



NOS - Installing and using the Quest Input Tool

STG uses the Quest Web Content Management System to populate and manage technical-support content, downloads, links, and webpages on our Systems Support website. Quest is a DB2 database that contains product and technical information for STG products. The Quest solution comes with a Java front-end application called the Quest Input Tool (QIT). This tool enables IBMers to author, manage, and store information in the database. Quest is used to manage thousands of technical documents and downloads for Modular Systems (System x, BladeCenter). It is also used to manage links for Power (System p, System i), Mainframe (System z, Blue Gene), and System Storage brands.

This document describes the process for installing and using the QIT, and includes the following sections:

- “Downloading and installing the QIT”
- “Before you begin using QIT” on page 2
- “Submitting new OS installation instructions for publication” on page 3

Downloading and installing the QIT

To download and install the QIT on your workstation, complete the following steps:

1. Authenticate and go to <http://pokgsa.ibm.com/projects/q/qit/>.
2. Click the **Download QIT installer** link.
3. When you are prompted, click **Save File**. Depending on the browser you are using, either you are prompted to designate a directory for the file `qit_62_ei.exe` and click **Save**, or the file is automatically saved to the default download directory for your browser.
4. After the file is downloaded, double-click the icon for the `qit_62_ei.exe` file. If a security warning message appears, click **Run**. The InstallShield Wizard opens.
5. Click **Next**. You are prompted to choose a location where the program files will be installed.
6. Click **Browse...** to choose a directory other than the default directory. Click **Next**. After the application is installed, the **Quest Input EI** icon appears on your computer desktop.
7. When you are prompted, click **Finish**.
8. Double-click the **Quest Input EI** icon on your desktop.
9. Type your user ID and password and click **Ok**.
Important:
 - a. Your QIT user ID and password are preset to the first part of your IBM intranet ID. For example, if your email address is `johndoe@us.ibm.com`, then your user ID and password is `johndoe`.
 - b. When you type your user ID and password, the characters will appear in ALL CAPS. Do not adjust your keyboard – QIT user IDs and passwords are displayed in ALL CAPS.
10. When you are prompted with the message, “There is a new version of Quest out. Press 'OK' to automatically install it”, click **Ok**. The update is downloaded and the QIT application is updated.
11. When you are prompted, change your password.
12. Type your new password and click **Ok**. The Quest Setup Wizard opens.
13. Click **Next**.
14. Complete the following steps in the new window:
 - a. Change the default number of 14 in the **Number of days to keep Log Files** field to the number 1.
 - b. Clear the **Start my Favorite Quest Applet automatically** check box.

- c. Clear the **Show the "What's New" Window** check box.
- d. Click **Browse** next to the **External Browser used for Printing** field, and go to the directory of your web browser executable file (for example C > Program Files > Internet Explorer > iexplore.exe).
15. Click **Next**. When you are prompted with the Question message, click **Yes**. When a new message appears that confirms your settings, click **Ok**. The Favorite Brand and Family window opens.
16. In the Favorite Brand and Family window, clear the **None** check box under the **Brand** list, and select the brand or brands (for example, **System x** and **BladeCenter**).

Note: To select multiple favorite brands, press and hold the Ctrl key while you click. Leave the **None** box under the Family window checked.

17. Click **Next**. The Favorite Countries window opens.
18. Click **Next**. The Skins window opens.
19. Click **Next**. The Internet Setup window opens.
20. Click **Next** (do not enter any socks information; you might be wearing sandals the next time you use QIT). The Favorite Word Processor window opens.
21. Select Notepad as the preferred word processor by entering the directory location of Notepad. For example, the directory might be C:\WINDOWS\notepad.exe.
22. Click **Next**. The Preferred Language window opens.
23. Select English and click **Next**. The Wizard Finished window opens.
24. Click **Finish**.

Before you begin using QIT

Review the following list of general notes about QIT before you begin using the application:

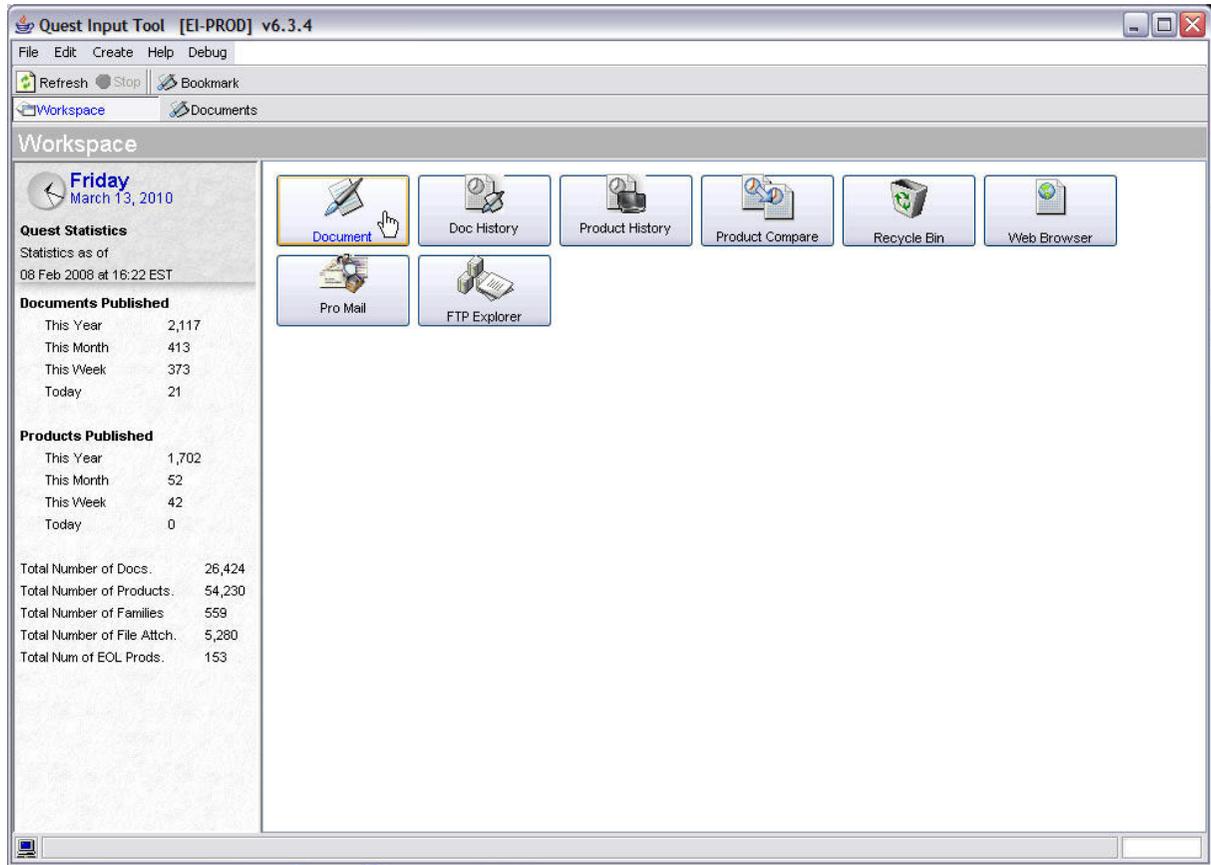
- QIT does not allow you to save a form until the entire form is complete. If you need to stop working on a form, but you don't want to lose the information that you already entered, you must leave the application open.
- When you create a new form or open an existing form, the application "checks out" the form under your user profile and prevents other QIT users from opening and modifying that same form. The form will remain checked out until you save it and close it (and submit it for publication).
- When you submit content for publication on the web, you must select the products that the content supports. If the product or products that the content supports have not yet been announced, the products might not be available as selections on the QIT form.

Submitting new OS installation instructions for publication

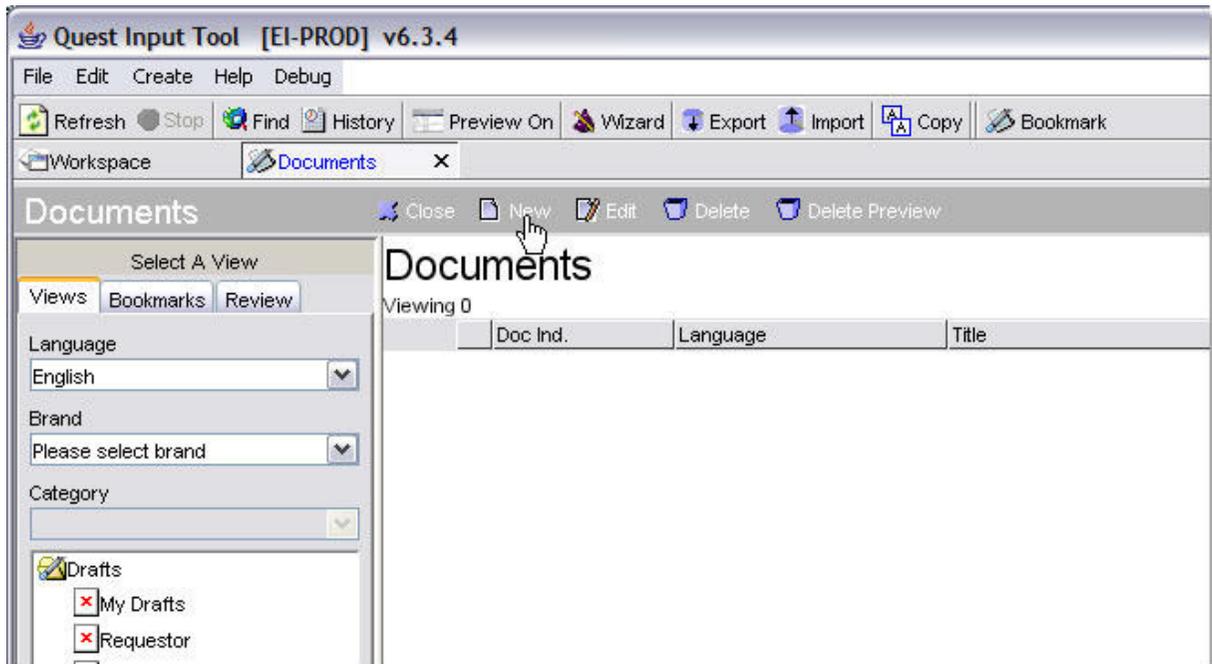
Important: This section describes the procedure for submitting new OS installation instructions. If you want to submit an update to instructions that already exists, you must find the existing QIT form using the MIGR number for that pub and then edit the form.

To submit new HTML content for publication in QIT, complete the following steps:

1. Click the **Document** button. The Documents console is displayed.



2. Click **New**.



3. When the New Document window opens, click **New Blank Document**.
4. Select **Operating system installation** and click **Ok**. The Edit console is displayed.
5. In the **Title** field, take one of the following actions:
 - If you are adding new installation instructions, enter a descriptive title that includes the OS name and version and the applicable IBM product. For example:
Installing SUSE Linux Enterprise Server 11 SP 1 - IBM System x iDataPlex dx360 M3 server (6391)
 - If you are adding new installation instructions that you want to be published on a specific future date, type the parenthetical note (HOLD until 01 November 2010) at the beginning of the title and include a comment with the desired publication date in the Comment area. For example, the beginning of the title would be similar to the following example:
(HOLD until 01 November 2010) Installing SUSE Linux Enterprise Server 11 SP 1 - IBM System x iDataPlex dx360 M3 server (6391)

Important: If you want to delete existing installation instructions and remove them from the IBM support site, type the parenthetical note (DELETE) at the beginning of the title. For example:

(DELETE) Installing SUSE Linux Enterprise Server 11 SP 1 - IBM System x iDataPlex dx360 M3 server (6391)

6. Under Document Type, click **Operating system installation**.

| | |
|--|--|
| Title | |
| Installing SUSE Linux Enterprise Server 11 SP 1 - IBM System x iDataPlex dx360 M3 server (6391) | |
| Document Type | Document Classification |
| <input type="radio"/> Downloads and drivers <input type="radio"/> Hints and tips <input type="radio"/> Link <input checked="" type="radio"/> Operating system installation <input type="radio"/> Parts information <input type="radio"/> Product information <input type="radio"/> Publications <input type="radio"/> Troubleshooting | <input type="radio"/> Dealer Confidential <input type="radio"/> IBM Confidential <input checked="" type="radio"/> Unclassified |

7. Under Document Classification, click the applicable radio button.
8. Under Draft Information, modify the **Content Owner** and **Source** fields:

- a. Click the Person icon to the right of the **Content Owner** field. Search for, then select, the appropriate content owner.
- b. In the **Source** field, type your name.
9. Under Comment, type the release status as well as a summary of your submission. For example, if you are submitting a instructions for a new OS version, you might type the comment, New instructions for initial release of *<OS name and version>*. This information appears automatically in the **Comment History** box after the QIT form is saved.
10. Under Publishing Options, set the **Hot News/Expiration Date** field to 2 weeks from the day that you are submitting your request (use the date format: 11 Jan 2011).

Publishing Options

Webable
 Non Navigable
 End Of Life
 Access Support

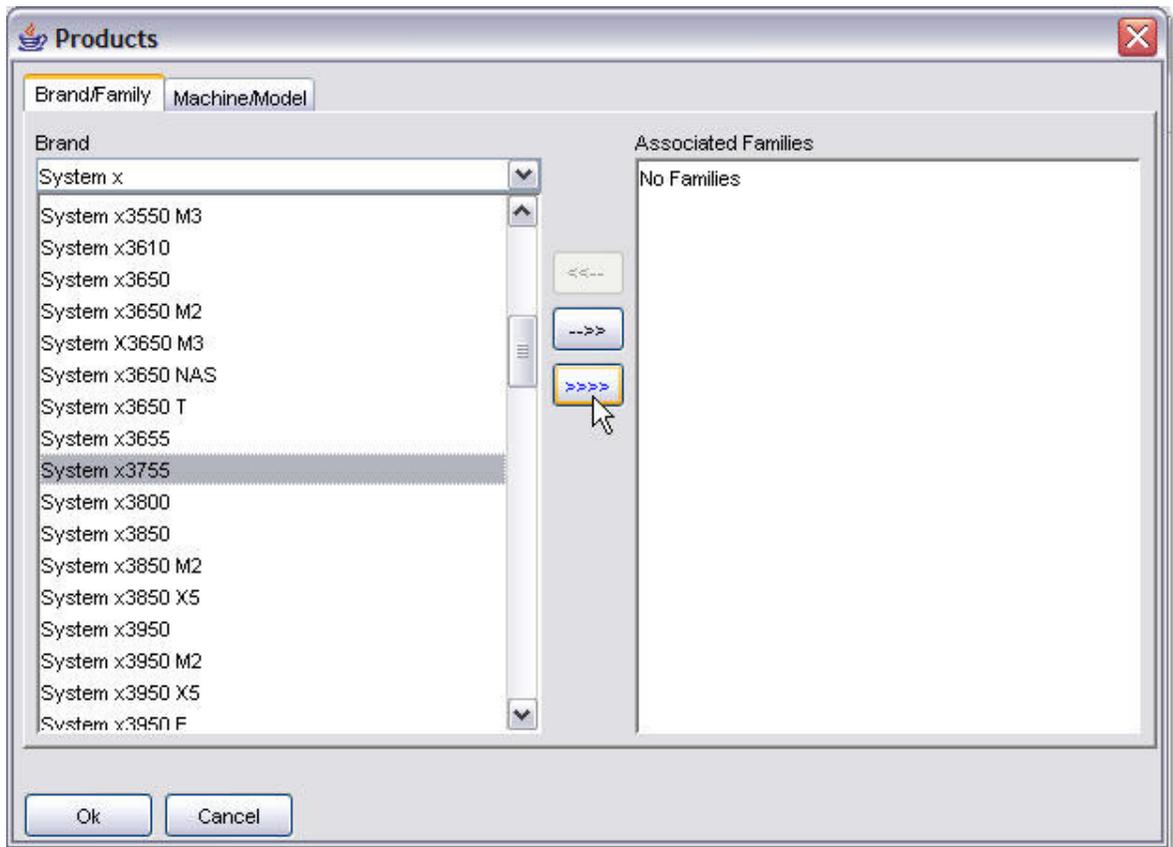
Hot News/Expiration Date 07 Oct 2010
Months To Review
Online Assistant
Inhibit dBlue

Filename

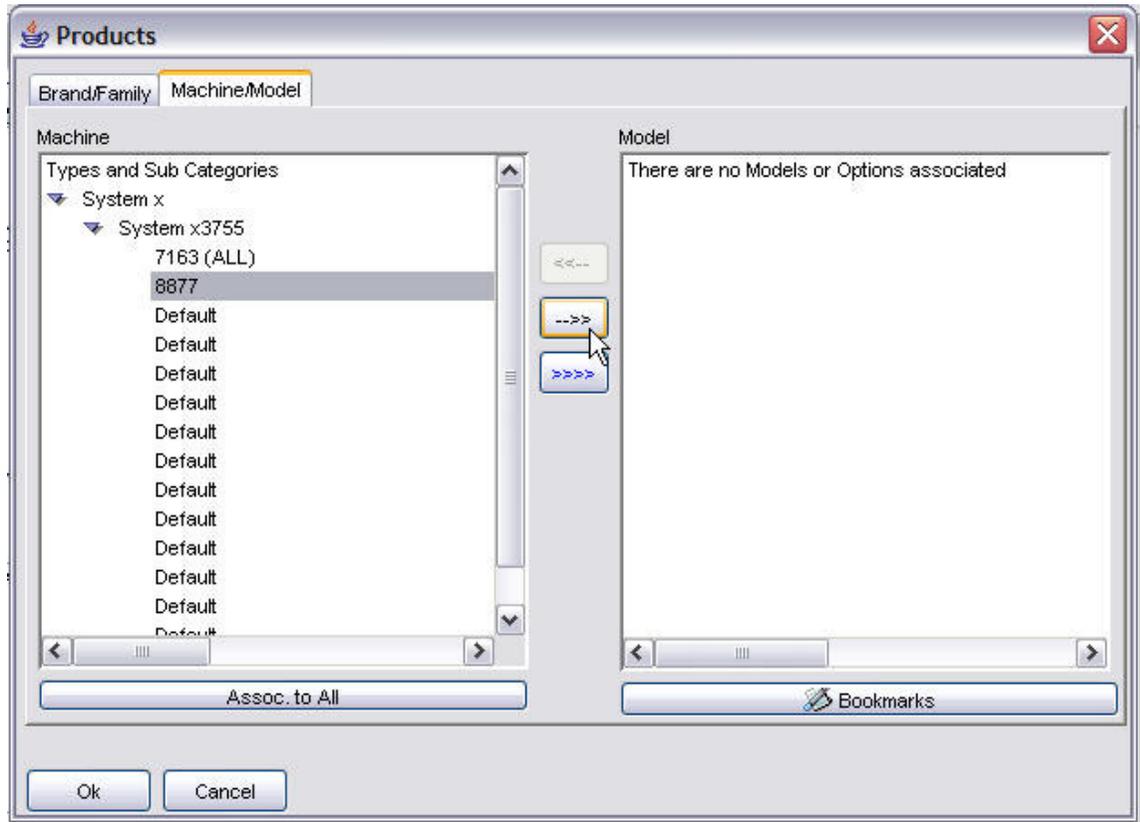
11. Select the product families and product models relevant to your installation instructions:
 - a. Click the **Select** button to the right of the Products area. The Products window opens.

Important: The actions described in the next two steps determine where the installation instructions are located on the IBM support site. If you make an error, your content might not be categorized correctly online.

- b. Select the product brand or family from the Brand list (for example, System x). The products (for example, System x3655, System x3755, and so on) for that brand appear underneath the Brand list.
- c. Click the relevant products to highlight them. Press Ctrl while you click to highlight multiple products.



- d. After you highlight the products that are relevant to your installation instructions, take one of the following actions:
- If you want to select all machine types and models for a product, click the button with four arrow heads (>>>>) in the middle of the window. All of the machine types and models for that product move to the Associated Families box, and have the word (ALL) beside them.
 - If you want to select certain machine types for a product, but not others, click the button with two hyphens and two arrow heads (->>) in the middle of the window. The product moves to the Associated Families box. Click the **Machine/Model** tab to select the specific machine type, and click the button with four arrow heads (>>>>).
- Note:** If you use the button with two arrows to add a machine type (->>), you must then select the specific model number for the machine type configuration that you want to add. This granular level of specificity is not typically needed for most documents.



- e. Click **Ok** to save the product information.
12. To select the category, complete the following steps:
 - a. Click the **Add** button to the right of the Category area. The Select Categories window opens.
 - b. In the box marked with the number 2, scroll and select the category **Operating system installation**.
 - c. Click the **Add Selected** button to add the category. The added category appears in the Category area of the main QIT screen.
 - d. Click **Done** to close the Select Categories window.
13. Click the **Add** button to the right of the Operating System area. The Select Operating Systems window opens, which works similar to the Select Categories window. Add the applicable operating systems for your content.

Notes:

- a. The default setting for operating-system compatibility in QIT is all operating systems.
- b. Be sure to select both 32-bit and 64-bit versions (as below) if your instructions apply to both, as shown in the following image.



14. Disregard the Doc Inventory and Security Group areas.
15. To select the task/topic pairing, complete the following steps.

Note: Be careful not to confuse the Task area in the QIT interface with the Task/Topic Pair area. The Task area is no longer an active field in QIT, but remains as a part of the interface for the time being.

- a. Click the **Add** button to the right of the Task/Topic Pair area. The Select Topics window opens.
 - b. In the box marked with the number 1, scroll and select the task **Install**.
 - c. In the box marked with the number 2, scroll and select the task **[Install]Installation**.
 - d. Click the **Add Selected** button to add the task and topic pairing. The added task and topic pairing appears in the Task area of the main QIT screen.
 - e. Click **Done** to close the Select Categories window.
16. Click the **World wide** button next to the Documentation Location area.
 17. Disregard Pro Mail, Links from this document, and Links to this document.
 18. Under Meta Keywords, type the keywords that a user might use to search for the installation instructions. Use all lowercase text, separated by commas.
 19. Under Abstract, type a summary of the content. For example:
Installation instructions for SUSE Linux Enterprise Server 11 SP 1 on the IBM System x iDataPlex dx360 M3 server (6391
 20. Under Quest Document Information, find the MIGR number and record it for future use.

Important: If you need to update this form in the future, you will need the MIGR number to locate the form.

21. Click the **Body (Ext)** button in the gray edit bar at the top of the QIT screen to submit (paste) your HTML instructions.



22. Click **Reimport Body** or answer “yes” when you are finished with the HTML instructions.
23. Click **Save** in the gray edit bar at the top of the screen. The Save window opens.
24. Review the description of your action in the Comment field and click the **Save As Draft** button. The Web Support team will then review and publish your NOS installation instructions to the web.
25. After you save the form successfully, click **Close** in the gray edit bar at the top of the screen. The document has been submitted for publication.

Important: You must click **Close** after you save the form. Otherwise, the form will not be available to other QIT users, and the document cannot be posted to the support site. If the form has been saved and closed, the document you submitted appears in the list when you click **All Open Drafts** in the Drafts folder on the left frame of the QIT Documents console.

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