Installing and using the Storwize V7000 Information Center
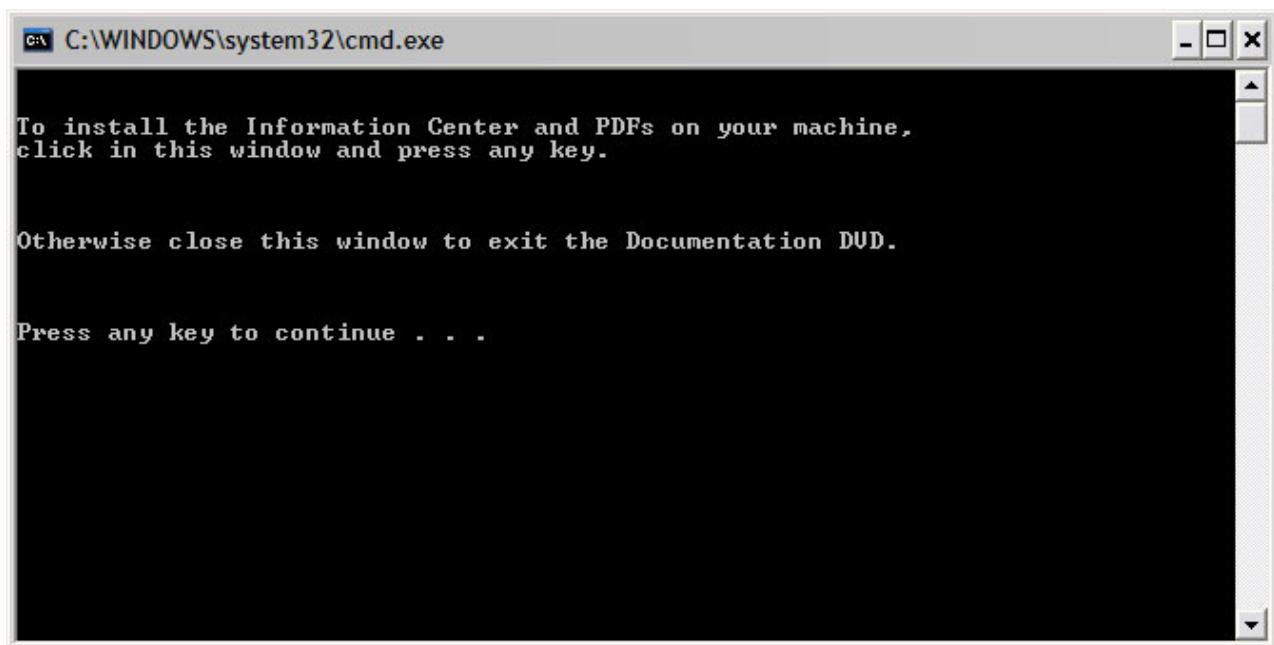
This document describes how to install and use the Information Center and the PDFs that the Storwize V7000 installation program creates on your hard drive.

About this task

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 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 the Introduction panel, click **Next** to continue.
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 6.4.1 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 on the Pre-Installation Summary panel, then click **Install**.

The Storwize V7000 Information Center requires over 1 GB on the disk due to the size of the IBM User Interface Help System built on Eclipse, and because of previous versions and translation that are also installed, along with eLearning and eLearning translations.

7. As the installation proceeds, you can monitor the installation of various components of the Information Center, as well as the PDFs, at the bottom of the Installing Storwize V7000 6.4.1 IC panel.

   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 Windows Start menu. The InstallAnywhere program names the uninstaller **Change Storwize V7000 6.4.1 IC installation.exe**. The uninstaller is the last component to install.

   A successful completion is indicated on the Installation Complete panel after all the code is installed.

   You can view the installation log in the `Storwize_V7000_6.4.1_IC_InstallLog.log` file in the installation root directory.

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

9. Click **Start** > **All programs** > **Storwize V7000 6.4.1 IC** to access the options.

10. Verify that the installation is complete by viewing the Information Center entries in the Windows Start menu list of programs.

    The Start menu has options for Storwize V7000 6.4.1 IC to perform the following tasks:

    Storwize V7000 6.4.1 IC

    - Launch shared Information Center
    - Launch stand-alone Information Center
    - Stop shared Information Center
    - Stop stand-alone Information Center
    - Uninstall the Information Center
    - View a Storwize V7000 PDF

    Whenever you start the Information Center, Eclipse performs many processes at startup that it does not need to perform later, as it runs. You'll notice a processor spike in your performance monitor as it starts. From the time it begins to the completion of the starting phase can take as long as 8 minutes on slower machines. You can tweak some of the memory parameters to match your server's capabilities. In particular, edit the IC_start.exe or IC_restart.exe command scripts and change these values if you want to tune performance:

    `-Xms256m -Xmx256m -XX:PermSize=64m -XX:MaxPermSize=128m`

    Try increasing the value of -Xmx until a failure to create the Java virtual machine occurs at startup. Then back off the amount of memory until the Java virtual machine starts. This memory is related to the machine's total RAM, but is a subset of contiguous, available virtual memory that is always much less than the total RAM amount.

    Two ways of accessing the Storwize V7000 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 Information Center has more information about each mode.

Stand-alone mode opens the Storwize V7000 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. The default web address for the Storwize V7000 Information Center is this address:

```
http://server_name_or_IP:9999/help/index.jsp
```
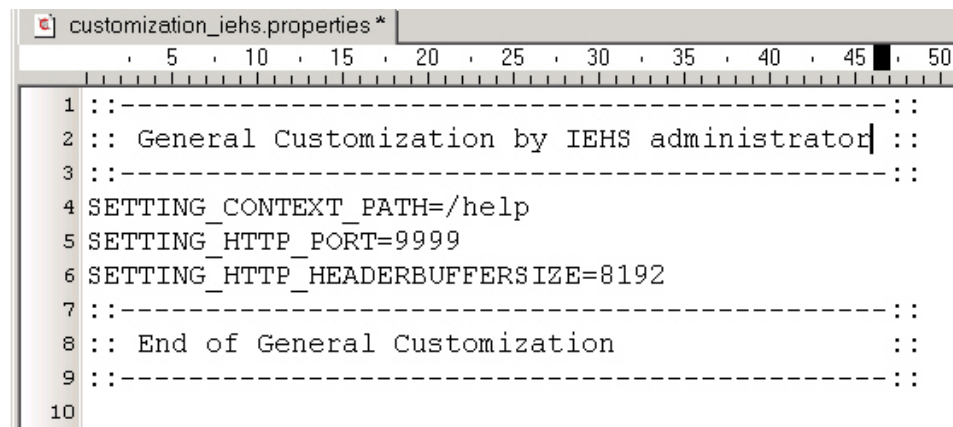
The port is 9999, which a later step shows how to change, if necessary.

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.

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 change the port, open the *installation_root_directory*\Storwize V7000 6.3.0 IC\customization_iehs.properties 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 Information Center, or select to start the shared Information Center from the Start menu.

   To stop the Information Center, double-click the **IC_end.bat** command file directly or 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.

13. If you change the port number, access the information center as described in the **Tips and techniques: Limit search results to a specific release** 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.

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 **Tips and techniques: Limit search results to a specific release**.

Set the search scope to drop out of sight and drop from the search results all but your own version of the SAN Volume Controller product information. This handy function is well worth the time it takes to learn how to use it.

Other topics in the **Tips and techniques: Limit search results to a specific release** plug-in describe 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 (including setting the scope)
- Printing in the help system
- Accessibility and keyboard shortcuts in the help system

15. 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-Delete to view running processes. Sort the processes alphabetically and select a javaw instance to stop. Right-click to select **properties** to verify that the task you are stopping is your runaway javaw instance and not another program. 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
```

16. 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.

What to do next

Enjoy your Storwize V7000 Information Center!