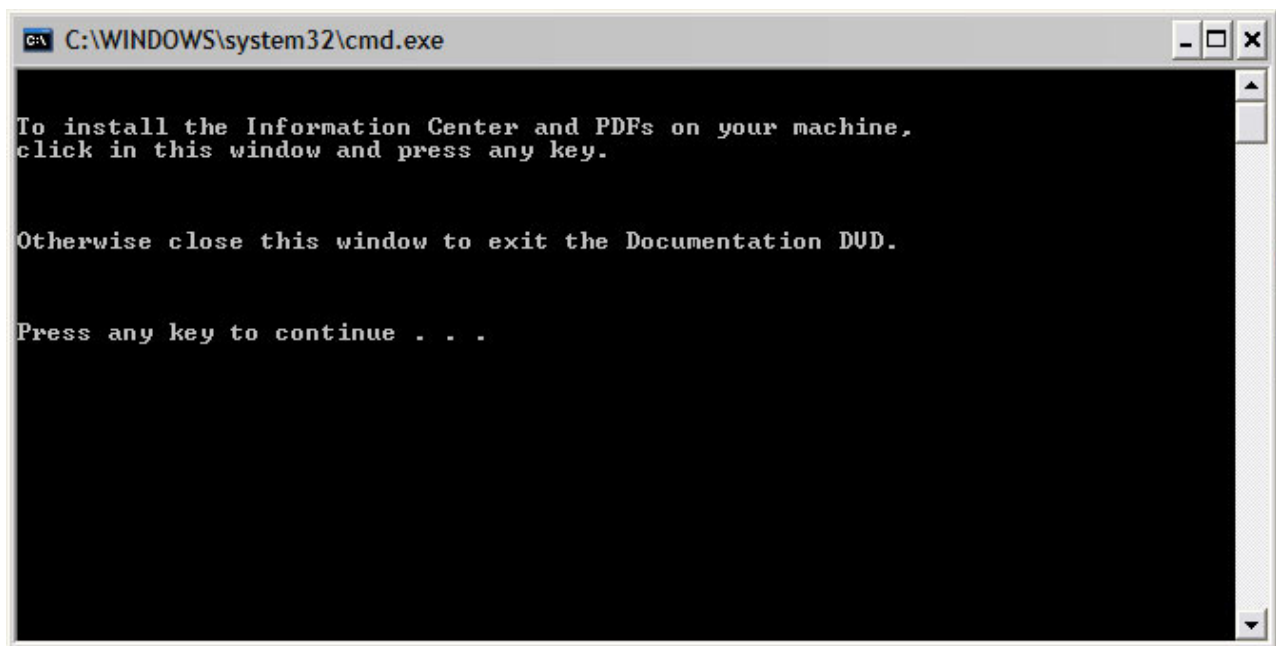# Installing and using the Storwize V7000 Unified Information Center
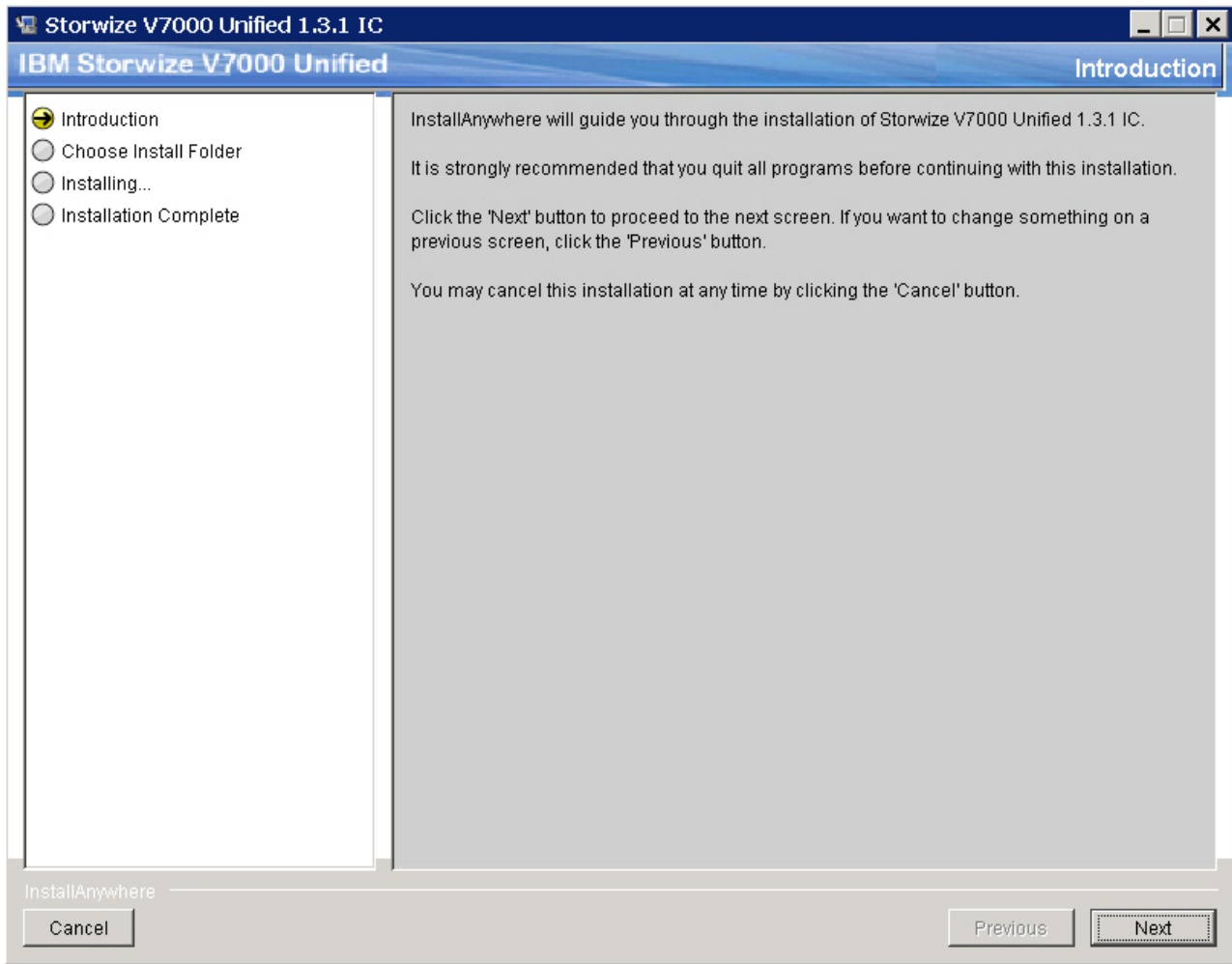
This document describes how to install and use the Information Center and the PDFs that the Storwize V7000 Unified installation program creates on your hard drive. This document describes using both the web installer and the DVD-based installer program. The first few steps are for using the web installer only.
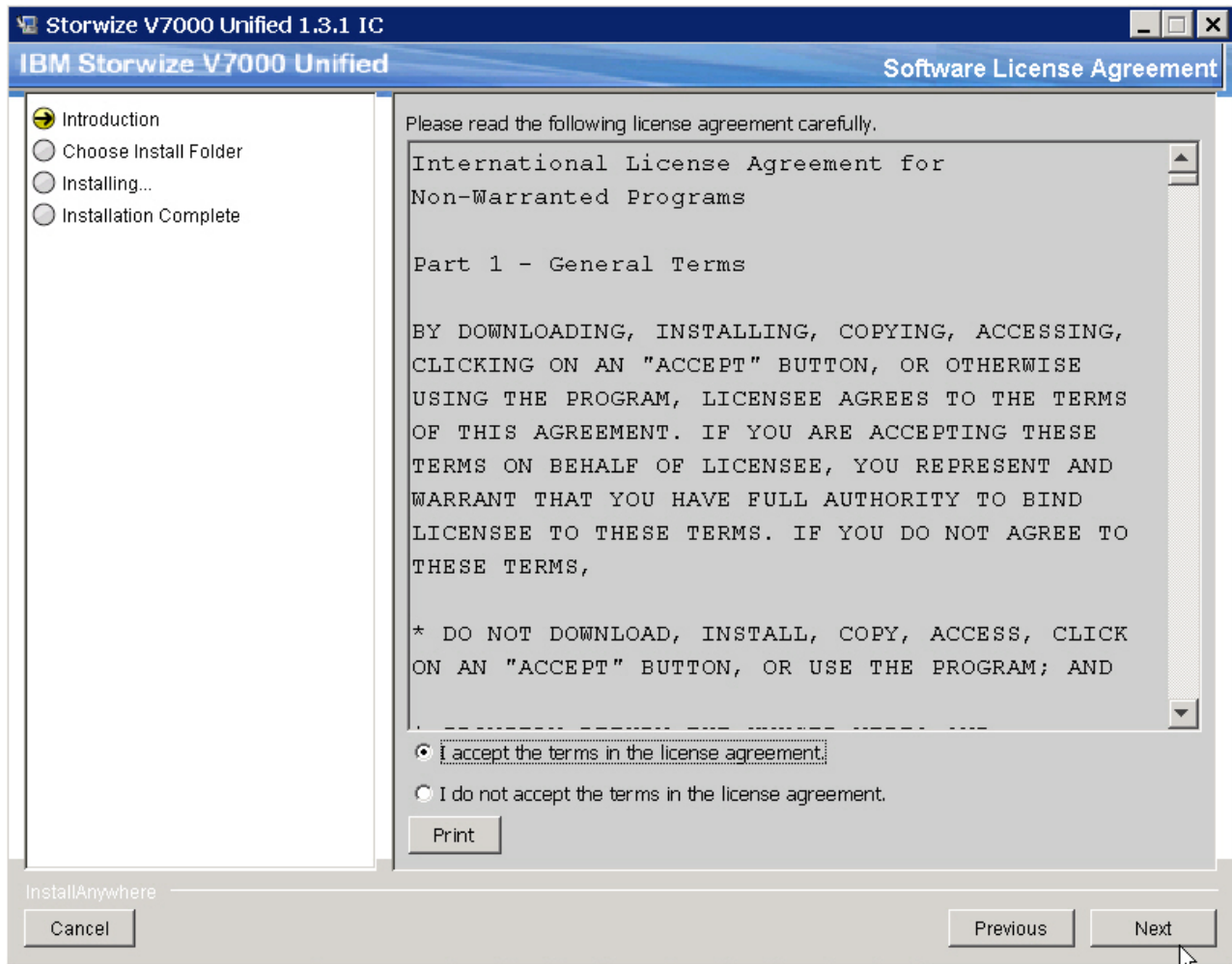
Procedure

1. **Web-installer only:** Click the installation program for Storwize V7000 Unified to open a download page.
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

To install the Information Center and PDFs on your machine,
click in this window and press any key.


Otherwise close this window to exit the Documentation DVD.


Press any key to continue . . .
```

3. When the installation utility opens, click **Next** to continue.

Storwize V7000 Unified 1.3.1 IC

IBM Storwize V7000 Unified | Introduction

- ➔ Introduction
- ○ Choose Install Folder
- ○ Installing...
- ○ Installation Complete

InstallAnywhere will guide you through the installation of Storwize V7000 Unified 1.3.1 IC.

It is strongly recommended that you quit all programs before continuing with this installation.

Click the 'Next' button to proceed to the next screen. If you want to change something on a previous screen, click the 'Previous' button.

You may cancel this installation at any time by clicking the 'Cancel' button.

InstallAnywhere

Cancel   Previous   Next

4. Accept the license terms to continue, then click **Next**.

5. Choose an installation location; then click **Next**.
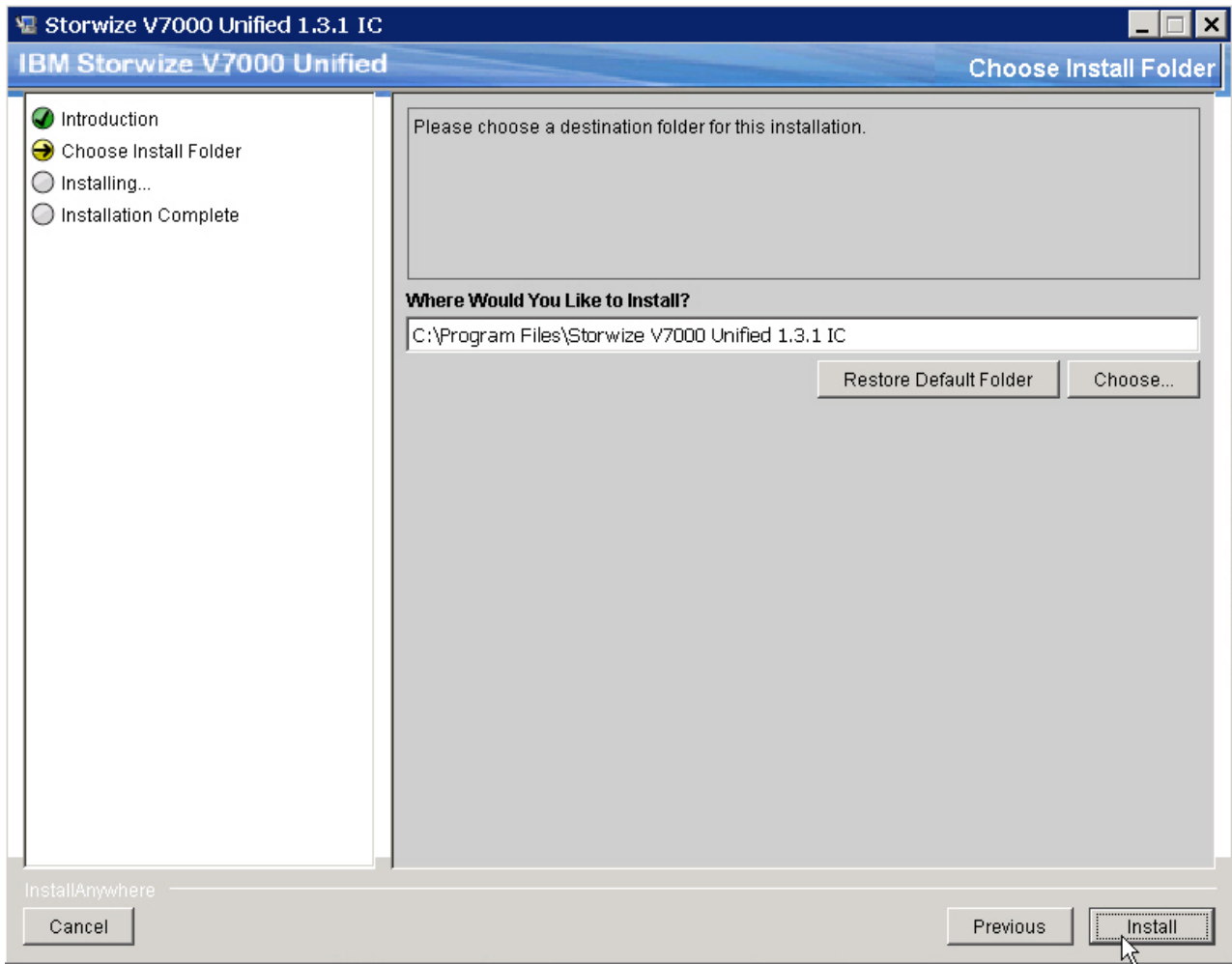
The default installation directory is the `C:\Program Files\storwize V7000 Unified 1.3.1 IC` directory. This document sometimes refers to the disk drive and directory where you choose to install the Information Center as the *installation_root_directory*.

6. Review the selections you have made, then click **Install**.
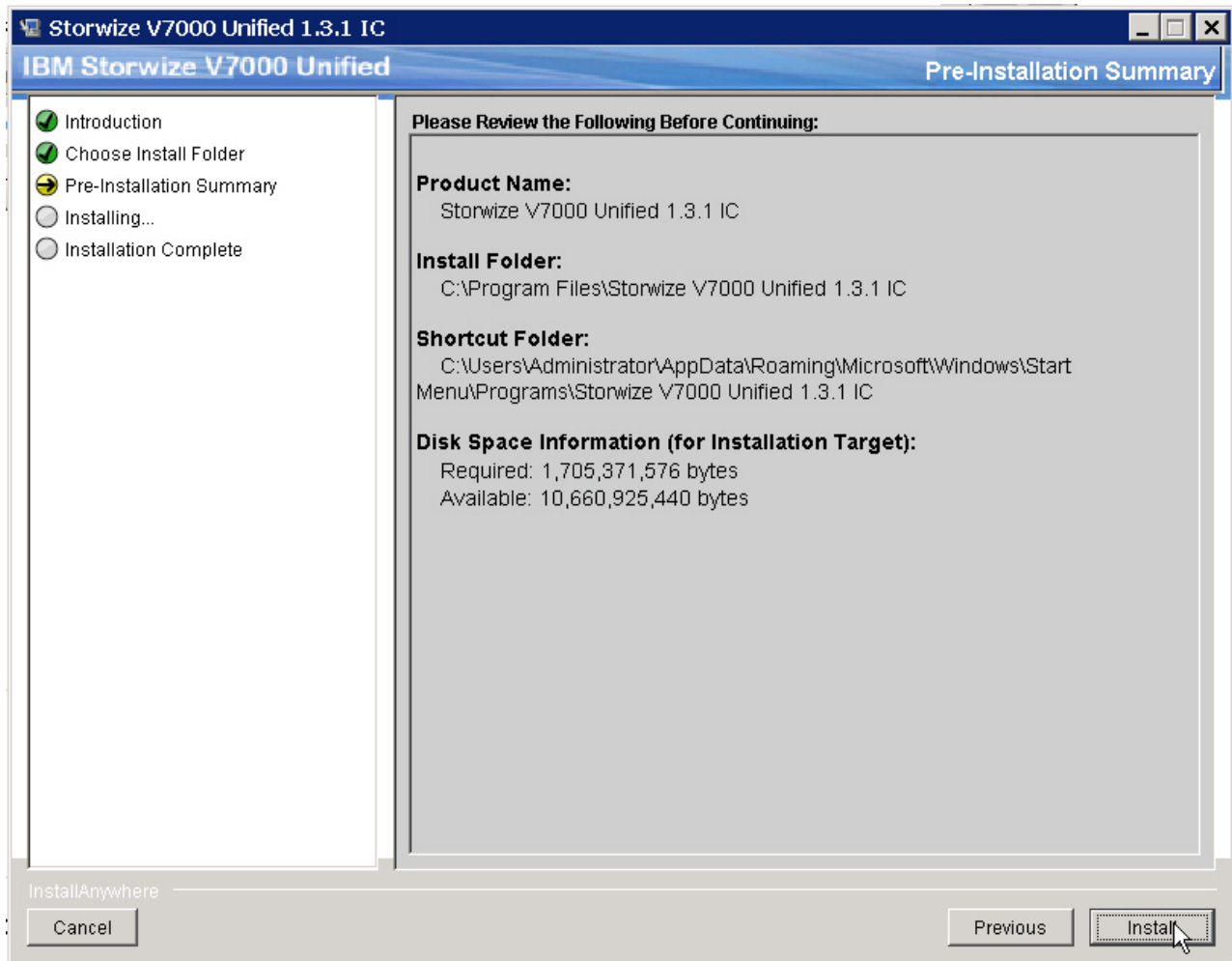
The Storwize V7000 Unified Information Center requires approximately 1.6 GB on the disk due to the size of the IBM User Interface Help System built on Eclipse 3.6.2, eLearning modules, the previous version and its Japanese, Korean, and Chinese translations.

7. As the installation proceeds, you can see various files being installed.
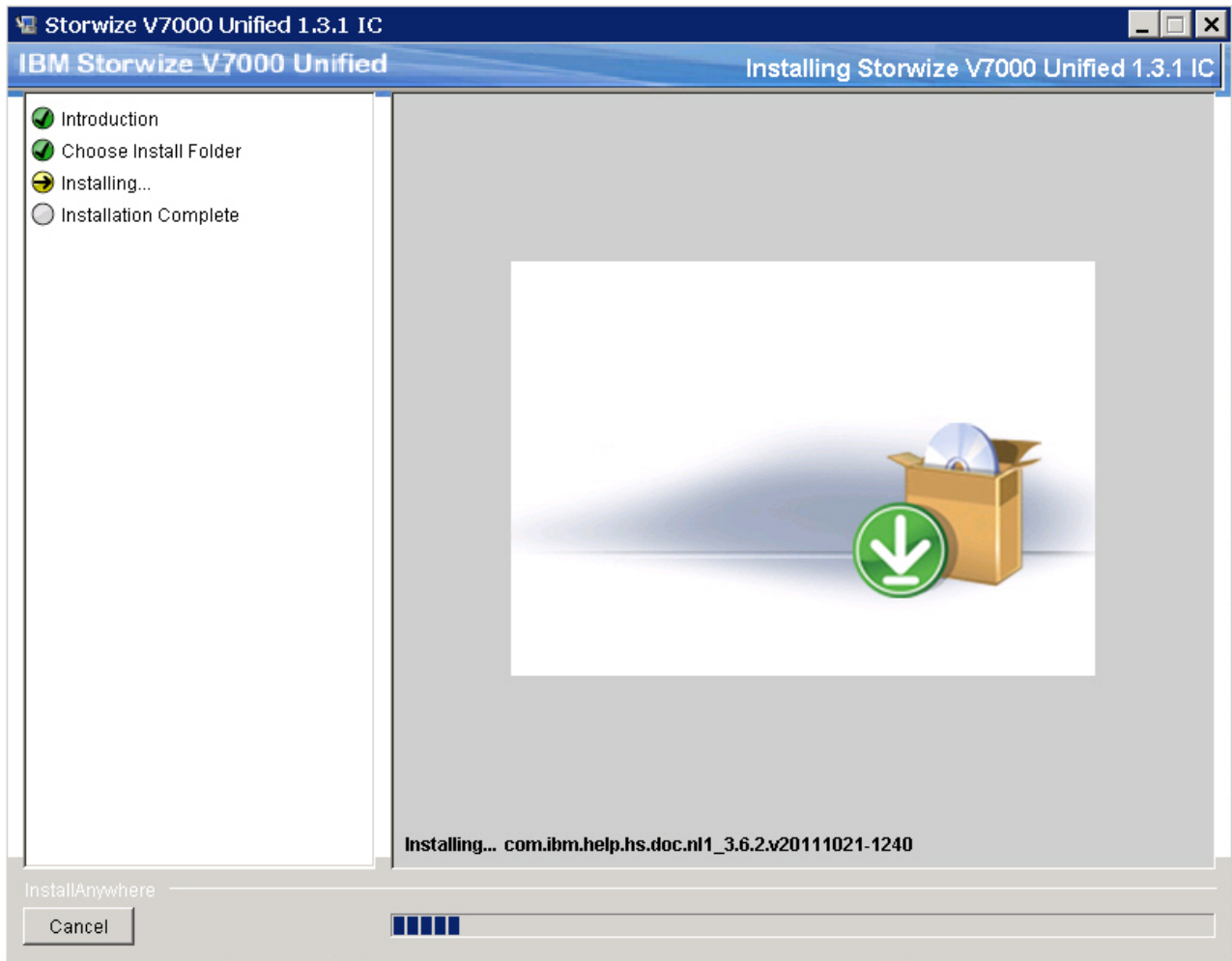
A progress bar exists at the bottom of the window. The PDFs are installed in the PDFs folder in the installation root directory.

An uninstall program is created and provided as a menu selection on the Start menu.

You can view the installation log in the `Storwize_V7000_Unified_1.3.1_IC_InstallLog.log` file in the installation root directory.

A successful completion panel is displayed after all the code is installed.

8. Click **Done** on the Installation Program window to close the program.

```
Storwize V7000 Unified 1.3.1 IC                              _ □ ×

IBM Storwize V7000 Unified                          Installation Complete

 ✔ Introduction          Congratulations! Storwize V7000 Unified 1.3.1 IC has been successfully installed to:
 ✔ Choose Install Folder
 ✔ Installing...             C:\Program Files\Storwize V7000 Unified 1.3.1 IC
 ➔ Installation Complete
                         Edit the  C:\Program Files\Storwize V7000 Unified 1.3.1 IC\IC_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.

 InstallAnywhere
   Cancel                                               Previous          Done
```
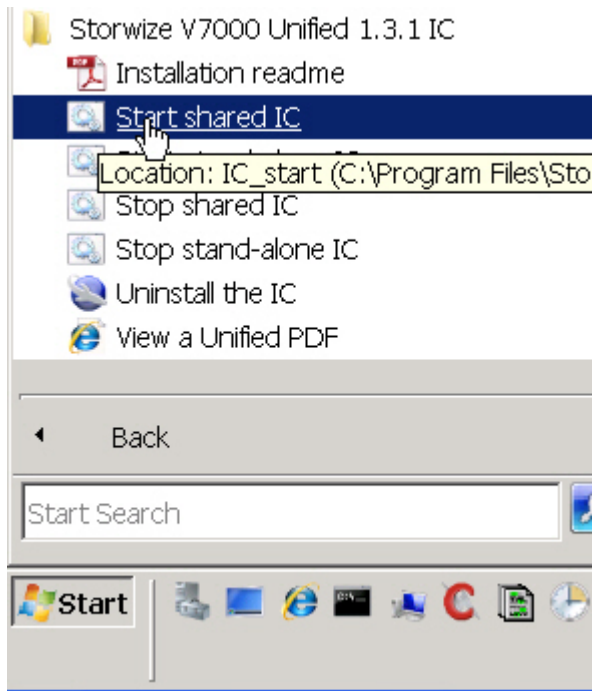
9. Click **Start** > **All programs** > **Storwize V7000 Unified 1.3.1 IC** to access the options.

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 Storwize V7000 Unified 1.3.1 IC to perform the tasks that are displayed in the following illustration:

Two ways of accessing the Storwize V7000 Unified Information Center exist:
- Stand-alone mode which is ideal for a laptop and personal use
- Information center mode, which is referred to as shared mode in this document and in the Start menu

Information Center mode is ideal for a server that everyone in a company might access. The Storwize V7000 Unified Information Center has more information about each mode.

Stand-alone mode opens the Storwize V7000 Unified 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 into a browser window. Unlike stand-alone mode, a browser window does not automatically open.

The default web address for the Storwize V7000 Unified 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 Storwize V7000 Unified

IBM

Customer Information

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

Visit the Storwize V7000 Unified Support Web site at www.ibm.com/storage/support/storwize/v7000/unified for the latest product announcements.

To view the most current customer information, visit the IBM Storwize V7000 Unified Information Center on the IBM Publications Center Web site at publib.boulder.ibm.com/infocenter/storwize/unified_ic/index.jsp .

Publications

IBM Storwize V7000 Unified Read First Flyer

IBM Systems Safety Notices (2076)

Safety Information (2073)

IBM Storwize V7000 Unified Quick Installation Guide

IBM Storwize V7000 Unified Problem Determination Guide

IBM Statement of Limited Warranty (2076)

IBM Statement of Limited Warranty (2073)

IBM License Agreement for Machine Code

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

    To change the port, open the *installation_root_directory*\
    unified_131_information_center\customization_iehs.properties file in a flat-file editor, and change **9999** to the port of your choice, then save and close the file.

```
customization_iehs.properties *
         5       10      15      20      25      30      35      40      45      50
 1 ::------------------------------------------------::
 2 :: General Customization by IEHS administrator ::
 3 ::------------------------------------------------::
 4 SETTING_CONTEXT_PATH=/help
 5 SETTING_HTTP_PORT=9999
 6 SETTING_HTTP_HEADERBUFFERSIZE=8192
 7 ::------------------------------------------------::
 8 :: End of General Customization                ::
 9 ::------------------------------------------------::
10
```

12. Double-click the **IC_start.bat** command file directly to start the Storwize V7000 Unified Information Center, or select to start 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.

13. If you changed the port number, access the information center using the following information from the IBM User Interface Help System that is built on Eclipse 3.4.3 Documentation in the Information Center:

    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`

       For example, if you installed the Information Center on `server_abc`, using port 3737, your web address is: http://server_abc: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.

14. 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**.
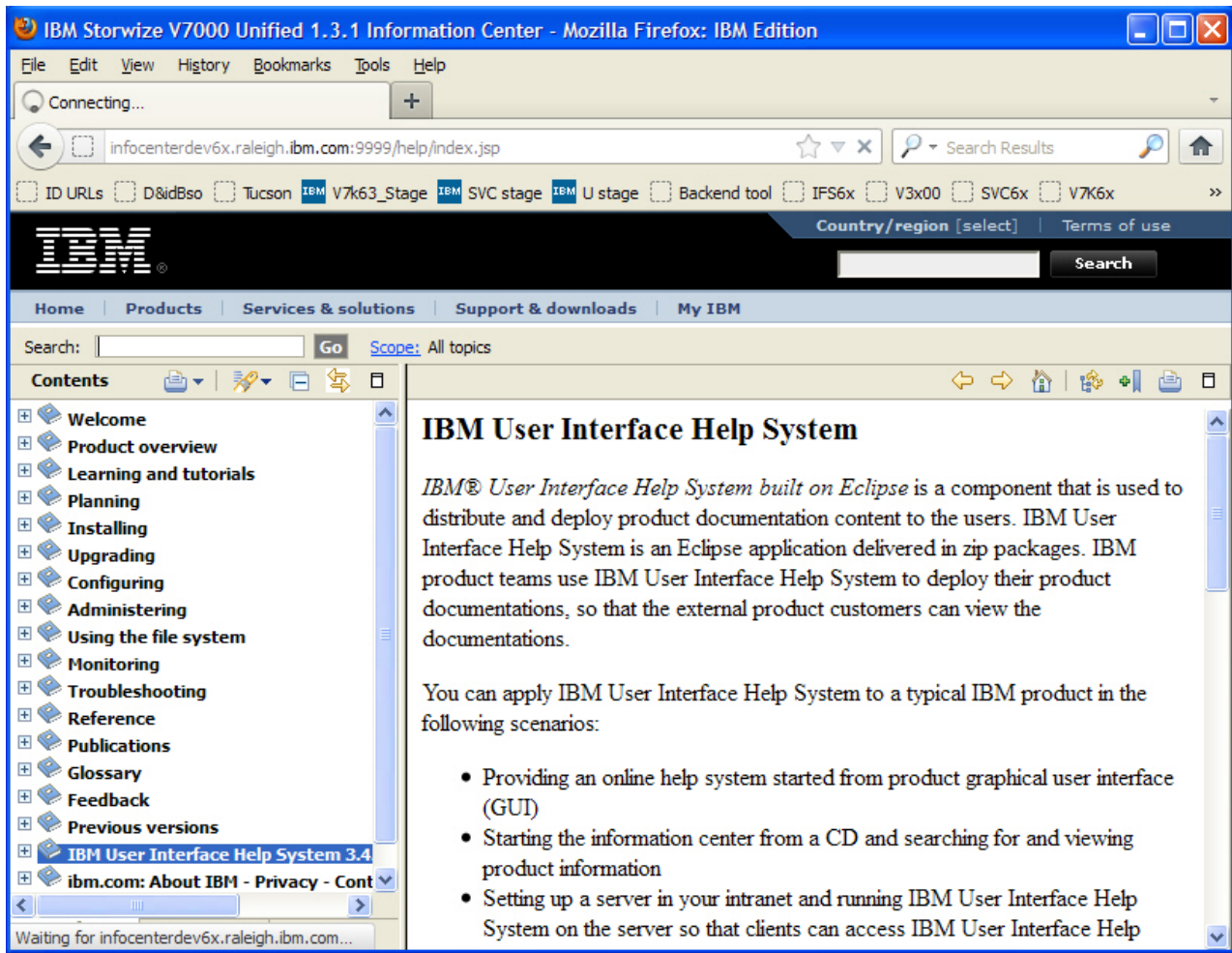
This set of topics describes these items:

- 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

15. 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.

16. You can end the stand-alone Storwize V7000 Unified Information Center javaw instance by selecting **Stop the stand-alone IC** from the Start menu.

17. If you have problems starting or stopping a shared or stand-alone Information Center, perform this step.

    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.

Windows Task Manager

File   Options   View   Help

| Applications | Processes | Performance | Networking | Users |

Image Name	User Name	Session ID	CPU	Mem Usage
csrss.exe	SYSTEM	1	00	3,172 K
ctfmon.exe	Administrator	1	00	2,428 K
DefWatch.exe	SYSTEM	0	00	4,980 K
explorer.exe	Administrator	1	00	20,308 K
FileZilla server.exe	SYSTEM	0	00	3,404 K
iexplore.exe	Administrator	1	00	45,840 K
iexplore.exe	Administrator	1	00	7,332 K
iexplore.exe	Administrator	1	00	47,848 K
iexplore.exe	Administrator	1	00	33,836 K
issimsvc.exe	SYSTEM	0	00	5,408 K
java.exe	Administrator	1	00	316 K
java.exe	Administrator	1	00	34,124 K
java.exe	Administrator	1	00	33,628 K
java.exe	Administrator	1	00	16,392 K
java.exe	Administrator	1	00	216 K
java.exe	Administrator	1	00	16,368 K
javaw.exe	Administrator	1	00	20,304 K
javaw.exe	Administrator	1	00	100,512 K
javaw.exe	Administrator	1	00	62,664 K
javaw.exe	Administrator	1	00	43,512 K
logon.scr	LOCAL SERVICE	0	00	2,336 K
lsass.exe	SYSTEM	0	00	9,380 K
msdtc.exe	NETWORK SERVICE	0	00	4,788 K
RAIDSERV.EXE	SYSTEM	0	00	2,684 K
rdpclip.exe	Administrator	1	00	1,588 K
Rtvscan.exe	SYSTEM	0	00	75,952 K
rxapi.exe	Administrator	1	00	316 K
SavRoam.exe	SYSTEM	0	00	5,900 K
services.exe	SYSTEM	0	00	10,996 K
smss.exe	SYSTEM	0	00	532 K
SPBBCSvc.exe	SYSTEM	0	00	3,412 K
spoolsv.exe	SYSTEM	0	00	5,376 K
spyser.exe	SYSTEM	0	00	2,684 K

☑ Show processes from all users

Processes: 62   CPU Usage: 0%   Commit Charge: 803M / 3947M

18. Uninstall the Information Center by clicking **Uninstall the Information Center** from the Start menu.