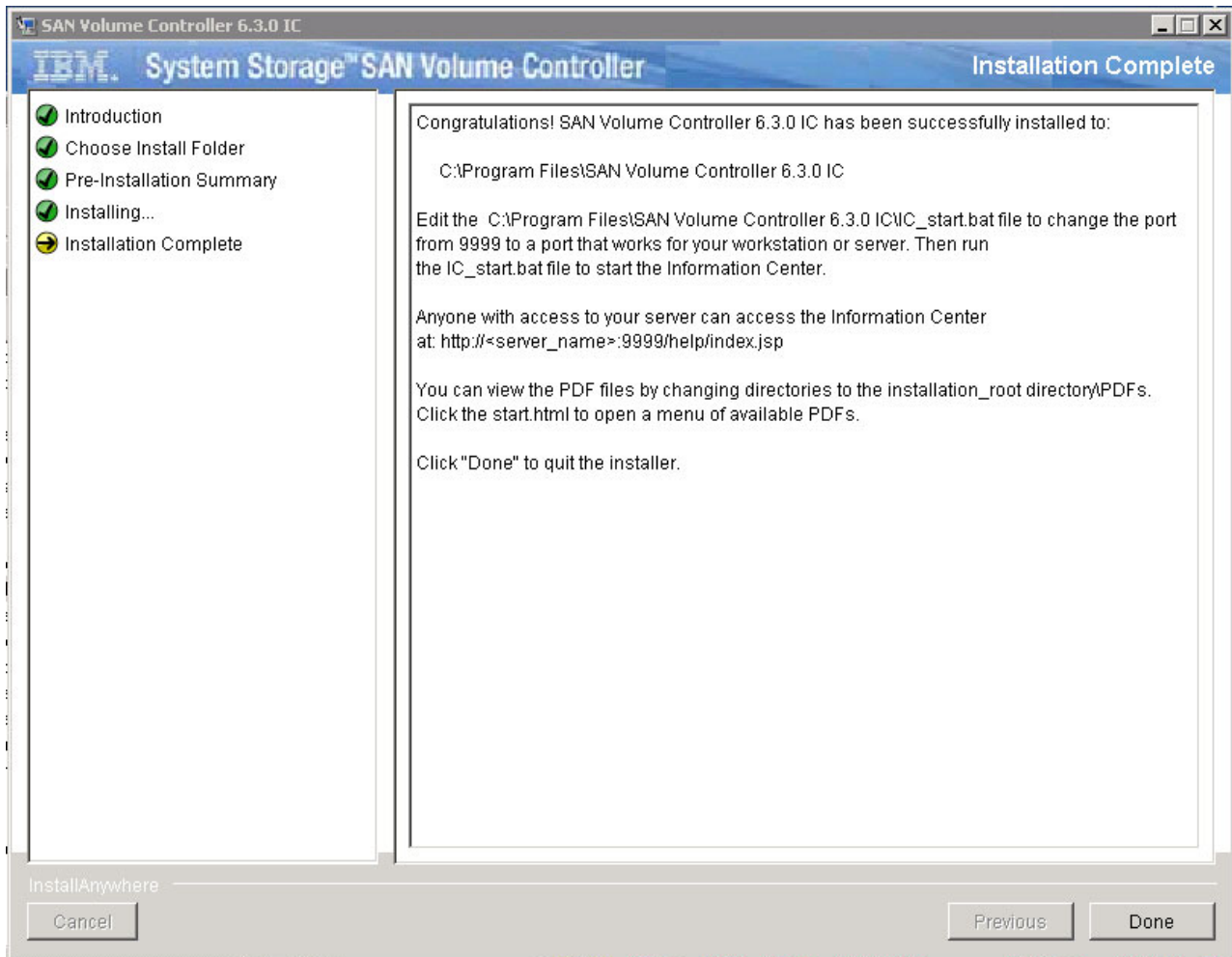
8. Click **Done** on the Installation Program window to close the program.
9. Click **Start** > **All programs** > **SAN Volume Controller 6.3.0 IC** to access the options.
10. Verify that the installation is complete by viewing the Information Center entries in the Start menu list of programs.

   The Start menu has options for SAN Volume Controller 6.2.0 IC to perform the tasks shown in the following illustration:

Two ways of accessing the SAN Volume Controller Information Center exist:

- Stand-alone mode which is ideal for a laptop and personal use, opening an Information Center automatically.
- Information center mode, which is referred to as shared mode in this document and in the Start menu, does not open an Information Center automatically. You must open a browser window to point to its URL.

Information Center mode is ideal for a server that everyone in a company might access. The SAN Volume Controller Information Center has more information about each mode.

Stand-alone mode opens the SAN Volume Controller Information Center automatically in a browser window by using a loopback port and web address.

Access the shared-mode Information Center by entering the web address of the Information Center into a browser window. The default for the SAN Volume Controller Information Center is this address:

`http://server_name_or_IP:9999/help/index.jsp`

The port is 9999, which a later step shows how to change, if necessary.

You can view the PDFs directly without going through the Start menu by changing directories to the PDFs directory in the installation root directory and clicking the `start.html` file.

The page that opens when you select to view a PDF is a simple HTML page that is not part of the Information Center. Simply close the page when you are done.

IBM System Storage SAN Volume Controller

Customer Information

If you need the Adobe Acrobat Reader, you can download it directly from Adobe.

Visit the SAN Volume Controller Support Web site at http://www.ibm.com/storage/support/2145 for the latest product announcements.

To view the most current customer information, visit the IBM SAN Volume Controller Information Center on the IBM Publications Center Web site at http://publib.boulder.ibm.com/infocenter/svc/ic/index.jsp.

Publications

Read First

IBM System Storage SAN Volume Controller Safety Notices

IBM Systems Environmental Notices and User Guide

IBM System Storage SAN Volume Controller Software Installation and Configuration Guide

IBM System Storage SAN Volume Controller and Storwize V7000 Command-Line Interface User's Guide

IBM System Storage SAN Volume Controller Troubleshooting Guide

IBM System Storage SAN Volume Controller Hardware Maintenance Guide

IBM System Storage SAN Volume Controller CIM Agent Developer's Guide

IBM System Storage SAN Volume Controller Model 2145-CG8 Hardware Installation Guide

IBM System Storage Multipath Subsystem Device Driver User's Guide

IBM License Agreement for Machine Code

11. You can start the Information Center immediately on port 9999, or you can change the port to a port that works for your workstation.

    To edit the port, open the *installation_root_directory*\SAN Volume Controller 6.3.0 IC\IBMSVCIC\customization_iehs.properties file in a flat file editor. Change the port from **9999** to a port that works for your workstation or server.
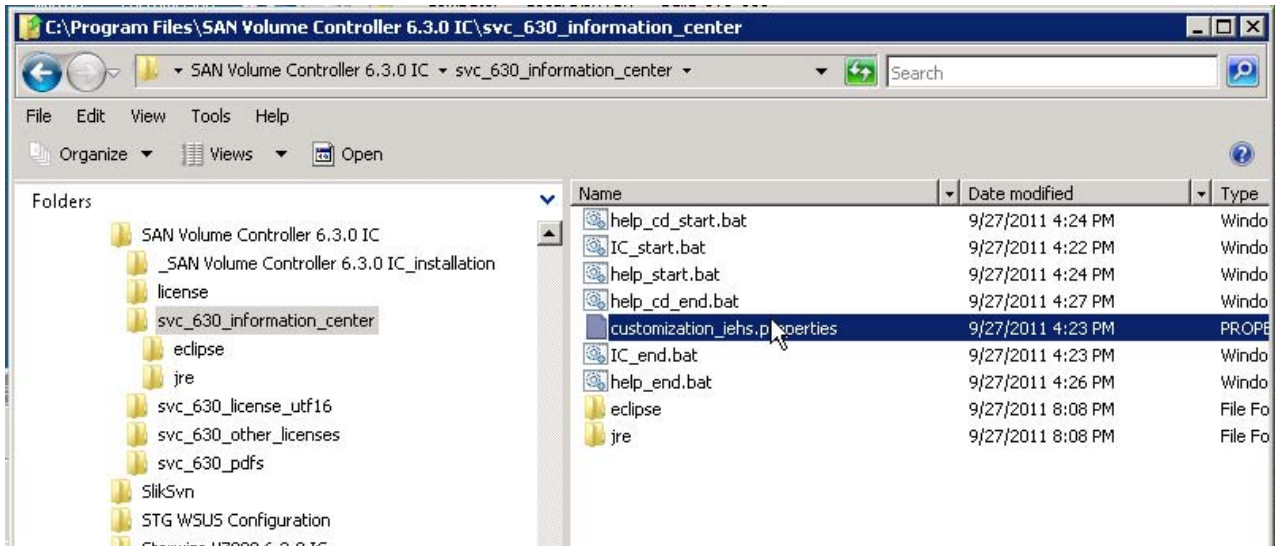
12. Search for **9999** to change the port to a value that works for your organization and save the file.

13. Double-click the `IC_start.bat` command file directly to start the SAN Volume Controller Information Center, or select the shared Information Center from the Start menu.

    To stop the Information Center, double-click the `IC_end.bat` command file directly or select to stop the shared Information Center from the Start menu.

    Anyone who can access the server or workstation by its IP address or fully qualified DNS name can access the Information Center at the `http://server_name_or_IP:9999/help/index.jsp` web address.

14. If you change the port number, access the information center, as described in the IBM User Interface Help System built on Eclipse 3.4.3 Documentation:

    a. Open the browser in which you want to run the information center.

    b. Enter the following syntax as the web address:

```
http://server_name_where_you_installed:port/help
```

server_name_where_you_installed represents the name of the host or IP address of the system where the Information Center is installed.

port represents the port that the information center uses, which is either 9999 or a port that you choose.

For example, if you installed the Information Center on serverabc, using port 3737, your URL is: http://serverabc:3737/help

   c. After typing the web address in the browser, press **Enter** to access the Information Center.

   d. Anyone who has access to your server can access the Information Center at that address.

15. After the Information Center starts, you can find more information about stopping, starting, and using the Information Center in the information container that is labeled **IBM User Interface Help System 3.4.3 Documentation**.
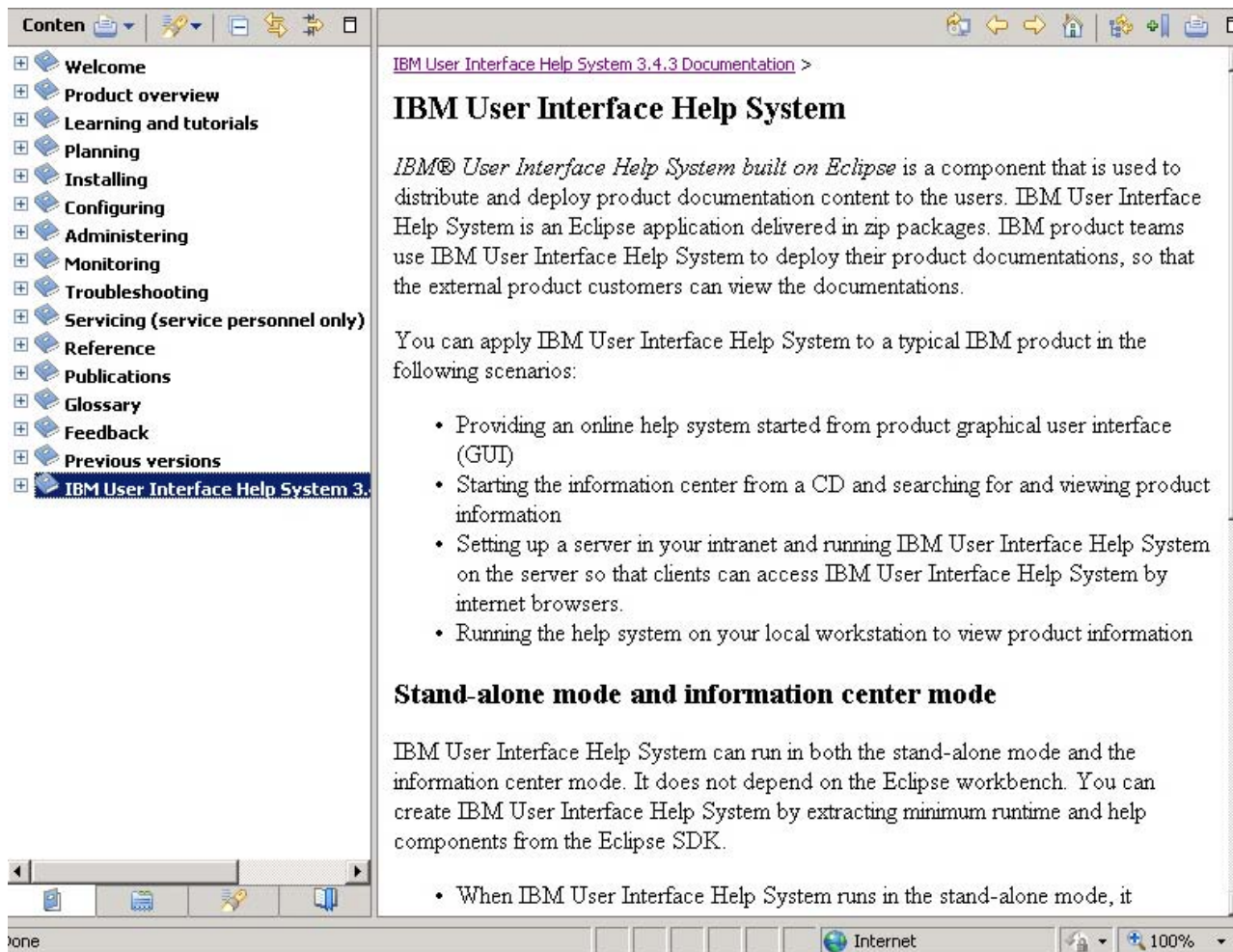
This set of topics describes these items:

- Starting and stopping the help system in stand-alone mode, which is how you might do it when you want to run the Information Center just for yourself
- Starting and stopping the help system in information-center mode, which is how you do it on a server that you want many people to be able to access

- Navigating in the help system
- Searching in the help system
- Printing in the help system
- Accessibility and keyboard shortcuts in the help system
- Troubleshooting, although some of the topics are for an IBM service representative
- Building your help system, in case you want to use open source DITA or HTML to add your own documentation plug-in to the Information Center

16. The IBM User Interface Help System runs under an Eclipse javaw instance. When you stop the shared Information Center, the Eclipse instance is ended.

Sometimes, Eclipse leaves a javaw instance running after you end it from the **Start** menu.

Troubleshoting tip: If you stop an Information Center instance, then later, cannot start the Information Center in a new instance, the reason is probably that the original javaw instance never ended.

If you have a stubborn javaw instance, open the Task Manager with Ctrl-Alt-Del to view processes. Sort them alphabetically and select a javaw instance to stop. Unfortunately, there is no way to determine which javaw instance to end. You can always restart any Java programs that you inadvertently shut down.

Image Name	User Name	Session ID	CPU	Mem Usage
apdproxy.exe	Administrator	1	00	308 K
ccApp.exe	Administrator	1	00	552 K
ccEvtMgr.exe	SYSTEM	0	00	3,528 K
ccSetMgr.exe	SYSTEM	0	00	3,980 K
cmd.exe	Administrator	1	00	1,876 K
csrss.exe	SYSTEM	0	00	4,808 K
csrss.exe	SYSTEM	1	00	3,956 K
ctfmon.exe	Administrator	1	00	2,416 K
DefWatch.exe	SYSTEM	0	00	4,980 K
explorer.exe	Administrator	1	00	22,312 K
FileZilla server.exe	SYSTEM	0	00	3,404 K
issimsvc.exe	SYSTEM	0	00	5,408 K
java.exe	Administrator	1	00	16,376 K
javaw.exe	Administrator	1	00	91,036 K
logon.scr	LOCAL SERVICE	0	00	2,336 K
lsass.exe	SYSTEM	0	00	9,392 K
msdtc.exe	NETWORK SERVICE	0	00	4,788 K
RAIDSERV.EXE	SYSTEM	0	00	2,676 K
rdpclip.exe	Administrator	1	00	1,608 K
Rtvscan.exe	SYSTEM	0	25	179,844 K
rxapi.exe	Administrator	1	00	320 K
SavRoam.exe	SYSTEM	0	00	5,916 K
services.exe	SYSTEM	0	00	11,024 K
smss.exe	SYSTEM	0	00	532 K
SPBBCSvc.exe	SYSTEM	0	00	3,412 K
spoolsv.exe	SYSTEM	0	00	5,380 K
spyser.exe	SYSTEM	0	00	2,684 K
svchost.exe	SYSTEM	0	00	3,232 K
svchost.exe	NETWORK SERVICE	0	00	3,784 K
svchost.exe	NETWORK SERVICE	0	00	6,412 K
svchost.exe	LOCAL SERVICE	0	00	6,404 K
svchost.exe	SYSTEM	0	00	29,888 K
svchost.exe	SYSTEM	0	00	2,864 K

☑ Show processes from all users

Processes: 45 | CPU Usage: 26% | Commit Charge: 423M / 3947M

17. Uninstall the Information Center by clicking **Uninstall the Information Center** from the Start menu, if necessary, such as before installing the Information Center in a new location.