Tivoli Storage Manager

IBM

Version 5.3.2

Administration Center Readme

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About this Readme

Note!
Before using this information and the product it supports, be sure to read the general information under Trademarks and Notices.

This readme file describes changes for the IBM Tivoli Storage Manager Administration Center Version 5.3.2.

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For the latest updates to the Administration Center Fixpack 5.3.2, please see Technote: Updates to TSM Administration Center V5.3.2 README. Use the search term 1219703.

Installation Information

Overview

The following procedures explain the installation steps for the IBM Tivoli Storage Manager Administration Center Fixpack 5.3.2. Installation is a two-step process. The IBM Integrated Solutions Console Version 6.0.1 is installed first. The Administration Center is then installed into the Integrated Solutions Console. After both applications are installed, you will be able to administer Tivoli Storage Manager from anywhere in your network via a web browser. If you already have Version 5.1 of the Integrated Solutions Console, you are not required to migrate to Version 6.0.1, though it is recommended that you consider upgrading. See "Upgrading the Integrated Solutions Console and the Administration Center" for more information.

The installation wizards for the Administration Center and the Integrated Solutions Console are on separate CDs. The Administration Center Fixpack 5.3.2 is available via the normal service FTP site. The Integrated Solutions Console Version 6.0.1 will only be available via your regular order system such as Passport Advantage or the Advanced Administrative System (AAS). If you obtain your IBM software electronically through Passport Advantage, the Administration Center Fixpack 5.3.2 is targeted to be available in that system on 10/21/2005. You must have an authorized user ID and password to receive your software from Passport Advantage. If you obtain your software from a software order system such as AAS, the Integrated Solutions Console Version 6.0.1 is targeted to be available in that system on 11/18/2005. You will need to request an MES update (miscellaneous equipment update). If you have questions regarding AAS, see your System Engineer (SE).

Installing the Integrated Solutions Console and the Administration Center for the First Time

If this is the first time you will be installing the Integrated Solutions Console or Administration Center, follow the steps below.

1. See "General Installation Information" on page 3 for space, timing, and default information.
2. Install the IBM Integrated Solutions Console Version 6.0.1. See "Installing the Integrated Solutions Console Version 6.0.1" on page 7.
3. Install the Administration Center Fixpack 5.3.2. See "Upgrading to the Administration Center Fixpack 5.3.2" on page 9.
4. Following a successful installation, you can access the Administration Center by opening a web browser at http://(machine name):8421/ibm/console

Upgrading the Integrated Solutions Console and the Administration Center

If you have Version 5.1 of the Integrated Solutions Console and Version 5.3 of the Administration Center installed and you want to upgrade to Version 6.0.1 and Fixpack 5.3.2, complete the tasks in the numbered list below. You will follow the same steps to upgrade the Integrated Solutions Console that you would follow for a new installation. There is a separate installation section for upgrading the Administration Center.

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Note: If you are upgrading to the Integrated Solutions Console Version 6.0.1, you must also upgrade the Administration Center to Fixpack 5.3.2. Version 6.0.1 of the Integrated Solutions Console is not compatible with levels below 5.3.2.

The upgrade installation to the Integrated Solutions Console Version 6.0.1 will attempt to migrate your user IDs, server connections, and bookmarks. However, because Version 5.1 is automatically deleted at the end of the upgrade procedure, you should consider making a backup copy of your installation information (IDs, connections, etc.) before beginning the migration. See "Backing up the Administration Center" on page 18 for more information.

If you have already installed Fixpack 5.3.2 and want to upgrade to the Integrated Solutions Console Version 6.0.1 from Version 5.1, complete the steps in "Installing the Integrated Solutions Console Version 6.0.1" on page 7.

The Integrated Solutions Console Version 6.0.1 installation will automatically detect if Version 5.1 is already installed. If it is, the installer will ask for the Version 5.1 login information. This will be a valid user ID and password, such as the one created when Version 5.1 was first installed. When upgrading, Version 6.0.1 is installed and then migration scripts are run. If both steps are successful, Version 5.1 is then uninstalled. Version 6.0.1 must be installed to a directory other than where Version 5.1 is installed.

You will need to upgrade the Integrated Solutions Console to take advantage of certain currency platforms that are not supported with Version 5.1. There are also some performance improvements with Version 6.0.1, so you may consider upgrading for this reason. See Table 4 on page 6 for more information. You are not required to upgrade from Version 5.1 to Version 6.0.1.

1. See "General Installation Information" on page 3 for space, timing, and default information.
2. Upgrade to the IBM Integrated Solutions Console Version 6.0.1. See "Installing the Integrated Solutions Console Version 6.0.1" on page 7.
3. Upgrade to the Administration Center Fixpack 5.3.2. See "Upgrading to the Administration Center Fixpack 5.3.2" on page 9.
4. Following a successful installation, you can access the Administration Center by opening a web browser at http://(machine name):8421/ibm/console

Upgrading the Administration Center Only

If you have Version 5.1 of the Integrated Solutions Console and Version 5.3 of the Administration Center installed and you do not want to upgrade your Integrated Solutions Console, you can review the fixpack support information in "Upgrading to the Administration Center Fixpack 5.3.2" on page 9.

Removing the Administration Center and Integrated Solutions Console

If you need to remove the Administration Center, complete the following steps:

1. First, remove the Administration Center. See "Uninstalling the Administration Center" on page 11 for space, timing, and default information.
2. Then, remove the Integrated Solutions Console. See "Uninstalling the Integrated Solutions Console" on page 11.

Resources

For the latest information about IBM Tivoli Storage Manager, visit the home page at www.ibm.com/software/sysmgmt/products/support/IBMTivoliStorageManager.html. Specify the key word TSMADMINCENTER when searching for Administration Center information.

Review the Problem Determination Guide for problem solutions and recommended documentation to have available when talking with support. The latest version of the Problem Determination Guide includes information on the Administration Center and is available on the World Wide Web. See the URL listed above for more information.

To access Tivoli Storage Manager publications online, visit the IBM Tivoli Information Center at:
http://publib.boulder.ibm.com/infocenter/tivihelp/v1r1/index.jsp.

General Installation Information

Time

The installation of the Integrated Solutions Console and the Administration Center will vary depending on the speed of your processor and the memory in your machine. See the following tables for configuration examples and estimated installation times.

New Installations

Table 1. Estimated Times for New Installations of the Integrated Solutions Console and Administration Center

Operating system	Processing speed	Memory	ISC Installation time	AC Installation Time
AIX 5.3	1.2 GHz	3 GB	17 minutes	6 minutes
pSeries Linux	1.2 GHz	4 GB	13 minutes	6 minutes
xSeries Linux	2 GHz	4 GB	7 minutes	3 minutes
zSeries Linux	1959.52	2 GB	29 minutes	15 minutes
Sun Solaris	750 MHz	2 GB	20 minutes	8 minutes
Windows 2003	Dual Intel Pentium III 1.2 GHz each	1 GB	17 minutes	12 minutes
Windows 2003	3.2 GHz	2 GB	8 minutes	3 minutes

Migrate Installations

Table 2. Estimated Migration Times for the Integrated Solutions Console and Administration Center

Operating system	Processing speed	Memory	ISC Installation time	AC Installation Time
AIX 5.2 ML6	450 MHz	4 GB	110 minutes	8 minutes
pSeries Linux SLES 8	1 GHz	3 GB	60 minutes	6 minutes
xSeries Linux RH4	733 MHz	.5 GB	93 minutes	10 minutes

Table 2. Estimated Migration Times for the Integrated Solutions Console and Administration Center (continued)

Operating system	Processing speed	Memory	ISC Installation time	AC Installation Time
Sun Solaris	750 MHz	2 GB	20 minutes	8 minutes
Windows 2000 xSeries 232	Dual 1.2 GHz processors	2 GB	80 minutes	12 minutes

Space

The installation of the Integrated Solutions Console, along with the Administration Center, requires the following approximate space allocations:

- Installation media location: 505 MB
- Temp space: 75 MB
- Installation location: 650 MB

Defaults

The following are ID and port default values. You can specify a different value for the default ID. If the default HTTP and HTTPS ports are already in use, you can change the values for them.

- iscadmin -- The default Integrated Solutions Console ID. You will also specify a password for this ID.
- port 8421 -- The default web administration port (HTTP).
- port 8422 -- The default secure web administration port (HTTPS).

Virtual Memory/Swap Space

The virtual memory should be equal to double your physical memory. At a minimum, this should be at least equal to your physical memory.

Network Connectivity

Note: You will need to have network connectivity during installation.
To use the console across a network, the following items are required for the machine:

- Network adapter and connection to a physical network that can carry IP packets. For example, Ethernet, Token Ring, ATM, and so on.
- Static IP address.
- Configured fully-qualified host name. The Integrated Solutions Console must be able to resolve an IP address from its fully-qualified host name. To verify that the host name is configured correctly, you can issue the ping command from a command line. For example:

  ```
  ping hostname.yourco.com
  ```

  where *hostname.yourco.com* is the fully-qualified host name.

Security

Database only security is enabled for the Integrated Solutions Console Version 6.0.1. A valid user ID and password are now required to stop the Integrated Solutions Console.

Web Browser Support

You need a Web browser to log in and use the Integrated Solutions Console. The Web browser can be installed on the same or a separate system. The following browsers are supported:

- Microsoft Internet Explorer 6.x (Windows systems only) or later.
- Mozilla 1.6 or later.

Operating System Requirements

The following tables list operating system requirements for the Integrated Solutions Console. The latest platform support updates can be obtained at www.ibm.com/software/sysmgmt/products/support/IBMTivoliStorageManager.html

Integrated Solutions Console Version 5.1

Table 3. Operating System Requirements for the Integrated Solutions Console Version 5.1

Environment	Supported Operating Systems	Processor	Physical Memory	Installation Authority
AIX	• AIX 5.1 with ML4 • AIX 5.2 with ML1 + APAR IY44183 • AIX 5.3 (*see note 1 below)	RS/6000 at 450 MHz minimum, higher is recommended.	512 MB or more	Log in as root user.
Linux (32-bit Intel)	SUSE Linux Enterprise Server (SLES) 8 powered by United Linux 1.0	Pentium 800 MHz or equivalent minimum. Pentium 4 at 1.4 GHz or higher recommended for production environments.	1 GB or more	Log in as root user.
Sun Solaris	• Sun Solaris 8 • Sun Solaris 9 (*see note 1 below)	Ultra 60 at 450 MHz minimum; Sun Blade 2000 workstation at 1 GHz or higher recommended.	512 MB minimum and recommended	Log in as root user.
Windows 32-bit Intel (*see note 2 below)	• Windows 2000 Professional • Windows 2000 Server with SP4 • Windows 2000 Advanced Server with SP4 • Windows Server 2003 Standard Edition • Windows Server 2003 Enterprise Edition • Windows 2003 Datacenter	Pentium 800 MHz or equivalent minimum. Pentium 4 at 1.4 GHz or higher recommended for production environments.	512 MB minimum, 1 GB recommended	Log in as Admin.

Notes:

1. Though AIX Version 5.3 and Sun Solaris Version 9 are supported with the Integrated Solutions Console Version 5.1, it is recommended that you upgrade to Version 6.0.1 if you are running these levels.
2. An NTFS Files System is recommended for Windows systems. Because the installation program does not check cluster sizes on a file system, install on an NTFS file system to ensure that you have enough disk space. If you intend to install on a FAT file system, make sure that you have enough disk space before

installation. For information, refer to the Microsoft support Web site, support.microsoft.com, and search for content about default cluster sizes for FAT file systems.

Integrated Solutions Console Version 6.0.1

Table 4. Operating System Requirements for the Integrated Solutions Console Version 6.0.1

Environment	Supported Operating Systems	Processor	Physical Memory	Installation Authority
AIX	• AIX 5.1 with ML4 (*see note below) • AIX 5.2 with ML1 + APAR IY44183 • AIX 5.2 with ML5 on Power 32-bit and 64-bit • AIX 5.3 with ML1 on Power 32-bit and 64-bit	450 MHz minimum; Higher is recommended	512 MB minimum, 1 GB recommended	Log in as root user.
Linux (32-bit Intel)	• SuSE Linux Enterprise Server (SLES) 8 (*see note below) • SuSE Linux Enterprise Server (SLES) 9 • Red Hat Enterprise Linux AS 3 Update 3 for Intel x86 with the following packages: – compat-gcc-7.3-2.96.122 – compat-libstdc++-7.3-2.96.122 – compat-libstdc++-devel-7.3-2.96.122 – compat-glibc-7.x-2.2.4.32.5 – compat-gcc-c++-7.3-2.96.122 – compat-db-4.0.14-5 – rpm-build-4.2.1-4.2 • Red Hat Enterprise Linux ES 3 Update 3 for Intel x86 with the following packages: – compat-gcc-7.3-2.96.122 – compat-libstdc++-7.3-2.96.122 – compat-libstdc++-devel-7.3-2.96.122 – compat-glibc-7.x-2.2.4.32.5 – compat-gcc-c++-7.3-2.96.122 – compat-db-4.0.14-5 – rpm-build-4.2.1-4.2 • Red Hat Enterprise Linux AS 4 • Red Hat Enterprise Linux ES 4	Pentium 800 MHz or equivalent minimum; Pentium 4 at 1.4 GHz or higher recommended for production environments.	512 MB minimum, 1 GB recommended	Log in as root user.
Linux (64-bit pSeries)	• SuSE Linux Enterprise Server 8 for IBM POWER processor • SuSE Linux Enterprise Server 9 for IBM POWER processor • Red Hat Enterprise Linux AS 3 Update 3 for IBM POWER5 with package rpm-build-4.2.1-4.2 • Red Hat Enterprise Linux AS 4	pSeries models that support Linux (64-bit support only). POWER4 minimum; POWER5 recommended.	512 MB minimum, 1 GB recommended	Log in as root user.

Table 4. Operating System Requirements for the Integrated Solutions Console Version 6.0.1 (continued)

Environment	Supported Operating Systems	Processor	Physical Memory	Installation Authority
Linux on S/390 and zSeries	• SuSE Linux Enterprise Server (SLES) 8 • SuSE Linux Enterprise Server (SLES) 9 • Red Hat Enterprise Linux AS 3 Updated 3 with the following packages: – compat-db-4.0.14-5 – compat-pwd-0.62-3 – compat-libstdctt-7.2.2-2.95.3.77 – rpm-build-4.2.1-4.2 • Red Hat Enterprise Linux AS 4	G5 minimum; G6 recommended.	512 MB minimum, 1 GB recommended	Log in as root user.
Sun Solaris	• Sun Solaris 8 • Sun Solaris 9 on SPARC on 32-bit and 64-bit	450 MHz minimum; 1 GHz or higher recommended.	512 MB minimum and recommended	Log in as root user.
Windows 32-bit Intel (see note below)	• Windows 2000 Professional with SP4 • Windows 2000 Server with SP4 • Windows 2000 Advanced Server with SP4 • Windows Server 2003 Standard Edition • Windows Server 2003 Enterprise Edition • Windows 2003 Datacenter • Windows XP Professional with SP1	Pentium 800 MHz or equivalent minimum. Pentium 4 at 1.4 GHz or higher recommended for production environments.	512 MB minimum, 1 GB recommended	Log in as Admin.

Note: Though AIX Version 5.1 and Sun Solaris Version 8 are supported with the Integrated Solutions Console Version 6.0.1, AIX Version 5.2 or 5.3 and Sun Solaris Version 9 are preferred. It is recommended that you upgrade to a later operating system if you are running at one of the lower levels.

Installing the Integrated Solutions Console Version 6.0.1

To install the Integrated Solutions Console, follow the steps listed for your system below.

Notes:

1. The time for the installation process to complete depends on the speed of your processor and memory. See Table 1 on page 3 for more information.
2. The Integrated Solutions Console installation media and the Administration Center should be extracted to different directories.
3. If you are upgrading the Integrated Solutions Console to Version 6.0.1:
   - You must also upgrade the Administration Center to Fixpack 5.3.2.
   - Your Integrated Solutions Console Version 5.1 directory will not be removed because it contains log files. Once your upgrade completes successfully, you can delete this directory.
   - There is a possibility that the Integrated Solutions Console Version 5.1 will not properly uninstall, following the migration. If you encounter this situation, you will need to manually uninstall Version 5.1 and then stop and

restart the Administration Center. See "Manually Uninstalling the Integrated Solutions Console" on page 12 and "Manually Stopping and Starting the Administration Center" on page 17.

AIX and Sun Solaris

1. Open a command window or go to a command prompt.
2. Complete one of the following steps:
   - If you are installing from a CD, change to the CD-ROM directory.
   - If you are installing from the eGA image TSM_ISC_5320_<PLATFORM>.bin, issue the following commands:

     ```
     chmod u+x TSM_ISC_5320_<PLATFORM>.bin
     TSM_ISC_5320_<PLATFORM>.bin
     ```

     where <PLATFORM> is AIX or SUN.
3. Run one of the following commands to install the Integrated Solutions Console:
   - To run the installation wizard: `setupISC`
   - To run the console installation wizard: `setupISC -console`
   - To perform a silent installation, enter the following command on a single line:

     ```
     setupISC -silent -W ConfigInput.adminName="<user name>"
     -W ConfigInput.adminPass="<user password>"
     -W ConfigInput.verifyPass="<user password>"
     -W PortInput.webAdminPort="<web administration>"
     -W PortInput.secureAdminPort="<secure administration>"
     -P ISCProduct.installLocation="<install location>"
     ```

Note: On Sun Solaris, auto-mounting a CD multiple times can cause the '#' character to appear in the CD path. For example:

- First mount of the Integrated Solutions Console Installation CD: `/cdrom/lk4t-0344-00`
- Second mount of Integrated Solutions Console Installation CD: `/cdrom/lk4t-0344-00#1`

The '#' character in the installation path will cause the jvm not to extract. To prevent installation failures, run the following commands between CD mounts:

```
/etc/init.d/volmgt stop
/etc/init.d/volmgt start
```

Linux

1. Open a command window or go to a command prompt.
2. Complete one of the following steps:
   - If you are installing from a CD, change to the CD-ROM directory.
   - If you are installing from the eGA image TSM_ISC_5320_<PLATFORM>.tar, issue the following command:

     ```
     tar -xf TSM_ISC_5320_<PLATFORM>.tar
     ```

     where <PLATFORM> is your Linux version, for example, Linux for xSeries (LNX), PPC for pSeries (PPC), or 390 for zSeries (390).
3. Run one of the following commands to install the Integrated Solutions Console:
   - To run the installation wizard: `setupISC`
   - To run the console installation wizard: `setupISC -console`

- To perform a silent installation, enter the following command on a single line:

```
setupISC -silent -W ConfigInput.adminName="<user name>"
-W ConfigInput.adminPass="<user password>"
-W ConfigInput.verifyPass="<user password>"
-W PortInput.webAdminPort="<web administration>"
-W PortInput.secureAdminPort="<secure administration>"
-P ISCProduct.installLocation="<install location>"
```

Windows

1. Open a command window or go to a command prompt.
2. Complete one of the following steps:
   - If you are installing from a CD, change to the CD-ROM directory.
   - If you are installing from the eGA image TSM_ISC_5320_<PLATFORM>.exe, issue the following command to extract the files:

     `TSM_ISC_5320_WIN.exe`
3. Run one of the following commands to install the Integrated Solutions Console:
   - To run the installation wizard: `setupISC.exe`
   - To run the console installation wizard: `setupISC.exe -console`
   - To perform a silent installation, enter the following command on a single line:

```
setupISC -silent -W ConfigInput.adminName="<user name>"
-W ConfigInput.adminPass="<user password>"
-W ConfigInput.verifyPass="<user password>"
-W PortInput.webAdminPort="<web administration>"
-W PortInput.secureAdminPort="<secure administration>"
-P ISCProduct.installLocation="<install location>"
```

Note: During installation and configuration, values are added temporarily to the Path environment variable. As a result, you might see the following error during configuration:

```
The input line is too long.
The syntax of the command is incorrect.
```

This message might also appear in the wpsinstalllog.txt file. This is because the Path environment variable is approaching the maximum length allowed by Windows. It is recommended that you shorten the PATH and then attempt to configure again.

The Path environment variable can be accessed by right-clicking **My Computer** and clicking **Properties**. Then click the **Advanced** tab and click **Environment Variables**. For more information, see http://support.microsoft.com/?kbid=830473.

Upgrading to the Administration Center Fixpack 5.3.2

To install the Administration Center Fixpack, follow the steps listed for your system below.

Notes:

1. The Integrated Solutions Console must be running when installing the Administration Center.
2. The Integrated Solutions Console installation media and the Administration Center should be extracted to different directories.

If your system is configured to use a browser, the following URL will be launched at the end of a successful installation, displaying the logon screen for the Integrated Solutions Console:

http://<machine name>:<Web Administration Port>/ibm/console

AIX, Linux, and Sun Solaris

1. Open a command window or go to a command prompt.
2. Complete one of the following steps:
   - If you are installing from a CD, change to the CD-ROM directory.
   - If you are installing from the eGA image TSMAdminCenter5320.tar, issue the following command:

     ```
     tar -xf TSMAdminCenter5320.tar
     ```
3. Run one of the following commands to install the Administration Center:
   - To run the installation wizard: `startInstall.sh`
   - To run the console installation wizard: `startInstall.sh -console`
   - To perform a silent installation, enter the following command on a single line:

     ```
     startInstall.sh -silent -W AdminNamePanel.adminName="<user name>"
     -W PasswordInput.adminPass="<user password>"
     -W PasswordInput.verifyPass="<user password>"
     -W MediaLocationInput.installMediaLocation="<media location>"
     -W PortInput.webAdminPort="<web administration>"
     -P AdminCenterDeploy.installLocation="<install location>"
     ```

Note: On Sun Solaris, auto-mounting a CD multiple times can cause the '#' character to appear in the CD path. For example:

- First mount of the Integrated Solutions Console Installation CD: `/cdrom/lk4t-0344-00`
- Second mount of Integrated Solutions Console Installation CD: `/cdrom/lk4t-0344-00#1`

The '#' character in the installation path will cause the jvm not to extract. To prevent installation failures, run the following commands between CD mounts:

```
/etc/init.d/volmgt stop
/etc/init.d/volmgt start
```

Windows

1. Open a command window or go to a command prompt.
2. Complete one of the following steps:
   - If you are installing from a CD, change to the CD-ROM directory.
   - If you are installing from the eGA image TSMAdminCenter5320.exe, issue the following command to extract the package:

     ```
     TSMAdminCenter5320.exe
     ```
3. Run one of the following commands to install the Administration Center:
   - To run the installation wizard: `startInstall.bat`
   - To run the console installation wizard: `startInstall.bat -console`
   - To perform a silent installation, enter the following command on a single line:

```
startInstall.bat -silent -W AdminNamePanel.adminName="<user name>"
-W PasswordInput.adminPass="<user password>"
-W PasswordInput.verifyPass="<user password>"
-W MediaLocationInput.installMediaLocation="<media location>"
-W PortInput.webAdminPort="<web administration>"
-P AdminCenterDeploy.installLocation="<install location>"
```

Uninstalling the Administration Center

To uninstall the Administration Center, follow the steps listed for your system below, where <isc_home> is the root directory for your Integrated Solutions Console installation and <iscadmin> and <iscpass> are a valid administrator user ID and password.

Note: The Integrated Solutions Console must be running when uninstalling the Administration Center.

AIX, Linux, and Sun Solaris

1. Open a command window or go to a command prompt and change to the root directory for your Integrated Solutions Console installation. For example:

   ```
   cd <isc_home>
   ```

2. Run the following command:

   ```
   acuninst.sh <iscadmin> <iscpass>
   ```

Windows

1. Open a command window or go to a command prompt and change to the root directory for your Integrated Solutions Console installation. For example:

   ```
   cd <isc_home>
   ```

2. Run the following command:

   ```
   acuninst.bat <iscadmin> <iscpass>
   ```

Uninstalling the Integrated Solutions Console

To uninstall the Integrated Solutions Console, follow the steps listed for your system below, where <isc_home> is the root directory for your Integrated Solutions Console installation.

AIX, Linux, and Sun Solaris

1. Open a command window or go to a command prompt and change to the following directory:

   ```
   cd <isc_home>/_iscuninst
   ```

2. Run one of the following commands to uninstall the Integrated Solutions Console:
   - To run the uninstall wizard: `uninstaller`
   - To run the console uninstall wizard: `uninstaller -console`
   - To perform a silent uninstall: `uninstaller -silent`

Windows

1. Open a command window or go to a command prompt and change to the following directory:

   ```
   cd <isc_home>\_iscuninst
   ```

2. Run one of the following commands to uninstall the Integrated Solutions Console:
   - To run the uninstall wizard: `uninstaller.exe`
   - To run the console uninstall wizard: `uninstaller.exe -console`
   - To perform a silent uninstall: `uninstaller.exe -silent`

Manually Uninstalling the Integrated Solutions Console

If the installation program fails or you are unable to uninstall with the wizard, you can try manually removing the Integrated Solutions Console and then installing it again. Perform the following steps where <isc_home> is the root directory for your Integrated Solutions Console installation and <iscadmin> and <iscpass> are a valid administrator user ID and password.

1. Open a command window or go to a command prompt.
2. Stop the console server (which is the application server named ISC_Portal) by issuing the following command:
   - **For AIX, Linux, and Sun Solaris:**

     ```
     <isc_home>/PortalServer/bin/stopISC.sh ISC_Portal <iscadmin> <iscpass>
     ```
   - **For Windows:**

     ```
     <isc_home>\PortalServer\bin\stopISC.bat ISC_Portal <iscadmin> <iscpass>
     ```
3. Stop the application server named server1 by issuing one of the following commands on a single line:
   - **For AIX, Linux, and Sun Solaris:**

     ```
     <isc_home>/AppServer/bin/stopServer.sh server1 -user
     application_server_administrator -password
     application_server_password
     ```
   - **For Windows:**

     ```
     <isc_home>\AppServer\bin\stopServer.bat server1 -user
     application_server_administrator -password
     application_server_password
     ```
4. To clean the system temporary directory, perform the following steps:
   a. Change to the system temporary directory. The temporary directory is the value of the operating system variable %TEMP% on Windows systems and /tmp on the other systems.
   b. Save a copy of the following files in the temporary directory:
      - ISCRuntimeInstall.log
      - ISCRuntime.rsp
      - ISCRuntimeUninstall.log
      - All of the Portal*.log files
   c. In the temporary directory, delete all of the files and the directories that begin with the string ISC (such as ISCRuntime.rsp, ISC_TEMP, ISCToolkitInstall.log) and all files that begin with the string Portal (such as PortalInit.log and PortalSetupWAS.log).
5. To clean the registry that InstallShield for Multiplatforms uses:
   a. Locate the file vpd.properties:
      - On AIX, Linux, and Sun Solaris systems, search for the file. There might be multiple vpd.properties files on an AIX system. If there are multiple copies, be sure to edit all copies of the file when you perform the edit step.

- On Windows systems, search the system directory (such as C:\WINNT\vpd.properties).

b. Save a copy of the vpd.properties file.

c. Use a text editor to open the vpd.properties file. Use an editor that does not wrap lines so that you can easily isolate single lines for removal. Setting the editor to use a monospace font (for example, Courier) will make it easier to see the file structure.

d. Delete each line that refers to the path for the root directory of the console runtime. If there are no remaining lines in vpd.properties, leave the file empty or delete it.

Note: On AIX the product registry contains entries regarding the installation, which must be manually removed. To remove those entries run vpddel. Run lslpp -L to obtain a list of everything in the product registry. Locate the entries for that contain the installation directory of the Integrated Solutions Console. Using the output from the command, construct a vpddel command for each entry. For example:

```
vpddel -c integratedSolutionsConsole -v 5.0.2.0 -D /isc
```

where the information for parameters is from the output of lslpp -L. See AIX documentation for more information on the usage of lslpp and vpddel.

6. Perform one of the following steps to manually disable automatic restart at reboot of the console and console server:
   - **For AIX, Linux, and Sun Solaris**, edit the operating system file /etc/inittab to remove the following line:

     ```
     isc6:23:boot:<isc_home>/PortalServer/bin/startISC.sh ISC_Portal
     ISCUSER ISCPASS
     ```

   - **For Windows**, issue the following commands, each on a single line:

     ```
     <isc_home>\AppServer\bin\wasservice.exe -remove"ISC 6.0.1 Runtime Service"
     <isc_home>\PortalServer\ISCEclipse\EclipseSvc.exe -delete"ISC
     6.0.1 Help Service"
     ```

7. To stop all Java processes for the Integrated Solutions Console, perform the following steps:
   - **For AIX, Linux, and Sun Solaris:**

     a. Issue the following command to find the processes that are using <isc_home>/AppServer/java/bin/java.exe:

     ```
     ps -ef | grep java
     ```

     b. Kill all of those processes.

   - **For Windows:**

     a. Open the Windows Task Manager.

     b. Locate the Java processes and end those processes. Look for a Java process with a Memory Usage over 200 MB.

   Note: There may be other Java processes running for other applications.

8. For Sun Solaris systems only, perform the following steps:

   a. Run the following commands to locate entries in the operating system package registry:

   ```
   cd /var/sadm/pkg
   grep -l BASEDIR=<isc_home>/PortalServer$ ./*/pkginfo
   ```

b. Delete each directory that contains a pkginfo file found by the grep command. This step will allow a successful re-install.

9. Delete the environment variable 'ISC_HOME'.
   - **For AIX, Linux, and Sun Solaris**, issue the following command:
     ```
     unset ISC_HOME
     ```
   - **For Windows**, perform the following steps:
     a. Open **My Computer** properties.
     b. Click the **Advanced** tab.
     c. Click **Environment Variables.**
     d. Under **System Variables**, select **ISC_HOME**.
     e. Click **Delete**.
10. Delete the root directory for the Integrated Solutions Console.

Updated Information

Changes for Fixpack 5.3.2

Fixpack 5.3.2 Enhancements

New Function

- Disaster Recovery Manager (DRM)
- EXPIRE Inventory
- Storage pool space triggers
- Migrate and reclaim storage pool commands
- Enable and disable sessions commands
- New 'Find' function in the Command Line Applet

Usability

- GO button eliminated from all tables
- Scrollable tables added
- ISC Bookmarks (Favorites) now supported

Activity Log Query Enhancement

An enhancement has been added to the Administration Center Interface that provides the ability to display a Tivoli Storage Manager server's Activity Log. You are now permitted to select a start time and end time for the query.

By default, the start date, end date, start time and end time filters are all empty. If the Update Table button is clicked, the query results in the last hour of Activity Log information from the server. The server's current date and time are used. Previously the time period was not just an hour, but may have been as much a 24 hours.

- If just the start and end date filters are entered, the server's current time is used as the end time. The server's current time minus one hour is used as the start time.
- If just the start time filter is entered, the end time is the start time plus one hour.
- If just the end time filter is entered, the start time is the end time minus one hour.

SOAP Port Number

The SOAP port is used to perform administrative tasks such as turning tracing on and off through the Administration Center Support Utility. The SOAP port number in Fixpack 5.3.2 changed from 8425 to 9425. This change only affects you if you are using the Integrated Solutions Console 6.0.1 or later. The change should be transparent unless there are firewall settings needed to specifically allow this port number.

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Changes for Fixpack 5.3.1

Server Command Line Applet

The Tivoli Storage Manager server command line has been moved into a Java applet. The command line no longer appears in a portlet of the Administration Center. You will launch the command line from within the Administration Center, but it will start a new web browser window where it will run. Below is a list of enhancements:

1. The **Submit** button has been removed. **Enter** now executes the command.
2. The command output is now full screen.
3. The output is displayed in a monospaced font.
4. A command history for the session is saved and can be retrieved with the up and down arrow keys.

The Command Line Applet supports copy and paste operations. However, the keyboard must be used since the mouse function is not supported. Use the control sequences Control-C and Control-V to copy and paste information. Typing Control-C puts the selected text onto the system clipboard. Typing Control-V allows the contents of the previously copied text to be pasted in at the specified location.

One of the most important features of Java is its security model. It allows untrusted code, such as applets downloaded from arbitrary web sites, to be run in a restricted environment. The Tivoli Storage Manager Command Line Applet needs to connect directly to the Tivoli Storage Manager server selected in the Administration Center. The Java security model requires the web browser user to give the Applet special permission to connect to a location other than the originator of the Applet. When the command line is launched, the web browser will pop up a security dialog explaining that the applet is signed and providing options for the user. The Tivoli Storage Manager Command Line Applet runs in one of the following web browsers:

- Microsoft Internet Explorer 6.x or higher with JRE 1.4.2_01 or higher
- Mozilla 1.6 or later with Java Runtime Environment(JRE) 1.4.0 or higher

Notes:

1. The Tivoli Storage Manager Command Line Applet will let you know if your web browser does not have the correct level of JRE. For Microsoft Internet Explorer on Windows platforms, the applet will automatically download and install JRE 1.4.2.
2. On all platforms except AIX and except for Internet Explorer browsers on Windows platforms, the Tivoli Storage Manager Command Line Applet will tolerate JRE 1.4.0 and will not prompt to install a later version to avoid installing more than one JRE on a machine. If you experience problems with the applet using JRE 1.4.0, you should install JRE 1.4.2 or later.
3. If you have an older version (1.4.0 or lower) of JRE installed you must observe one of the following:
   a. Uninstall any existing JREs before installing the new JRE.
   b. Do not install the JRE to the same directory as the existing JRE. This can cause JRE-related problems or crashes.

Changes for Version 5.3.0

Manually Running the Tutorials

Tutorials are available by opening tutorial/index.html from either the Integrated Solutions Console or Administration Center CD-ROM in your web browser. You will need to install MacroMedia Flash Version 6.0 or later to view them. The Integrated Solutions Console installation will start the tutorials automatically on Windows. You can manually run the tutorials on Linux, Sun Solaris and also Windows. If you are installing on AIX, you can run the tutorials by copying the files from the tutorials directory onto a CD and running them on a supported system. There is no supported MacroMedia Flash player on AIX.

Manually Stopping and Starting the Administration Center

The Integrated Solutions Console server and help are automatically started after a successful installation.

If you shut down the system after the initial installation, any Integrated Solutions Console servers that were started will be stopped. This section describes the commands used to start and stop the Integrated Solutions Console servers where <isc_home> is the root directory for your Integrated Solutions Console installation and <iscadmin> and <iscpass> are a valid administrator user ID and password.

AIX, Linux, and Sun Solaris

To STOP the Administration Center:

1. Change your directory to <isc_home>/PortalServer/bin. For example:
   ```
   /opt/IBM/ISC/PortalServer/bin
   ```
2. Run the shell script stopISC.sh ISC_Portal <iscadmin> <iscpass>. For example:
   ```
   stopISC.sh ISC_Portal iscadmin iscpass
   ```

Note: It may take a few minutes for the service to stop even though the service manager indicates the server is stopped.

To START the Administration Center:

1. Change your directory to <isc_home>/PortalServer/bin. For example:
   ```
   /opt/IBM/ISC/PortalServer/bin
   ```
2. Run the shell script startISC.sh ISC_Portal <iscadmin> <iscpass>. For example:
   ```
   startISC.sh ISC_Portal iscadmin iscpass
   ```

Windows

To STOP the Administration Center:

Stop the Administration Center with the command <isc_home>\PortalServer\bin\stopISC.bat ISC_Portal <iscadmin> <iscpass>. For example:

```
c:\Program Files\IBM\ISC\PortalServer\bin\stopISC.bat ISC_Portal
iscadmin iscpass
```

To START the Administration Center:

Start the Administration Center with the command <isc_home>\PortalServer\bin\startISC.bat ISC_Portal <iscadmin> <iscpass>. For example:

```
c:\Program Files\PortalServer\bin\startISC.bat ISC_Portal iscadmin iscpass
```

Backing up the Administration Center

To back up the Administration Center, complete the steps listed for your system below where <isc_home> is the root directory for your Integrated Solutions Console installation and <iscadmin> and <iscpass> are a valid administrator user ID and password.

AIX, Linux, or Sun Solaris

1. Run the command <isc_home>/Tivoli/dsm/bin/backupisc. For example:

   ```
   /opt/IBM/ISC/Tivoli/dsm/bin/backupisc
   ```

Windows

1. Stop the Integrated Solutions Console by running the command <isc_home>\PortalServer\bin\StopISC.bat ISC_Portal <iscadmin> <iscpass>. For example:

   ```
   c:\Program Files\IBM\ISC\PortalServer\bin\StopISC.bat ISC_Portal
   iscadmin iscpass
   ```

2. Using the IBM Tivoli Storage Manager backup-archive client, back up the entire Integrated Solutions Console installation directory. For example, back up c:\Program Files\IBM\ISC.

Restoring the Administration Center

To restore the Administration Center, complete the steps listed for your system below where <isc_home> is the root directory for your Integrated Solutions Console installation and <iscadmin> and <iscpass> are a valid administrator user ID and password.

AIX, Linux, or Sun Solaris

1. Run the command <isc_home>/Tivoli/dsm/bin/restisc <iscadmin> <iscpass> to restore the Administration Center. For example:

   ```
   /opt/IBM/ISC/Tivoli/dsm/bin/restisc iscadmin iscpass
   ```

Windows

1. Restore the operating system first.
2. Install the Administration Center by following the instructions in “Upgrading to the Administration Center Fixpack 5.3.2” on page 9. You must perform this step in order to configure the operating system for the Integrated Solutions Console.
3. Stop the Integrated Solutions Console by running the command <isc_home>\PortalServer\bin\StopISC.bat ISC_Portal <iscadmin> <iscpass>. For example:

   ```
   c:\Program Files\IBM\ISC\PortalServer\bin\StopISC.bat ISC_Portal
   iscadmin iscpass
   ```

4. Using the IBM Tivoli Storage Manager backup-archive client, restore the Integrated Solutions Console to the same location used during installation.
5. Start the Integrated Solutions Console by running the command <isc_home>\PortalServer\bin\StartISC.bat ISC_Portal <iscadmin> <iscpass>. For example:

   ```
   c:\Program Files\IBM\ISC\PortalServer\bin\StartISC.bat ISC_Portal
   iscadmin iscpass
   ```

Known Limitations

Alignment Problem with List of Wizard Tasks

You may see the list of tasks for some wizards out of alignment. These tasks are displayed on the left side of the wizard panels. If the text for a task is longer than the width of the list, the text will not appear on one line. Instead, it will appear in multiple rows, one word per row.

This problem can occur on some browsers. For a particular wizard, the problem can occur for some or all of the tasks listed in the wizard tab area.

As a workaround, you can use a different browser. Another alternative is to update your computer to a higher screen resolution. For example, the alignment problem may occur for a screen resolution set to 1024 x 768, but once you update to 1280 x 1024 or 1400 x 1050, the correct alignment might be observed.

Drop Down List in Tables Shows Some Actions Truncated

The drop down action list for tables can occasionally display some of the actions truncated. This problem can be found on some browsers in the double-byte locales. For a particular drop down list, the problem can occur for some of all table actions.

The behavior can be related to the browser specific font size. Occasionally, for font sizes set at ″larger″ or ″largest,″ the truncation will occur. Typically, for ″medium″ sized fonts, the drop down list will display completely, without truncation. To eliminate this problem, consider using a smaller font size in your browser.

Korean Display Limitation on Installation Panels

Some characters on the Integrated Solutions Console installation panels are difficult to read in Korean. A workaround for this problem is to change the screen resolution.

Time Selection Reflects Incorrect Time in Pop Up Fields

If you use the pop up fields when setting the time, the desired values may not display correctly. You will not be able to proceed with the wrong time setup.

As a workaround, you can set the time values in the input field, without using the pop up to make the time selection. When a pre-set sample value is provided the first time, follow the pattern shown. Update the specific AM or PM locale word if you want the opposite time frame and then update the actual time values to your desired time.

In cases where the time selection is optional and no pre-set value is identified, the time selection input field will be blank. Follow the locale specific time pattern and populate the time selection input field with the desired time. Do not add any additional space before or after the time value.

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The following example patterns were found to be problematic. Substitute the AM and PM identifiers used in the patterns below with the specific equivalent symbol in the browser locale for the outlined example. Do not use the English AM and PM identifiers.

Korean Locale Time Pattern Example:

```
AM 5:30
PM 11:30
```

Simplified Chinese Locale Time Pattern Example:

Note: There is no space between the AM/PM and the actual time value here

```
AM9:00
PM5:00
```

Traditional Chinese Locale Time Pattern Example:

```
AM 9:00
PM 8:30
```

For further information, consult APAR #IC46736

Add a Storage Device or Create Library Wizard Behavior

If you are attempting to create a library path, the Add a Storage Device or Create Library Wizards can fail or cause the operations to lag under the following conditions:

- The library identified by the device name (or device special file) that you specify does not respond to the Tivoli Storage Manager server (for a SCSI library).
- ACSLS software is not installed or is not running (for an ACSLS library).

If this occurs, clicking Next will either display an empty summary panel or appear to do nothing. If you click Next a second time, the wizard will query the server again, which can cause the server to hang.

To resolve this issue, cancel the wizard. If the wizard successfully defined the library, you can use the library's properties notebook to finish configuring the library. If you cannot open the properties notebook, try closing and reopening the work item. If the Administration Center no longer allows you to perform any actions, stop and restart the Integrated Solutions Console server. If the Administration Center is functioning correctly but the Tivoli Storage Manager server you were working with does not respond, restart the server.

Product Fix History

APARs Fixed in Level 5.3.2

IC43853
TSM Administration Center installation fails with system return (IC43853 5698ISMSV 53W)

IC45120
TSM ADMIN CENTRE DOES NOT ALLOW TO REMOVE HLADDRESS/LLADDRESS (IC45120 5698ISMSV 53A)

IC45222
Some TSM Administration Center Help links do not display if the (IC45222 5698ISMSV 53W)

IC45250
BEHAVIOR OF CLASSIC SCHEDULE CHANGES DUE TO INCORRECT DEFAULT (IC45250 5698ISMSV 53W)

IC45406
The Command Line applet of the TSM Adminstration Center fails t (IC45406 5698ISMSV 53W)

IC45538
TSM ADMIN CENTER CAN DISPLAY THE INCORRECT TIME FOR THE SCHEDUL (IC45538 5698ISMSV 53W)

IC45684
Administration Center - inconsistent use of validate and (IC45684 5698ISMSV 53W)

IC45934
The TSM ADMIN CENTER has performance issues when large amounts (IC45934 5698ISMSV 53W)

IC45948
The TSM ADMIN CENTER may not free memory. (IC45948 5698ISMSV 53W)

IC46017
TSM ADMIN CENTER - add/remove server in the Health Monitor does (IC46017 5698ISMSV 53W)

IC46109
AMPERSAND SYMBOL '&' IS LOST WHEN UPDATING SCRIPTS VIA TSM ADMI (IC46109 5698ISMSV 53W)

IC46141
CANCEL SESSION OR PROCESS NOT POSSIBLE ON ADMIN CENTER WHEN (IC46141 5698ISMSV 53A)

IC46170
SCHEDULE INFORMATION AND ACTIVITY LOG NUMBERS ARE NOT REFRESHIN (IC46170 5698ISMSV 53A) (PK06714 5698ISMVS 531)

IC46195
Administration Center - the client option set selection list (IC46195 5698ISMSV 53W)

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IC46285
TSM ADMIN CENTER 5.3.1 COMMAND LINE APPLET WILL NOT WORK WITH (IC46285 5698ISMSV 53W)

IC46622
SPECIFICATION OF OBJECTS NOT POSSIBLE WHEN DEFINING/MODIFYING A (IC46622 5698ISMSV 53W)

IC46678
TSM ISC ADMIN CENTER COMMAND LINE APPLET VULNERABILITY (IC46678 5698ISMSV 53A)

IC46805
ADMIN CENTER 5.3.0 AND 5.3.1 DOES NOT ALLOW ADDING VOLUMES TO (IC46805 5698ISMSV 53W)

PK04793
ANR0418W WHEN TRYING TO ACCESS THE HEALTH MONITOR (PK04793 5698ISMVS 530)

APARs Fixed in Level 5.3.1

IC43743
Linux/Windows ISC help does not start due to install media (IC43743 5698ISMSV 53L)

IC43853
TSM Administration Center installation fails with system return (IC43853 5698ISMSV 53W)

IC44178
Admin Center Support Util BSFException in Jacl Script (IC44178 5698ISMSV 53L)

IC44182
Administration Center Create Client Node wizard disables its (IC44182 5698ISMSV 53W)

IC44298
Administration Center Add a Drive panel in Library Notebook (IC44298 5698ISMSV 53W)

IC44302
Administration Center - can’t launch multi notebooks for (IC44302 5698ISMSV 53W)

IC44395
Administration Center - OS modify filter is case sensitive and (IC44395 5698ISMSV 53W)

IC44396
Administration Center - slow bringing up stgpool notebook (IC44396 5698ISMSV 53W)

IC44503
Enhancements to the Server Command Line interface of the (IC44503 5698ISMSV 53W)

IC44506
Permit the specification of a start and end time when viewing (IC44506 5698ISMSV 53W)

IC44729
The Administration Center displays the wrong list of nodes (IC44729 5698ISMSV 53W)

IC44736
The Admimistration Center does not permit the use of (IC44736 5698ISMSV 53W)

IC44755
5.3 ADMIN CENTER DOES NOT CORRECTLY DISPLAY THE CLIENT OPTION (IC44755 5698ISMSV 53W)

IC44817
Administrator Center - lib w/o drives are not displayed in the (IC44817 5698ISMSV 53H)

IC44922
5.3 ADMIN CENTER MIGHT NOT DISPLAY THE TIME ON SCHEDULES (IC44922 5698ISMSV 53W)

IC45084
Health Monitor fails to load and portlet displays a error (IC45084 5698ISMSV 53W)

IC45169
Administration Center Library Notebook displays incorrect (IC45169 5698ISMSV 53W)

Notices and Trademarks

Where to Find Documentation

The publications CD (SK3T-8176) is a searchable information center that contains the publications for Version 5.3 of the IBM Tivoli Storage Manager product. The publications are available in PDF or HTML formats, or in most cases both.

You can also visit the Tivoli Storage Manager technical support Web site at www.ibm.com/software/sysmgmt/products/support/IBMTivoliStorageManager.html for flashes (alerts from technical support), client requirements, server requirements, supported devices, manuals, and downloads. Search problem reports and other service information for topics of interest. Register at the site to use My Software Support to create a customized support page for your use.

From the left pane, under Related Links, select Library to access the IBM Tivoli Information Center.

The books can also be obtained at http://publib.boulder.ibm.com/infocenter/tivihelp/v1r1/index.jsp.

To use the PDF format, you can obtain the Adobe Acrobat Reader from http://www.adobe.com/prodindex/acrobat/readstep.html. To install the Adobe Acrobat Reader on your platform, run the appropriate installation file, and follow the on-line installation instructions.

Getting Help

To receive technical support for IBM Tivoli Storage Manager, contact your administrator. This should be your first step when having problems with IBM Tivoli Storage Manager. Your administrator will know how to contact IBM for Technical Support on your behalf.

Use the Problem Determination Guide to look for a solution to the problem, or for recommended documentation to collect for use when talking with support. For the latest information about IBM Tivoli Storage Manager, visit www.ibm.com/software/sysmgmt/products/support/IBMTivoliStorageManager.html

To participate in user discussions of IBM Tivoli Storage Manager, subscribe to an Internet listserv forum. This is not officially supported by IBM, but IBM support people do participate in the discussions, along with other users. You can subscribe by sending a note to listserv@vm.marist.edu that contains the following command in the message body:

```
SUBSCRIBE ADSM-L yourfirstname yourlastname
```

Posts can then be sent to: adsm-l@vm.marist.edu.

Password protected server for z/OS & OS/390 Tivoli Storage Manager PTF (fixpacks) and patch (Interim fix) deliverables.

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IBM also supports a password protected server where you can find fixpacks, interim fixes and other related materials: This server is:

- Server: service2.boulder.ibm.com
- Userid: tsm4mvs
- Password: xxxxxxx

Where xxxxxxx is password obtained from IBM service.

FTP syntax for most Web Browsers:
ftp://tsm4mvs:xxxxxxx@service2.boulder.ibm.com

The following directory contains Tivoli Storage Manager for z/OS & OS/390 fixpacks: /storage/tivoli-storage-management/maintenance/server

The following directory contains Tivoli Storage Manager for z/OS & OS/390 patches: /storage/tivoli-storage-management/patches/server/MVS-OS390

Anonymous FTP Server

IBM also supports an anonymous FTP server where you can find IBM Tivoli Storage Management fixpacks, interim fixes and other related materials. The server is: service.boulder.ibm.com.

Three other anonymous servers are unofficially maintained by non-IBM volunteers. These servers are:

- ftp.rz.uni-karlsruhe.de (mirror - Germany)
- ftp.wu-wien.ac.at (mirror - Austria)
- ftp.aset.psu.edu (mirror - Pennsylvania)

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