# 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:

C:\WINDOWS\system32\cmd.exe

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

🐙 SAN Volume Controller 6.3.0 IC		
IBM. System Storage"SA	N Volume Controller	Software License Agreement
<ul> <li>Introduction</li> <li>Choose Install Folder</li> <li>Pre-Installation Summary</li> <li>Installing</li> <li>Installation Complete</li> </ul>	Please read the following license agreement carefully. LICENSE INFORMATION The Programs listed below are licens terms and conditions in addition to International License Agreement for Program Name: IBM System Storage SAM Information Center Program Name: IBM System Storage SAM Edition V5.1.0 Information Center Program Number: 5639-VC6 Program Number: 5639-VW2 Program Name: IBM Storwize V7000 V6 Program Number: 5639-VW1 Program Name: IBM Storwize V7000 Un Center © I accept the terms in the license agreement. C I do not accept the terms in the license agreement. Print	those of the Non-Warranted Programs. N Volume Controller V6.3.0 N Volume Controller Entry .3.0 Information Center
InstallAnywhere Cancel		Previous Next

4. When the Installation utility opens, click **Next** to continue.

堰 SAN Volume Controller 6.3.0 IC		
IBM. System Storage"SA	N Volume Controller	ntroduction
<ul> <li>Introduction</li> <li>Choose Install Folder</li> <li>Pre-Installation Summary</li> <li>Installing</li> <li>Installation Complete</li> </ul>	InstallAnywhere will guide you through the installation of SAN Volume Controller 6 It is strongly recommended that you quit all programs before continuing with this i Click the 'Next' button to proceed to the next screen. If you want to change someth previous screen, click the 'Previous' button. You may cancel this installation at any time by clicking the 'Cancel' button.	installation.
Cancel	Previous	Next

5. Choose an installation location; then click Next.

堰 SAN Volume Controller 6.3.0 IC		
IBM. System Storage"	SAN Volume Controller	Choose Install Folder
<ul> <li>Introduction</li> <li>Choose Install Folder</li> <li>Pre-Installation Summary</li> <li>Installing</li> <li>Installation Complete</li> </ul>	Please choose a destination folder for this install	ation.
	Where Would You Like to Install?	
	C:\Program Files\SAN Volume Controller 6.3.0 IC	
		Restore Default Folder Choose
InstallAnywhere		Previous

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

堰 SAN Volume Controller 6.3.0 IC		
IBM. System Storage"S	AN Volume Controller	Pre-Installation Summary
<ul> <li>Introduction</li> <li>Choose Install Folder</li> <li>Pre-Installation Summary</li> <li>Installing</li> <li>Installation Complete</li> </ul>	Please Review the Following Before Continuing:         Product Name:         SAN Volume Controller 6.3.0 IC         Install Folder:         C:\Program Files\SAN Volume Controller 6.3.0 IC         Shortcut Folder:         C:\Users\Administrator\AppData\Roaming\Micros         Menu\Programs\SAN Volume Controller 6.3.0 IC         Disk Space Information (for Installation Target)         Required: 1,467,825,234 bytes         Available: 5,478,375,424 bytes	oft\Windows\Start
InstallAnywhere Cancel		Previous

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.

堰 SAN Volume Controller 6.3.0 IC		
IBM. System Storage"SA	N Volume Controller	Installing SAN Volume Controller 6.3.0 IC
<ul> <li>✓ Introduction</li> <li>✓ Choose Install Folder</li> <li>✓ Pre-Installation Summary</li> <li>→ Installing</li> <li>✓ Installation Complete</li> </ul>	Installing svc_630_information_cen	<image/>
InstallAnywhere Cancel		

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.

🐙 SAN Volume Controller 6.3.0 IC	
IBM. System Storage"SAM	Volume Controller Installation Complete
<ul> <li>✓ Introduction</li> <li>✓ Choose Install Folder</li> <li>✓ Pre-Installation Summary</li> <li>✓ Installing</li> <li>→ Installation Complete</li> </ul>	Congratulations! SAN Volume Controller 6.3.0 IC has been successfully installed to: C:\Program Files\SAN Volume Controller 6.3.0 IC\C_start.bat file to change the port from 9999 to a port that works for your workstation or server. Then run the IC_start.bat file to start the Information Center. Anyone with access to your server can access the Information Center at: http:// <server_name>:9999/help/index.jsp You can view the PDF files by changing directories to the installation_root directory\PDFs. Click the start.html to open a menu of available PDFs. Click "Done" to quit the installer.</server_name>
InstallAnywhere Cancel	Previous Done

- 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.

# IBMo System Storageo 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 <u>http://www.ibm.com/storage/support/2145</u> 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 <a href="http://publib.boulder.ibm.com/infocenter/svc/ic/index.jsp">http://publib.boulder.ibm.com/infocenter/svc/ic/index.jsp</a>.

### 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 System Storage Multipath Subsystem Device Driver User's Guide

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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.

Good Antipartic SAN Volume Controller 6.3.0 IC → svc_630	)_information_center 👻 👻 🔽	Search	2
=ile Edit View Tools Help Organize ▼  ∭ Views ▼  Open		↓ Date modified	0  +  Туре
Folders  SAN Volume Controller 6.3.0 IC  SAN Volume Controller 6.3.0 IC_installation  Icense  Svc_630_information_center  controller 6.3.0 iC_installation  svc_630_information_center  controller 6.3.0 iCense_utf16  svc_630_other_licenses  svc_630_pdfs  SlikSvn  STG WSUS Configuration	Name          Image: Second start         Image	9/27/2011 4:24 PM 9/27/2011 4:24 PM 9/27/2011 4:22 PM 9/27/2011 4:24 PM 9/27/2011 4:23 PM 9/27/2011 4:23 PM 9/27/2011 4:26 PM 9/27/2011 8:08 PM 9/27/2011 8:08 PM	Wind Wind Wind Wind Wind File F File F

12. Search for **9999** to change the port to a value that works for your organization and save the file.

alle	er.log customization_iehs.properties
-	· 5 · 10 · 15 · 20 🖬 25 · 30 · 35 · 40 · 45 · 50
1	•••
-	
	:: General Customization by IEHS administrator ::
3	
4	:: IEHS context::
5	<pre>:: MUST (String: http context, start with "/")</pre>
6	:: (example: /help)
7	SETTING CONTEXT PATH=/help
8	
9	:: Item 1. HTTP port #::
.0	:: MUST (Integer: positive, default: 80)
.1	:: (example: 12345)
.2	SETTING_HTTP_PORT= <mark>9999</mark>
.з	:::::
.4	:: End of General Customization ::
.5	:::::
.6	

**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**.

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🗄 🧇 Welcome	IBM User Interface Help System 3.4.3 Documentation >
🗄 🧇 Product overview	IBM User Interface Help System
🗄 🖤 Learning and tutorials	ibivi Oser interface fleip System
🗄 💚 Planning	IBM® User Interface Help System built on Eclipse is a component that is used to
🗄 🖤 Installing	distribute and deploy product documentation content to the users. IBM User Interface
🗄 🖤 Configuring	Help System is an Eclipse application delivered in zip packages. IBM product teams
E Administering	use IBM User Interface Help System to deploy their product documentations, so that
🗄 🖤 Monitoring	
Troubleshooting	the external product customers can view the documentations.
Servicing (service personnel only)	You can apply IBM User Interface Help System to a typical IBM product in the
E Reference	following scenarios:
Publications	TOHOWING SCENARIOS.
∃ 🎨 Glossary ∃ 🎨 Feedback	Providing an online help system started from product graphical user interface
Feedback Previous versions	(GUI)
<ul> <li>Previous versions</li> <li>IBM User Interface Help System 3.</li> </ul>	<ul> <li>Starting the information center from a CD and searching for and viewing product information</li> </ul>
	• Setting up a server in your intranet and running IBM User Interface Help System
	on the server so that clients can access IBM User Interface Help System by internet browsers.
	Running the help system on your local workstation to view product information
	Stand-alone mode and information center mode
	IBM User Interface Help System can run in both the stand-alone mode and the
	information center mode. It does not depend on the Eclipse workbench. You can
	create IBM User Interface Help System by extracting minimum runtime and help
	components from the Eclipse SDK.
	• When IBM User Interface Help System runs in the stand-alone mode, it
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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.

oplications Processe	es Performance Netwo	orking Users	1	
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		0	00	3,404 K
issimsvc.exe	SYSTEM	0	00	5,408 K
java.exe	Administrator	1	00	16,376 K
javan, exe	Administrator	1	00	91,036 K
logon/\§cr	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			

**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.