

Compaq StorageWorks

Installing the Integration Patch for Compaq Insight Manager and ACS Version 8.6 or Later

First Edition (June 2001)
Part Number: EK-HSG80-IM. C01
Compaq Computer Corporation

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About This Guide

This guide provides instructions for installing the integration patch for Compaq Insight Manager and ACS v8.6 or later.

Text Conventions

This document uses the following conventions to distinguish elements of text:

Keys	Keys appear in boldface. A plus sign (+) between two keys indicates that they should be pressed simultaneously.
USER INPUT	User input appears in a different typeface and in uppercase
<i>FILENAMES</i>	File names appear in uppercase italics.
Menu Options, Command Names, Dialog Box Names	These elements appear in initial capital letters.
COMMANDS, DIRECTORY NAMES, and DRIVE NAMES	These elements appear in upper case. [Note: UNIX commands are case sensitive and will not appear in uppercase]
Type	When you are instructed to <i>type</i> information, type the information without pressing the Enter key.
Enter	When you are instructed to enter information, type the information and then press the Enter key.

Getting Help

If you have a problem and have exhausted the information in this guide, you can get further information and other help in the following locations.

Compaq Technical Support

A technical support specialist can help you diagnose the problem or guide you to the next step in the warranty process.

In North America, call the Compaq Technical Phone Support Center at 1-800-OK-COMPAQ. This service is available 24 hours a day, 7 days a week.

NOTE: For continuous quality improvement, calls may be recorded or monitored.

Outside North America, call the nearest Compaq Technical Support Phone Center. Telephone numbers for world wide Technical Support Centers are listed on the Compaq website. Access the Compaq website by logging on to the Internet at <http://www.compaq.com>.

Be sure to have the following information available before you call Compaq:

- Technical support registration number (if applicable)
- Product serial numbers
- Product model names and numbers
- Applicable error messages
- Add-on boards or hardware
- Third-party hardware or software
- Operating system type and revision level
- Detailed, specific questions

Compaq Website

The Compaq website has latest information on this product as well as the latest drivers. You can access the Compaq website by logging on to the Internet at <http://www.compaq.com/storage>.

Compaq Authorized Reseller

For the name of your nearest Compaq Authorized Reseller:

- In the United States, call 1-800-345-1518.
- In Canada, call 1-800-263-5868.
- Elsewhere, see the Compaq website for locations and telephone numbers.

Installing the Integration Patch

The integration patch determines which version of firmware the controller is using and launches the appropriate StorageWorks Command Console (SWCC) Storage Window within Compaq Insight Manager (CIM) version 4.23.

Should I Install the Integration Patch?

Install this patch if your HSG80 controller uses ACS 8.6 or later. This patch enables you to use the controller's SWCC Storage Window within CIM to monitor and manage the controller.

How to Install the Integration Patch

Perform the following steps to install the integration patch.

1. Verify that you have installed the HSG80 Storage Window for ACS 8.6 or later in the Add/Remove Programs in the Windows Control Panel. The HSG80 Storage Window for ACS 8.6 or later is needed to display the correct Storage Window for your version of the firmware.
2. Verify that you have installed HSG80 Storage Window version 2.1 in the Add/Remove Programs (*StorageWorks HSG80 V2.1*) in the Windows Control Panel. The HSG80 Storage Window version 2.1 is required to run the integration patch.
3. Verify that you have installed CIM version 4.23.
4. Install the integration patch from the Solution Software CD-ROM by double-clicking on *setup.exe* in the following directory:

`\SWCC\Client\HSG80shim`

The patch is installed in the same location as the original SWCC installation.

IMPORTANT: Do not remove the HSG80 Client from your computer. If you remove the HSG80 Client, you will no longer be able to access its Storage Window.

Integrating the Controller's SWCC Storage Window with CIM

You can open the controller's Storage Window from within the Windows-based CIM version 4.23 by doing the following:

1. Verify that you have installed the following by looking in Add/Remove Programs in Control Panel:
 - The HSG80 Storage Window for ACS 8.6 or later (Required to open the correct Storage Window for your firmware)
 - The HSG80 Storage Window version 2.1 (*StorageWorks HSG80 V2.1*) The CIM integration patch uses files in this program.
 - CIM version 4.23
 - CIM integration patch (*HSG80 Insight Manager Shim*)
2. Verify that you have installed the CIM Agent and the StorageWorks Command Console HS-Series Agent on the same computer.
3. Add the name of the client system that has CIM to the Agent's list of client system entries and choose SNMP as a notification scheme.
4. Open Insight Manager.
5. To open the Server window, click on the device you want to observe in the CIM Navigation window.
6. Click on the *Mass Storage* button in the Server window. The CIM Navigation Tree is displayed.
7. Click on the + symbol next to *RAID Storage System*. The Navigation Tree expands to display a listing called *Storage System Information*.
8. Double-click *Storage System Information*. You are given the status of the system.
9. Click Launch. The controller's Storage Window is displayed.

Insight Manager Unable to Find the Controller's Storage Window

If you installed Insight Manager before SWCC, Insight Manager will be unable to find the controller's Storage Window. To find the controller's Storage Window, perform the following procedure:

1. Double-click the Insight Agents icon (*Start > Settings > Control Panel*). A window appears showing you the active and inactive Agents under the Services tab.
2. Highlight the entry for Fibre Array Information and click Add. The Fibre Array Information entry is moved from Inactive Agents to Active Agents.

Removal of the Integration Patch Will Corrupt Storage Window

If you remove the integration patch, HSG80 Storage Window version 2.1 will no longer work and you will need to reinstall HSG80 Storage Window version 2.1. The integration patch uses some of the same files as the HSG80 Storage Window version 2.1.

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