



## **Customer Installation Instructions**

TS7520/TS7530 Call Home Recovery Instructions using the Call Home Utility Disk for 3954-CV6/CV7 Virtualization Engine

**Call Home Utility Disk**– Disk for recovering the TS7520/TS7530 Call Home function if failure occurs. Will recover prerequisite RPM's, configuration file setups and the necessary software packages. This disk works with either the TS7520 or TS7530 systems.

TS7520 Software Version 2.1 (Build 1382)

TS7530 Software Version 3.1 (Build 1465)

call\_home\_utility\_disk.zip

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## Before Installation (Section 1 through 5)

### Warning:

Throughout this documentation, there are occurrences of service passwords and sudo commands that are used to manage and configure the product. Improper use of these commands and passwords poses significant risk to the product and your data. It is imperative that these commands and passwords are used only as documented.

## 1 Machines Affected

This is a recovery disk installation instruction for the TS7520/TS7530 3954-CV6/CV7 Virtualization Engine.

This disk should be applied to TS7520 systems with software version 2.2 or TS7530 systems with software version 3.1 that have Call Home on them. It should only be applied if Call Home has stopped working properly.

## 2 Prerequisites

Consult the *TS7520 Call Home Function Installation and Setup Guide* and the *TS7530 Call Home Function Setup Guide* for instructions on properly installing and setting up Call Home. These documents also contain network requirement specifications for Call Home that must be met for Call Home to properly function.

The newest version of the document *TS7520 Call Home Function Installation and Setup Guide* can be found online as follows:

1. <https://www-304.ibm.com/systems/support/>
2. Under **Product Support**, click on **System Storage**.
3. From the **Product Family** menu, select **Tape Systems**.
4. From the **Product Menu**, select **TS7520 Virtualization Engine**.
5. Select the **Download** tab and then click on the **Downloadable files** link.
6. Select **TS7520 V2.x Call Home Functionality**.
7. The document link is named **TS7520 Call Home Function Installation and Setup Guide**.

The newest version of the document *TS7530 Call Home Function Setup Guide* should be included in the document bundle shipped with the TS7530.

Verify that the Call Home Gateway workstation is functioning properly. For instructions on installing and configuring the Call Home Gateway, refer to Chapter 3 *TS7520 Call Home Function Installation and Setup Guide* and the *TS7530 Call Home Function Setup*.

Verify all Call Home network requirements are met. Double check the steps in the documentation for enrolling Call Home, refer to Chapter 5 in the documentation.

If Call Home continues to function improperly, try rebooting the servers. Then double check the enrollment steps again.

**Note:** If Failover is configured, it will be necessary to suspend it before rebooting. Refer to *Appendix A: Suspend Failover* to suspend Failover.

Once it is verified that Call Home continues to function improperly, run the Call Home Utility Disk. The instructions are given below.

### 3 Obtain the Latest Call Home Utility Disk Image File

The newest versions of the Call Home Utility Disk image can be found online as follows:

1. <https://www-304.ibm.com/systems/support/>
2. Under **Product Support**, click on **System Storage**.
3. From the **Product Family** menu, select **Tape Systems**.
4. From the **Product Menu**, select **TS7520 Virtualization Engine** for TS7520 systems or select **TS7530 Virtualization Engine** for TS7530 systems.
5. Select the **Download** tab and then click on the **Downloadable files** link.
6. Select **TS7520/TS7530 Call Home Utility Disk**.

### 4 Purpose and Description

This disk should be applied to all TS7520 systems with software version 2.2 or TS7530 systems with software version 3.1 that have Call Home. It should only be applied if Call Home has failed to work properly.

To verify that Call Home is installed, perform the following procedure:

1. Log in to **PuTTY** by selecting **Start > Programs > PuTTY > PuTTY**. The user id is **vetapeservice** and the password is **service4u**. Refer to Appendix A in the Call Home documentation for information on logging into the server using PuTTY.
2. On the command line, enter the command **ls /home/esadmin/ServiceAgent** to list the contents of the Call Home directory.
3. If Call Home is installed, the result will yield:  

```
.      ..      Apache.LICENSE      _jvm      _uninst      esa  
esa_install_log.txt  etc
```
4. If nothing appears, then Call Home is not installed. Refer to the *TS7520 Call Home Function Installation and Setup Guide* and the *TS7530 Call Home Function Setup Guide* for instructions on properly installing and setting up Call Home. These documents also contain network requirement specifications for Call Home that must be met for Call Home to properly function.

## 5 Installation Time

The average time to apply this disk on an HA configuration is 30 minutes. The average time required to verify Call Home functionality on an HA configuration is 30 minutes. The number of persons required to apply the disk is one.

## 6 Details of Running the Call Home Recovery Procedures

Perform the steps outlined in sections 6.1 and 6.2 on all servers with Call Home failures.

**Note:** It is not necessary to suspend failover during this procedure because it does not require a system shutdown or a system reboot.

### 6.1 Running the Call Home Recovery Procedure

Use the following procedure to apply the Call Home Utility Disk to recover Call Home.

1. Insert the **Call Home Utility Disk** into the TS7520/TS7530 server's CD-ROM drive.
2. Log in to **PuTTY** by selecting **Start > Programs > PuTTY > PuTTY**. The user id is **vetapeservice** and the password is **service4u**. Refer to Appendix A in the Call Home documentation for information on logging into the server using PuTTY.
3. To mount the CD-ROM, on the command line enter the command:  

```
sudo mount /dev/hda /media/cdrom
```
4. To start the recovery script, on the command line, enter the command:  

```
/media/cdrom/Call_Home_Recover.sh
```
5. When the recovery process finishes, unmount the CD-ROM, on the command line enter the command:  

```
sudo umount /dev/hda
```

### 6.2 Call Home Enrollment Verification

Refer to Chapter 5 in the Call Home documentation to verify Call Home enrollment.

For TS7520 systems, follow Chapter 5 sections 4-7 in the *TS7520 Call Home Function Installation and Setup Guide* to verify Call Home enrollment and functionality. If Call Home continues to function improperly, contact the IBM Support Center for further assistance.

For TS7530 systems, follow Chapter 5 sections 2-6 in the *TS7530 Call Home Function Setup Guide* to verify Call Home enrollment and functionality. If Call Home continues to function improperly, contact the IBM Support Center for further assistance.

## Appendix A: Suspend Failover (Only for systems with Failover configured)

For HA configurations (FC-7420 Failover/Failback Enable), use the **VE for Tape Console** application to Suspend Failover on both CV6 or CV7 servers in the frame. Use the following procedure to Suspend Failover **on each server in the frame (both the upper and lower server if in an HA environment)**.

1. If necessary, repeat steps 1 through 4 in section 1.0 to start the **VE for Tape Console** application and login to the VE for Tape server, or highlight the VE for Tape server if already connected, using the following userid and password:

Userid:       **vetapeuser**  
Password:     **veuserpassword**

2. From the **VE for Tape Console** application, right-click the TS7520 or TS7530 Server.
3. Click **Failover** → **Suspend Failover**.

### **WARNING:**

You must choose **Suspend Failover** and not Remove Failover Server or any of the other options, otherwise unpredictable results may occur.