

Compaq StorageWorks

Release Notes

Windows 2000 Datacenter Version 1.1

This document summarizes features and characteristics of the Compaq StorageWorks HSG80 Array Controller (Array Controller Software Version 8.5F) that supports the release of the RA/MA8000, ESA/EMA12000 Fibre Solution Software V8.5C for Windows 2000 Datacenter Server kit.

Second Edition (May 2001)

Part Number: AA-RNASB-TE

Compaq Computer Corporation

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Second Edition (May 2001)

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Release Notes Contents

These *Release Notes* provide information for the HSG80 Array Controller Software (ACS) version 8.5F, not covered elsewhere in the documentation. Individuals responsible for installing, configuring, and using the HSG80 array controller should use this document.

NOTE: Read this entire document before installing or upgrading the software.

These release notes include the following sections:

- Identifying Your ACS Software Revision Level
- Hardware and Software Support
 - NOTE:** Refer to this section for updates to StorageWorks Command Console Software (SWCC) revision levels.
- New Features
- Configuration Rules
- ACS V8.5 Operating Constraints
- Using the HSG80 Controller in a Modular Solution
- StorageWorks Command Console (SWCC)
- HSG80 Documentation Additions and Corrections

Release Package Contents

The RA/MA8000, ESA/EMA12000 Fibre Solution Software V8.5C for Windows 2000 Datacenter Server kit consists of:

- The HSG80 Solutions documentation set:
 - Modular Array Configuration Guide EK-MACON-CA. A01
 - Compaq StorageWorks Command Console V2.3 User Guide AA-RFA2G-TE
 - HSG80 Array Controller ACS Version 8.5 Configuration Guide EK-HSG85-CG. B01
 - HSG80 Array Controller ACS Version 8.5 CLI Reference Manual EK-HSG85-RG. A01
 - HSG80 Array Controller ACS Version 8.5 Maintenance and Service Guide EK-HSG84-SV. C01

- Registration
RA7000/8000, ESA10000/12000 and MA8000/EMA12000
EK-RAESA-RC. G01
- Compaq StorageWorks Warranty 3R-Q409A-AA
- HSG80 Customer Letter AV-RNAZB-TE
- Compaq StorageWorks RA/MA8000, ESA/EMA12000 Fibre Solution Software
V8.5C for Windows 2000 Datacenter Server Installation Guide AA-RNARB-TE
- Windows 2000 Datacenter Version 1.1 Solution Storage CD-ROM

Intended Audience

This document is for customers who have purchased the RA8000, ESA12000, MA8000, or EMA12000 Fibre Channel with an HSG80 controller, and for Compaq Multivendor Customer Services personnel responsible for installing and maintaining systems that include the HSG80 array controller.

Specific Notes for Windows 2000

The SWCC Agent in this CD-ROM does not support older Compaq RAID Array devices that are identified as SWXRC-04 or SWXRC-05. If support is required for these devices, download an updated SWCC Agent from the Compaq Support website at <http://www.compaq.com/support>.

Windows 2000 can run Microsoft's Cluster Server Software. Refer to documents that come with Microsoft's software kits for instructions on setting up clusters.

There is no Hot Plug support for KGPSA adapters under Windows 2000 at this time. (Check the Compaq Support web page for updates.)

Windows 2000 Specific Notes

- The Fibre Channel Setup Utility installs HS_service and HSXdisk software components.
- Windows 2000 supports 8 LUNs per port unless otherwise instructed.
- Windows 2000 supports SCSI-2 and SCSI-3 modes. SCSI-2 is recommend unless you have a specific Heterogeneous SAN requirement. Refer to the *Compaq StorageWorks Windows 2000 Datacenter Version 1.1 Installation Guide* that comes with this kit for more information.
- In SCSI-3 mode, the HSG80 controller implements a device at LUN 0 called the Command Console LUN. It exists to facilitate communications between the SWCC and the HSG80 controllers. Windows 2000 Plug-and-Play will, during boot up, display a New Device Found message for each instance of CCL LUN. Select Cancel for each popup window.
- In SCSI-2 mode, the CCL LUN is implemented differently and will not produce the same popup window. Consult the Installation Reference Manual for more information about SWCC, CCL, and SCSI modes.
- In some Fibre Channel switch configurations, disk devices that are discovered as part of the Windows 2000 Plug-and-Play process display an erroneous message in the Device Manager screen. However, data to and from the drives is unaffected and work correctly. During subsequent system reboots, these erroneous messages disappear as the disk to driver status is correctly synchronized. It's normal to see event log messages from HS_service during certain routine procedures. These are a result of SCSI bus resets that occur during HSG80 events like startups and controller failovers. Some messages appear as warnings and some as errors. As long as the message source is HS_service, you should let the Proactive Services software handle the interpretation.
- There are two situations where you may experience drive letter remapping. This could affect access to data by program you may need to run. The first situation is one where you replace one server with another. The second is a situation in which you simply replace a KGPSA adapter in one of your systems. During such a system or adapter changeover, be sure to manually remap drives to drive letters using the Disk Administrator. This will restore proper access to your data.
- If you replace a KGPSA adapter in a server, you will need to reinstall the KGPSA driver and then rerun the Fibre Channel Setup Utility. The reason for this is that Windows 2000 may automatically reload the original driver for this adapter and reset many of the important registry settings. Follow the instruction in the Installation Reference Manual and use the software in your CD-ROM for this.

- We recommend that you load software directly from the CD-ROM when installing drivers and running the Fibre Channel Setup Utility. You may experience problems on some systems if you first copy the CD-ROM contents to a disk drive and install from it.

Visit our Web Site for the Latest Information

Check the Compaq website for the latest drivers, technical tips, and documentation for the HSG80 Array Controller at <http://www.compaq.com/support>.

Follow the links to Storage and Open Vendor Storage.

IDENTIFYING YOUR ACS SOFTWARE REVISION LEVEL

You can identify ACS Software Version 8.5 by entering the following command at the CLI prompt:

```
SHOW THIS_CONTROLLER
```

HARDWARE AND SOFTWARE SUPPORT

This section lists the hardware and software supported by ACS Version 8.5 for Windows 2000 Datacenter Server platform kit release.

Required Driver Revision

HSxDISK.SYS is the driver required for all HSG80 Array Controller configurations. The Solution Software CD-ROM included in the kit contains the HSxDISK.SYS driver for Windows 2000. Install HSxDISK.SYS V5.4.8 for Windows 2000.

NOTE: HSxDISK.SYS should not be installed if Secure Path is implemented. The HSxDISK filter driver is replaced by RAIDISK.SYS.

Operating System Support

ACS Version 8.5 on HSG80 controllers are used in conjunction Windows 2000.

StorageWorks Command Console (SWCC)

NOTE: The SWCC User Guide is titled *Compaq StorageWorks Command Console V2.3 User Guide*. V2.3 refers to the entire software suite revision.

SWCC, which is included in this release, is highly recommended. SWCC provides a user interface that can be used to configure and monitor your storage subsystem. Refer to the *Compaq StorageWorks Command Console V2.3 User Guide* for information about installing and using SWCC.

Command Console Agent

The SWCC Agent in this CD-ROM does not support older Compaq RAID Array devices that are identified as SWXRC-04 or SWXRC-05. If you require support for such devices, you can download an updated SWCC Agent from the Compaq Support website at <http://www.compaq.com/support>.

Identifying Your SWCC Software Revision Level

SWCC software suite for the HSG80 V8.5 consists of various components. The following SWCC components are included in this release of the Solution Software kit:

- SWCC Command Console (storage window manager)V2.2.0.213
- SWCC CLI WindowV2.0.0.33
- HSG80ACS85 StorageWindowV2.3.0.13
- HSG80 StorageWindowV2.1.0.28
- HSZ StorageWindowV2.3.0.47
- HSZ80 StorageWindowV2.1.0.28
- HSD StorageWindowV2.0.0.5
- HSJ StorageWindowV2.0.0.5

In the above list, the name of each executable is given with its subfolder relative to the installation folder of the SWCC Client kit.

Verification of the individual components can be done with Explorer by right-clicking on the particular executable program in its folder and selecting the Properties option. In the resulting Properties window, click on the Version tab and select the Product Version to display the version of the program.

SWCC Manual Refresh Rate

Do not refresh SWCC windows more often than once every 30 seconds.

Storage Area Network (SAN) Configuration

In a SAN configuration, only have one SWCC Agent active at one time.

Host Adapter for Windows 2000 Datacenter Server

The KGPSA-BC (380574-001) and KGPSA-CB (176479-B21) host adapter is supported by Windows 2000 Datacenter Server operating system for HSG80 controllers operating with Intel Servers (see Table 1).

Table 1 Intel Server Adapter KGPSA-BC

Bus	Operating System Version	Supported Systems	Adapter Firmware Version	Driver Version
PCI to Fibre Channel	Windows 2000	X86 Based Server	SF2.20X2 for 380574-001 SF3.00 for 176479-B21	4-4.4195 5-4.4195

If a KGPSA adapter is replaced in a server, the KGPSA driver will need to be reinstalled and then the Fibre Channel Setup Utility will need to be rerun. The reason for this is that Windows 2000 may automatically reload the original driver for this adapter and reset many of the important registry settings. For more information about installing the adapter refer to the *Compaq StorageWorks Windows 2000 Datacenter Version 1.1 Installation Guide* and use the software in the CD-ROM that are part of this kit.

Load software directly from the CD-ROM when installing drivers and running the Fibre Channel Setup Utility. You may experience problems on some systems if you copy the CD-ROM contents to a disk drive and install from it.

NOTE: The required adapter firmware and installation procedure are included on the RA8000/ESA12000 or MA8000/EMA12000 solution software CD-ROM (P/N AG-RFAAC-BE)

Device Support

ACS Software Version 8.5 supports the devices listed in Table 2 at the indicated hardware and microcode levels.

Table 2 Support Disk Drives

Device	Capacity in Gigabytes	Spindle Speed (RPM)
DS-RZ1DB-VW	9.1	7,200
DS-RZ1DF-VW 380595-B21	9.1	7,200
DS-RZ1DD-VW 380588-B21	9.1	10,000
DS-RZ1EF-VW 380694-B21	18.2	7,200
DS-RZ1ED-VW 380589-B21	18	10,000
DS-RZ1DA-VW 147497-001	9	7,200
DS-RZ1EA-VW 147598-001	18	7,200
DS-RZ1FB-VW 147599-001	36	7,200
123065-B22 BB00911CA0	9.1	7,200
388144-B22 BB01811C9C	18.2	7,200
128418-B22 BD018122C9	18.2	10,000
328939-B22 BD009122BA	9.1	10,000

Table 2 Support Disk Drives

Device	Capacity in Gigabytes	Spindle Speed (RPM)
188120-B22	9.1	15,000
188122-B22	18.2	15,000

Fibre Channel Switch Topology Tip

If you see a constantly blinking light on your Fibre Channel Switch, it's possible that the topology setting is set to loop mode in your server. To correct this, rerun the Fibre Channel Setup Utility.

NEW FEATURES

This section briefly describes new features that have been added to the HSG80 ACS firmware since ACS V8.4. For more information on these features, see the *HSG80 Array Controller ACS Version 8.5 Configuration Guide*.

External Cache Battery

Replace the External Cache Battery (ECB) every two years to prevent battery failure.

If you shut down your controller for longer than one day, complete the additional steps in “Shutting Down the Subsystem for an Extended Time” in *HSG80 Array Controller ACS Version 8.5 Maintenance and Service Guide*. This will prevent the ECB from discharging during planned power outages.

CLI Commands

Add connections and set connections now support the following Operating Systems:

- Compaq Tru64_UNIX
- IBM
- SNI
- VMS

- WINNT
- SGI
- HP
- NOVELL NETWARE

CLI commands that were modified in all versions of V8.5 are:

- SET EMU
- CREATE_PARTITION
- ADD_REMOTE_COPY_SETS
- ADD_CONNECTIONS
- SET connection-name

Data Replication Manager

Data Replication Manager (DRM) provides controller-based mirroring across a Fibre Channel link. Two HSG80 Subsystems are used on a host-port-to host-port basis, allowing data to be synchronously migrated from one storage subsystem or physical site to another.

In DRM configurations, the controllers are not only able to distribute an Input/Output (I/O) request to both the initiator and target sites, but they can transfer the initiator's role to the target as needed. Thus, Data Replication Manager is a distributed computing model that supports full Disaster Tolerant storage.

- For more information on Data Replication Manager, see the *Data Replication Manager HSG80 ACS Version 8.5P Operations Guide*.

NOTE: Data Replication Manager (DRM) requires ACS 8.5P.

DRM Asynchronous Mode

In asynchronous mode, the write operation is reported as complete to the host before the data is written to the remote units of the remote copy set. Asynchronous mode gives greater performance and faster response time, but the data on all members of the remote copy set cannot be assumed to be always consistent.

Write History Logging

Write history logging is a term to describe using a log unit to log a history of write commands and data from the host when the target is inaccessible or to synchronize the initiator site data during a planned failover.

- **Mini-merge**—If the target becomes inaccessible, the writes that would have gone to the target are logged to the association sets assigned log unit. An inaccessible target in this context refers to links or target controllers going down. When the target becomes accessible, a full copy is not necessary. Only those host writes while the links were down are re-issued. This is referred to as a *mini-merge*. If a full copy was in progress at the time of the disconnect, write history logging is not initiated and the full copy is restarted when the target is accessible again.
- **Fast-failback**—During a planned failover, if write history logging has been enabled at the target site, then when the failback is performed, the initiator site is synchronized through a process called *fast-failback*. The writes that would have gone to the initiator are logged to the associations set's log unit. Only those writes since the failover are re-issued. A full copy is not necessary.

Dynamic Volume Expansion

Dynamic Volume Expansion creates a specialized volume, called a concatset (short for concatenation set), from a storageset that has been given a unit number. Another storageset can then be added to the concatset by the SET *concatset* command.

Increase Host Connection

The maximum number of host connections has been increased from 32 to 64 for the table of known connections. This table is maintained in the controller's memory. If the table contains 64 entries, new connections cannot be added unless some old ones are deleted.

Snapshot

A snapshot unit is one that reflects the contents of another unit at a particular point in time (the instant the ADD SNAPSHOT_UNITS command is entered). The snapshot unit can be presented to the host. The snapshot unit remains until it is deleted (DELETE command).

In support of the snapshot functionality, when running the ACS V85S firmware, it is strongly recommended that cache modules containing 512MB of memory be used.

NOTE: Snapshot functionality requires either ACS 8.5S or ACS 8.5P. It is STRONGLY recommended that cache modules containing 512MB of memory be used and the cache is mirrored.

CONFIGURATION RULES

The following list outlines the configuration rules for the controller:

- Maximum 127 visible LUNs and one Command Console LUN (CCL)
- Maximum 512-GB LUN capacity
- Maximum 72 physical devices
- Maximum 20 RAID-5 storage sets
- Maximum 30 RAID-5 and RAID-1 storage sets
- Maximum 45 RAID-5, RAID-1, and RAID-0 storage sets
- Maximum 8 partitions of a storage set or individual disk
- Maximum 6 members per RAID 1 (mirror set)
- Maximum 14 members per RAID-5 storage set
- Maximum 24 members per RAID 0 (striped set)
- Maximum 48 physical devices per striped mirror set

ACS V8.5 OPERATING CONSTRAINTS

This section describes the operating constraints for ACS Software Version 8.5. An operating constraint is a limitation placed on the operation of the controller. Keep these constraints in mind to avoid problems and to help achieve the maximum performance from your controller. Other constraints on host adapters or other system components may also apply. See the host documentation for more details.

Avoiding Problem Situations

Under certain conditions, you may experience unusual array controller behavior. This section presents information to help you avoid such situations and to recover from them if they occur.

Adding, Moving, and Changing Devices

The array controller maintains a configuration map of a device's type and location. This map is used to communicate with devices. If you add, move, or change a device while the array controller is powered off without first changing the array controller configuration, the array controller is not able to communicate with the changed device when it returns to service.

If a device is removed by mistake while the array controller is off, delete all containers associated with the removed device after power has been restored to the array controller.

If a device is replaced while the array controller is off, remove the device before restoring power to the array controller. Correctly remove the current device and add the new device after restoring power to the array controller.

Moving Storagesets

Move only normal storagesets. Do not move storagesets that are reconstructing or have been reduced, or data corruption will result.

Adding, Moving, and Changing Array Controllers, Cache Modules, or External Cache Batter Storage Building Blocks

It is permissible to replace the array controller, cache module, or external cache battery (ECB) Storage Building Blocks (SBB) while the subsystem is shut down. However, you must enter the SHUTDOWN THIS_CONTROLLER command before shutting the subsystem down to make configuration changes. If two array controllers are configured in a dual-redundant configuration, you must first enter the SHUTDOWN OTHER_CONTROLLER command.

These commands instruct the array controllers to flush all unwritten data from the cache modules and discontinue all I/O activity. For more information regarding the SET controller command, see the *HSG80 Array Controller ACS Version 8.5 CLI Reference Manual*. For information on maintenance and replacement of the array controller, cache module, and external cache battery, see the *HSG80 Array Controller ACS Version 8.5 Maintenance and Service Guide*.

Boot Support

Booting from the RA8000/ESA12000 and MA8000/EMA12000 is supported for Windows 2000 using the KGPSA-CB adapter only. Look for application notes or web pages in the support section of the Compaq web site.

Disk Geometry Limitations

Table 3 lists known limitations that certain operating systems have regarding storage unit size.

**Table 3 Operating System Storage Unit Limitation for RA/MA8000 and
EMA/ESA12000**

Disk Size	Storageset Configuration	Operating System and Version
4 GB	Any	Windows 2000 FAT File System
16 Terabytes	Any	Windows 2000 NTFS File System

PVA Switch Setting

After installing the EMU in each cabinet, ensure that the SCSI ID number on the PVA is set (see Table 4.)

Table 4 SCSI ID Number on the PVA

Cabinet	PVA SCSI ID Setting
Master enclosure	0
First expansion enclosure	2
Second expansion enclosure	3

FRUTIL Limitation

If the host load is quiesced, you can run FRUTIL on the initiator or target. If the host load is not quiesced and FRUTIL is run while remote copy I/Os are running, the normalization process will reset.

USING THE HSG80 CONTROLLER IN A MODULAR SOLUTION

The modular solution consists of the HSG80 controller (single or dual configurations) installed in a Model 2200 UltraSCSI Enclosure and the drives installed in either a Model 4214R disk enclosure or a Model 4254 disk enclosure. The modular solutions must be mounted in RETMA cabinets. The RETMA cabinets are available in heights of 42U, 41U, 36U and 22U. The Model 2200 enclosure is 4U. The Model 4214R disk enclosure and the Model 4254 disk enclosure are each 3U. This combination allows for several cabinet configurations.

NOTE: If you are using an existing HSG80 controller, it will require the Cache Bulkhead upgrade for installation of the HSG80 in the Model 2200.

- For information about how to install the HSG80 controller in a Model 2200 UltraSCSI Enclosure, see the *Compaq StorageWorks Model 2200-series Enclosure User Guide*.
- For information about how to install drives in either a Model 4214 disk enclosure or a Model 4254 disk enclosure, see the *Compaq StorageWorks Enclosure 4200 Family LVD Disk Enclosure User Guide*.
- For information about the 9000-series, see the *Compaq 9000 Series Rack Products Reference Guide*.

Disk Enclosures

The HSG80 controller firmware can address up to 12 disks per SCSI bus. In single bus mode, this means that 12 of the 14 disks in models 4214R and 4254 are used. The 2 extra disks can be used for in-cab inventory. The firmware can see seven disks on each bus allowing use of all 14 when configured for dual-bus mode. The maximum number of disks supported by an HSG80 (single or cooperating pair) is 72. The disk enclosures can be configured for single bus or for dual bus.

NOTE: The 42xx disk enclosures do not allow daisy chaining between shelves

Single-Bus Mode

Table 5 lists the disk enclosures options with single bus mode.

Table 5 Single Bus Mode	
Disk Enclosures Options/Single Bus Mode	Part Number
StorageWorks Enclosure Model 4214 R (Rack Mountable Single Bus Single Power 14 Bay Drive Shelf)	103381-001, B31, 291
Second Power Supply for 4214R (Adds a redundant power supply to the 4214R)	119826-B21
Dual Bus I/O Module for Existing 4214R (Changes the 4214R from a single bus to a dual bus)	119829-B21
<p>Note: 4214Rs shipped before February 28, 2000, may require the exchange of the EMU and single bus modules to operate properly with the HSG80. Check the EMU and I/O modules: if you see a “FB” sticker, the modules are appropriate for the HSG80. If there is no sticker, contact your local service representative.</p>	

Dual-Bus Mode

Table 6 lists the disk enclosures options with dual bus mode.

Table 6 Dual Bus Modes	
Disk Enclosures Options/Dual Bus Mode	Part Number
StorageWorks Enclosure Model 4254 (The 4254 includes the redundant power supply and the dual bus I/O module.)	138151-001, B31, 291
<p>Note: There is no option available to transform a Model 4254 disk enclosure to single bus.</p>	

SCSI Cables

SCSI Cables are required to be ordered separately for connection to the Model 2200 enclosure.

NOTE: At the time of this release, only the 1-meter SCSI cable (168256-B21) has been FCC qualified and is supported.

Table 7 lists the available SCSI cables for dual bus mode.

SCSI Cable Options/Dual Bus Mode	Part Number
1M SCSI Cable	168256-B21
2M SCSI Cable	168258-B21
3M SCSI Cable	189505-B21
5M SCSI Cable	400983-005
10M SCSI Cable	400983-010

Modular Solution

The Modular Array/Enterprise Modular Array storage systems can be ordered three ways.

- Predefined models are available that provide a set number of controller shelves and drive shelves in a Modular Storage Cabinet:
 - ❑ MA8000: One Model 2200 controller enclosure and three dual-bus Model 4254 disk enclosures in a 22U Modular Storage Cabinet
 - ❑ EMA12000 D14: Three Model 2200 controller enclosure and nine dual-bus Model 4254 disk enclosures in a 42U Modular Storage Cabinet
 - ❑ EMA12000 S14: One Model 2200 controller enclosure and six single-bus Model 4214R disk enclosures in a 36U Modular Storage Cabinet
 - ❑ EMA12000 Blue: One Model 2200 controller enclosure and three dual-bus Model 4254 disk enclosures in a 41U Modular Storage Cabinet

NOTE: The predefined models require the following options: Controllers, Controller firmware, and drives.

- **Configure-to-Order.** This allows you to specify the number of controller shelves and drive shelves desired in a Modular Storage Cabinet.
- **Assembly on site.** This allows you to order the components separately and install them in any supported RETMA rack or cabinet.

StorageWorks Command Console

This portion of the release notes provides application information on Version 2.3 of the Command Console HSG80 Client software suite. Command Console Client, HSG80 Storage Window 2.3 is a feature-rich graphical user interface (GUI) for StorageWorks HSG80, Fibre Channel controllers.

NOTE: Logical View is an accurate representation of your subsystem; however, the physical view may not be an accurate representation of your subsystem.

If you plan to use the SWCC with a Fibre Channel switch and the HSG80 controller, first install the SWCC that came with the switch and then install the SWCC that came with the HSG80 controller.

This section of the release notes covers the Command Console Storage Manager and CLI Window modules. These modules are referred to within as “*Client*.”

Document Issues

The term “Command Console” can refer to the Storage Window Manager. It can also refer to the entire Command Console product suite and all of its components, or simply as “the software.”

In this section, Storage Window Manager, paging, and automatic event notification issues are presented to cover situations that Command Console Clients have been installed under an installation that includes a Storage Window Manager.

Client and Agent are intimately connected in their operation. Although these release notes are meant to cover Client issues, some Agent-specific issues are included for completeness.

More Information

For complete product information on Command Console, see the product's on-line Help. Also, for details on the features of the controller software, see the controller documentation.

Installation Notes

Be careful about the order in which you install certain SWCC products. If you install SWCC from a Switch CD-ROM kit, it may overwrite newer SWCC components that have been installed with the CD-ROM that ships with this kit. You should reinstall using the CD-ROM in this kit to ensure that you have the latest client versions.

Stand-Alone Installations

After doing a stand-alone install of a device-specific Client, exit Command Console before adding or accessing a system with that type of device. Command Console will then recognize the installation

SWCC 1.1B Client Will Not Work if Version 2.x Client Was Already Installed

SWCC 1.1b will not work properly if you already have SWCC 2.x on a Windows 2000 operating system. The Asynchronous Event Service that comes with SWCC 2.x uses the same port as SWCC 1.1b. SWCC 1.1b can be removed without impacting SWCC or ServerWORKS.

To remove SWCC version 1.1b perform the following steps:

1. Uninstall
2. SWCC 1.1b. Ignore the error box that appears.
3. Reboot the computer. The integration for SWCC 1.1b will have been removed.
4. Integrate SWCC 2.x with ServerWORKS.

There is no disk in the drive — Message

When you install the Command Console Client, the software checks the shortcuts on the desktop and in the Start menu. In Windows 2000, the installation will check the shortcuts of all users for that computer, even if they are not currently logged on. You may receive an error message if any of these shortcuts point to empty floppy drives, empty CD-ROM drives, or removable disks that are no longer present. Do the following:

- Ignore the error message by clicking Ignore.
- Replace the removable disks, and place a disk in the floppy drive and a CD-ROM in the CD-ROM drive. Then, click Retry.

Uninstall Notes

Command Console Client Uninstall Does Not Remove AsyncEventService Entries

Before uninstalling the Command Console Client, first remove the AsyncEventService entries. This prevents the computer from sending you messages during boot time about a service failing to start.

Under Windows 2000, change to the directory to which you installed the Command Console Client, enter the following command:

```
AsyncEventService -remove
```

Then, remove the Command Console Client.

Clarifications

This section presents clarifications on the behavior of the software in certain situations.

SWCC provides generic physical views of modular storage components (MA8000, MA12000). These views may not exactly match the actual configuration that you have. Take care in interpreting the shelf position in the physical view when determining your actual shelf location.

Integration Problems with SWCC and Insight Manager

Starting with Insight Manager version 4.23, the HSG80 controller can be monitored and managed from Insight Manager. Insight Manager includes the HSG80 controller and its status on the Insight Manager storage display. Insight Manager can also launch the SWCC HSG80 Storage Window to manage storage connected to the HSG80 controller.

When the HSG80 Storage Window is opened within Insight Manager, the Storage Window that supports ACS version 8.4 and earlier is launched. The Storage Window will work correctly as long as it is used with HSG80 controllers that have ACS 8.4 or earlier. The HSG80 Storage Window that opens within Insight Manager may not support ACS 8.5 or later.

A software “shim” is included with your solution software kit and should install automatically on your client station. This “shim” provides access to the HSG80 ACS 85 storage window from Insight Manager.

SWCC Agent Uninstall

The Windows 2000 SWCC Agent may not be completely uninstalled (that is, the service is not removed) until a system reboots.

Duplicate Client Entries

Duplicate client entries may appear in the Windows 2000 Start menu. The extra shortcuts can be removed as follows:

1. Click Start > Settings > Taskbar.
2. Click Start Menu > Programs.
3. Click Advanced.
4. Click Program folder.
5. Click Command Console folder.

Remove duplicate entries manually from this folder.

EMU Status

The EMU status indicators do not reflect the proper status in modular storage (MA8000, EMA120000). "CLI show EMU" gets "ERROR C000 EMU not installed or operational" when it may be working correctly.

Event Logs

The event log on a Windows 2000 client may have extra error message text appended.

Cautions When Configuring from a Configuration File

When reconfiguring a storage subsystem from a configuration file, the program prompts you to choose whether the program initializes your virtual disks. You must choose the appropriate option or you risk the loss of your data as the configuration file is loaded and your subsystem is reconfigured.

- Do not initialize virtual disks—Choose this option when your virtual disks contain valuable user data, and you wish to retain that data. You might, for instance, need to replace a failed subsystem component such as a controller or cache module. In this case, your subsystem configuration must be transferred to the new hardware, but you do not wish to change any information on your storage devices themselves.
- Initialize virtual disks—Choose this option when your virtual disks do not contain user data, or when you do not care if the data on them is lost. You might use this option when configuring a storage subsystem from scratch, to make it match the configuration in your configuration file.

Virtual Disk Recovery from a Configuration File

When you delete a virtual disk, the disk's member drives are all reinitialized and any user data is lost. You cannot restore the virtual disk's data by reconfiguring your subsystem from a configuration file. A configuration file contains only information about the structure of a virtual disk and does not contain the disk's data itself.

Warning Message Windows

The controller software responds to problems in parsing and executing commands from Client and Agent by returning a message window entitled "Warning." The content of such messages may contain such indications as "Command Execution Error," along with pertinent detailed information.

These messages are simply passed through for display by Client and Agent and are normally associated with problems in the controller. However, sometimes "Command Execution Error" does indicate a problem with SWCC.

Virtual Disk Maximum Capacity

The maximum capacity of RAID-based virtual disks is determined by the capacity of the smallest member, not the largest.

- The maximum capacity of RAID 0 virtual disks is equal to the number of members times the capacity of the *smallest* member.
- The maximum capacity of RAID 1 virtual disks is equal to the capacity of the *smallest* member.
- The maximum capacity of RAID 0+1 virtual disks is equal to the number of members in one stripe times the capacity of the *smallest* mirrorset member.
- The maximum capacity of RAID 3/5 virtual disks is equal to the number of members minus one times the capacity of the *smallest* member.

Local Client/Agent Network Connection

To create a local connection to take advantage of Agent's event notification features, you can run both Client and Agent on the same Windows NT host machine and connect them using a network connection. No special installation instructions are necessary to implement this type of connection. Install each component as if Client were to run on a system remote from the host machine.

NOTE: Because the Client only runs on Windows NT and Windows 2000 systems, and Agent runs on Windows NT, UNIX-based systems, and OpenVMS, you can only implement this type of connection on a Windows NT system.

You cannot use Client with a local connection of either type while an Agent is running on the local machine

Operating System Considerations

Client provides a graphical interface that replaces your controller's CLI interface. It cannot, however, perform all operating system configuration necessary to make your subsystem's virtual disks visible to the user in the operating system.

When you create or delete virtual disks using either the CLI or Client, you are adding or removing "disks" in the subsystem in a manner similar to plugging or unplugging physical disk drives on the host bus. In either case, there are certain operating system configuration actions you must perform to make these "disks" visible or invisible to the operating system's file system.

Windows 2000 Configuration

On a Windows 2000 host, after you create or delete a virtual disk using Client (or the CLI), you must perform the following steps to properly configure the file system to recognize your changes.

NOTE: Run DILX on newly created units to delete the 8MB EISA partition from universal disks.

1. Boot the host system. This action has the effect of forcing the Disk Management to recognize added virtual disks as raw disks, available for use. It also notes that deleted virtual disks are no longer present.
2. Create file system partitions on your disks. When you create a virtual disk in the controller, you have the option to partition it *at the controller level* in any way you wish, as long as you create at least one partition per disk. Each of the *controller-level* partitions you create becomes a virtual disk, visible to the host. In Disk Management, you must partition these newly added virtual disks at NT's file system (NTFS) level.
3. Once you have partitioned your drives in Windows 2000, the file system assigns each drive a unique drive letter. Make a note of the drive letters assigned.
4. Format your disks—You must format each newly added disk.
5. Start the Agent Configurator by double clicking its icon in the Command Console Start Menu group.
6. Navigate through the menus until a popup appears, prompting you to rescan your subsystems. Click Yes to perform the rescan and display a list of subsystems.
7. Make sure that the access device you've been using for your subsystem still exists. If you inadvertently deleted it, you must assign another device in its place. If no access device exists, Client cannot communicate with your subsystem unless the CCL is used.
8. Click the Next button until you can exit the configurator.
9. Select the Services option in the Windows Control Panel, then select Administrative Tools.
10. Scroll down to highlight the Steam entry.
11. Right click and select Stop and wait for a prompt indicating that the service is halted.
12. Right Click and select Start and wait for a prompt indicating that the service is started.
13. Exit Control Panel.
14. Windows 2000 now recognizes any changes you may have made in your virtual disk configuration.

UNIX-Based Configuration

On a UNIX-based host and after you create or delete a virtual disk using Client (or the CLI), you must perform the following steps to properly configure the UNIX file system to recognize your changes.

1. Reboot the host system—This action has the effect of forcing the file system to recognize added virtual disks as raw disks, available for use. It also notes that deleted virtual disks are no longer present.
2. (Optional) Create file system partitions on your disks—When you create a virtual disk in the controller, you have the option to partition it *at the controller level* in any way you wish. Each of the *controller-level* partitions you create becomes a virtual disk, visible to the host.
3. Afterward, if you desire, you can partition these newly added virtual disks at UNIX's file system level. Use the appropriate commands for your operating system version to perform this task. Once you have partitioned your drives in UNIX, the file system assigns each drive a unique drive identifier.
4. Stop and Restart the Agent—Using the Agent configuration script, you must stop and restart the Agent running on your UNIX host, using the configuration program. In the program, you must choose the option to create a new *storage.ini* file. This action updates the Agent to recognize any virtual disk changes you have made.

Enabling Subsystems in a Windows 2000 Agent Configurator

In the Step 3 dialogue box of the Agent Configurator, a check box entitled “Subsystem Enabled” has been added. If this box is not checked, the program configures the *storage.ini* file such that the subsystem selected in the dialogue box is invisible to the host. If the box is checked, the subsystem is visible. The default state for all subsystems is “enabled.”

Case Sensitivity in Client, Host, and Storage Subsystem Names

In configuring Command Console for network operation, you must enter names or IP addresses to identify your hosts, storage subsystems, and Client systems. If you use names (as opposed to IP addresses), the names in Client and Agent must be consistent to allow the programs to communicate with each other. This section discusses issues of case sensitivity associated with name entry in Client and Agent. This information does not apply when you use IP addresses.

In the connection dialogues in Client, you are required to enter host names, and you have the option to enter specific storage subsystem names. In the Agent installation and configuration programs, you are required to enter Client and storage subsystem names.

Host and Subsystem Names in Client

Enter host and subsystem names in Client without regard to case.

Subsystem Names in Agent Installation/Configuration Programs

Enter subsystem names in the Agent installation/configuration programs without regard to case.

Client Names in Agent Installation/Configuration Programs

For Windows 2000 and UNIX-based Agents, enter Client names in the installation/configuration programs without regard to case.

ServerWORKS Connections

You can manually configure any Agent to send SNMP traps to a host running Compaq Computer Corporation's ServerWORKS by editing the *client.ini* file. Edit the file to include the ServerWORKS host name and SNMP notification.

Running Client Via Network Connections

You can operate Client over PPP, SLIP, or RAS network connections. Be aware though, that some restrictions on features exist. See the *Operating Constraints* section.

Display in VGA Mode

There are numerous issues involving the use of Client on a system with standard, VGA resolution. The Storage window requires a minimum amount of screen space to properly display its contents. When you use VGA display resolution, screen space becomes more limited. It is highly recommended that you use Client with a minimum of SVGA (800x600) display resolution.

If you must use VGA resolution, consider the following suggestions:

- You may not be able to see the scroll bars on the bottom of the display. You can use the Storage window's menu settings to remove the toolbar from the display to make room for the bottom scroll bars.

- If you are using Client with a 24-device, high-availability enclosure, it may be easier to configure the subsystem if you set the system type to *Generic* for configuration purposes. Return the setting to *High-Availability 24-Device Pedestal* for monitoring and viewing.

Tuning Fault Notification

For faster fault notification, remove any unused host system names in the *client.ini* file for each of your Agent programs. Inactive systems may force timeouts that slow Client response to your commands.

Also, ensure that you are not using event notification while using RAS connections. See “Delayed Event Notification on RAS Connections” in the next section, for more details.

Paging and Event Logging Continues After Client is Terminated

In certain situations, you may experience continuing paging and event logging in response to subsystem faults, even though Client is not running. This behavior is normal and is a result of paging and event logging activity started by Client when it was running.

Client’s Asynchronous Event Service (AES) module runs as a Service, and continues to run, even after Client itself has terminated. The AES module communicates with Agents whenever it is running, and activates paging and event logging when a subsystem event occurs.

In Windows 2000, to terminate paging and event logging after Client has been closed, go to the Services section of Control Panel, select the “AsyncEventSvc” Service, and stop it.

Setting Up Pager Notification

You may need to tune the pager notification feature for proper functioning with certain pager systems. The pager feature supports both alphanumeric and numeric pagers and allows for notification of multiple pagers. You can select multiple pagers to be notified for multiple storage subsystems within different blocks of time. You can also temporarily disable any pager.

Use the following procedure to set up and tune the pager notification system:

1. In Storage Window Manager, select Options > Event Notification > User Profile.
2. Click on New and enter the name of the person to be notified.

3. Select the Pager folder and enter the person's pager number, along with any prefixes required to reach the outside telephone system. It is good practice to place delays as commas (,) after any exchange switch that might occur. Each comma results in two seconds of delay. An example is: 8,,1, 800,5551212. In this example, there is a 4-second delay between the 8 and the 1.
4. Select the Alphanumeric box if the paging system supports it. Leaving the box blank results in numeric paging only.
5. Click on the Enabled box to enable paging to this person.
6. Enter the start and end times that this person is available for paging. If you want 24 hour coverage, enter a start time of 0:00 and an end time of 24:00. You must enter a time period for paging. Leaving the start and end times at 0:00 has the effect of canceling paging for this person.
7. Close the User Profile menu.
8. Select Options/Event Notification/Notification List, to list all of the persons to be notified as a named group. (Later, you will be able to assign these groups to individual systems.) You can enter a description along with the name to state such information as times and subsystems that this person supports.
9. If you're using numeric paging, you can view the failure codes that are used under Options>Event Notification>Pager codes.
10. To set the communications port and baud rate for the pager modem, select Options > Preferences to view the Event Notification Preferences menu. You can also set the subsystem polling interval on this menu.
11. You can establish paging on three separate levels: You can establish paging on all levels on any combination of levels.
 - a. My Enterprise—Notifies all notifications list listed here for problems on all systems and subsystems
 - b. Highlight "My Enterprise" in the Storage Window Manager and then select File > Properties > Event Notification from the menu. Clicking on the Notification List box will list all of the lists you have created. Choose the list for persons that should be notified in case of a failure on any system.
 - c. System Level—Notifies all notifications lists listed here for problems on the specific system and all its subsystems selected
12. Highlight the desired system name in the Storage Window Manager and then select Start > Programs > File > Properties > Event Notification. Clicking on the Notification List box will list all of the lists you have created. Choose the list for persons that should be notified in case of a failure on any subsystem of this specific system.

13. Subsystem Level - Notifies all notifications lists listed here for problems on the specific subsystem selected
14. Highlight the desired subsystem name in the Storage Window Manager and then select Start > Programs > File > Properties > Event Notification. Clicking on the Notification List box will list all of the lists you have created. Choose the list for persons that should be notified in case of a failure on this specific subsystem.
15. You have completed the paging notification setup. You may find that you will have to make modifications in order to work with various paging systems throughout the world.

Operating Parameters of Partition Virtual disks

Keep in mind that virtual disks based on partitions on any container are all closely related. They all share the same target and operating parameters of the container. If you change any of this information for one partition on the container, it automatically changes for all the partitions on that container.

Operating Constraints

This section describes the operating constraints for the software. An operating constraint is a limitation placed on the operation of the controller by the nature of its design. Keep these constraints in mind, to avoid problems and to help you to get the maximum performance from your controller.

Compatibility Among Product Versions



CAUTION: Pay particular attention to the instructions below for uninstalling existing Client and Agent components from your local system. Failure to remove existing components before installation may result in Windows Registry corruption..

Version 2.X software components are not compatible with version 1.1 components, and operation with mixed components is not supported. You must uninstall your version 1.X software, including Clients and Agents, before you install version 2.X components. Use the instructions that came with your version 1.X software to uninstall it.

Before you install your new Client software, you must uninstall any existing version 2.X CLI Window. Use the “Add/Remove Programs” feature or the instructions that came with your existing software to uninstall it. The installation program will install a newer CLI Window version in your old version’s place.

Note that, in configurations with existing version 2.x components, you need not remove the Storage Window Manager components. You also need not remove any Storage Window components other than one matching the one you wish to install. The installation program will install your new Client Storage and CLI Windows seamlessly under your existing Storage Window Manager.

Failover Mode Set in CLI

Client is intended to be used to configure and monitor your storage only, and there are some functions available in the CLI that are not available in graphic form in the GUI. If you wish to use your controller's multiple-bus failover mode, you must enable and control that function via the CLI.

In addition, if you wish to use virtual disk preferencing in multiple-bus failover mode, you must set your virtual disk preferences via the CLI when you set the failover mode.

Connection Limitations

Local SCSI or serial connections are only available with standalone Storage Windows. You cannot use the Storage Window Manager to connect locally to a subsystem.

Some Features Dependent Upon Connection Type

Because of the nature of the connections you can use between Client and your subsystems, the features available with each connection type vary slightly. Some connection types impose limitations on Client's features, as noted in Table 8.

Table 8 Feature Limitations

Feature Connection Type	Create virtual disk	Delete virtual disk	Fault Events: Client Visual Notification	Fault Events: Paging Notification	Windows 2000 Fault Events: Event Logging	Email Notification (UNIX/VMS only)
Remote Network Connection (Client running on a PC remote from Agent on a host)	Supported	Supported	Supported	Supported	Supported	Supported
RAS Connection (Client running on a remote PC with a dialup network connection)	Supported but do not recommend. Follow-up operating system configuration cannot be performed remotely.	Supported but do not recommend. Follow-up operating system configuration cannot be performed remotely.	Supported reliably only while RAS intact. Some events may be missed while dialup connection is broken.	Supported reliably only while RAS intact. Some events may be missed while dialup connection is broken.	Supported reliably at host end only. Some events may be missed at Client end while dialup connection is broken.	Supported

continued

Delayed Event Notification on RAS Connections

Visual fault notification, paging, and event logging may be delayed significantly in situations where RAS connections are used for multiple Clients. An Agent with multiple Clients in its *client.ini* file must poll each Client whenever a fault occurs. Any Clients not currently network-connected significantly delay this process, because Agent must wait for their connections to time out before moving on to the other Clients.

To avoid this situation, set the *notification_method* parameter for each Client in the *client.ini* file to "0", to defeat event fault notification.

CLI RUN Commands

Do not issue RUN commands in the CLI Window. Use only a maintenance terminal connection to issue RUN commands.

Creating Partition Units Across Targets or Ports

Be aware that the name you pick for a unit assigns it to a particular host bus target. If you create a unit from free space on a device, the program forces you use a unit name that puts the unit on the same host target as the other partitions on the device.

On dual-port controllers, partitions on the same device that are assigned to different host ports are not supported.

No Code Load in Multiple-Bus Failover Mode

The controller code load feature is not functional in multiple bus failover mode for non-OpenVMS network connections. Do not attempt to update your controller's software in this mode.

Maximum Members Dependent Upon Virtual Disk Type

The maximum number of members allowed in a RAID-based virtual disk is dependent on the disk type. However, concatenated sets are now available for JBODs, stripes and RAID 3/5 sets.

- JBOD virtual disks—maximum of one member. JBODs may now be expanded to two disks if concatenated sets are used.
- Striped virtual disks—maximum of 24 members
- Mirrored virtual disks—maximum of 6 members
- Striped mirrored virtual disks—maximum of 48 members
- Parity virtual disks—maximum of 14 members

Maximum Number of Active Connections Limited

The controller maintains a table of host port connections that can contain up to 64 named connections. Only 8 of those connections can be active (that is, “on line”) at any time, however. Client shows only those connections that the controller recognizes as “on line.”

Avoiding Problem Situations

In certain situations and under specific conditions, you may experience unusual behavior with the software. This section presents information to help you avoid such situations and to recover from them if they occur.

Enable Read-ahead Cache Before Enabling Write-back Cache

The controller requires that read-ahead cache mode is enabled before you can enable write-back cache mode.

Incomplete Scans Cause Connection Loss

For proper display of subsystem status, Client performs a “scan” to collect information about your storage subsystems. The program displays scan progress screens while the process occurs. In some, rare situations, you may experience incomplete scans or scans that appear to hang. In these cases, the likely cause is that Client has lost its connection with the virtual disk it was using for communication with your subsystem.

This problem may show up with either local SCSI or network connections.

To remedy this situation, you must first restart both of your controllers, followed by restarting Client and Agent. If the system still does not operate properly, you must reboot your host system. If your host is running Windows 2000, you must ensure that the special device driver, HSZDISK.SYS or RAIDISK.SYS, is installed and running properly after it is booted.

Mirrored Cache Mode Not Retained After Configuration Restore

If you restore your controller configuration from a configuration file, the mirrored cache setting may not be properly enabled. You must restore the mirrored cache setting manually, using a CLI Window.

Error Message on Exiting Storage Window

Under certain conditions, when you exit a Storage Window, you may experience an “Illegal Operation Error” message. You may ignore this message.

Inappropriate Error Message on Device Delete

If you select a disk, then chose Device/Delete, a dialog box may appear, asking “Are you sure?” If you choose the “NO” option, the message “Nothing selected to delete!” is displayed. You may ignore this message.

Storage Window Corruption After Making/Removing Spare Device

If you select a disk and make it a spare (using either menu or context menu options), then remove the device as a spare, some information in the Storage Window may be left corrupted. To reconstruct the window, you must exit the window and open a new one.

Cache Policy Not Shown in Controller Properties Sheet

The controller cache policy may not be properly shown in the controller properties sheet. The field may be blank. You must use a CLI Window to obtain the cache policy setting.

Incorrect Capacity Shown in Add Virtual Disk Wizard

In some circumstances, in Step 3 of the Add Virtual Disk Wizard, if you specify a capacity greater than the available disk capacity, an error message results. If you back up to Step 2 of the Wizard and return to Step 3, the correct capacity is then displayed. An attempt to move to Step 4 of the Wizard at this point, however, results in the same error message, even though the correct capacity is shown.

To complete your virtual disk, you must exit the Wizard and attempt to recreate the virtual disk.

Storage Window Corruption While Deleting a Virtual Disk

In some circumstances, if you delete and confirm deletion of a RAID-based virtual disk, a “Subsystem Connection Status” window may be displayed, and the Storage Window goes blank. The Storage Window may remain blank for several seconds until the “Subsystem Connection Status” window disappears.

Application Errors When Restarting Agent

You may experience an “application error” error when attempting to restart Agent after manually changing the Agent configuration files. Either of the following issues may be the cause:

- The *client.ini* file must end with a carriage return. If any other character terminates the file, it may cause an application error.
- The *storage.ini* file must not end with a carriage return. If a carriage return terminates the file, it may cause an application error.

False Restart Message on Agent Installation

When you first install a Windows 2000 Agent, and you modify more than one configuration parameter, the installation program may prompt you with a message indicating the Agent must be “restarted”, even though it has not yet been completely installed. You may ignore this message, and you must respond to the subsequent prompt, “Would you like to start the Agent service now?” by answering “Yes.”

Client Access Changes Not In Effect

After manually editing or changing the Agent *client.ini* file with a configurator program, you may notice that your Clients’ access has not changed. To place your changes in effect, you must restart Agent after editing any of the Agent configuration files.

Reconfiguration After Controller Replacement

If you replace either of the controllers in your subsystem, you must reconfigure your Agent *storage.ini* file to match the serial numbers of the new hardware. See your Agent documentation for details on reconfiguring your *storage.ini* file.

Storage Window Won’t Open

If you cannot open a Storage Window from the Storage Window Manager or in standalone mode, the *client.ini* ACCESS_ALLOWED parameter for your Client is probably set to “0”, disabling Storage Window access. Use the Agent configuration script or edit the *client.ini* file to enable access to the subsystem.

Configuration File Deleted on Reinstallation or Upgrade

Save a copy of the current *swcc2.mdb* file to another directory if you intend to reinstall or upgrade Client. If you uninstall the program, you will delete the *swcc2.mdb* file. This file contains your configuration of host systems and storage subsystems used in the Navigation Tree.

To reinstate your current Navigation Tree configuration after installing a new version of Command Console, copy your saved *swcc2.mdb* file back to the directory to which you installed Command Console.

Invalid Network Port Numbers During Installation

During Client or Agent installation, you may experience an error if the installation program cannot find an acceptable pair of network port numbers.

Your Client uses Windows sockets (sometimes called “network ports”) to communicate with its Agents. The socket numbers at the Client and Agent ends must match for network communication to occur.

In Windows 2000, the socket numbers are assigned in the *services* file in the `\winnt\system32\drivers\etc` subdirectory. In UNIX-based systems, the socket numbers are assigned in the *services* file in the `/etc` subdirectory. In the unlikely event that you experience a conflict with the socket numbers, you may edit the file manually.

There are two default socket numbers, one for Command Console (4998) and the other for the HS series Client and Agent (4999). If you are installing either Client or Agent and these numbers are already taken by another application, the installation program prompts to warn you that you must choose another pair.

To select another pair for Client, open the file containing the sockets in an ASCII editor, after you have installed Client. Pick two numbers above 1023 that are not already used in the file, and add the following two lines:

```
spgui      number1/tcp # StorageWorks® Command Console
spagent    number2/tcp # StorageWorks® Command Console
```

NOTE: The port numbers that you select must match the port numbers used by all of the Clients to which you wish to connect your Agent.

Network Port Assignments for UNIX-Client/Server Systems

A UNIX host may use Network Information Services (NIS) to serve the *services* file containing its network port assignments.

Agent must use the *services* file to determine which network ports to use. Because of this requirement, you may need to configure your system so that Agent can access the proper *services* file.

You have two options to prevent a conflict between the two possible locations of the *services* file. See the Agent user guide for your particular Agent for more information.

Error on First Attempt to Make Connection

You may experience a system error such as a “Command Execution Error” on your first attempt to make a network connection using the Storage Window. If this happens, try the connection again, and it will succeed.

Client Hangs If Virtual Disk Deleted

If Client is monitoring a particular subsystem, and you delete the virtual disk being used to communicate with that subsystem, the program may hang. To delete the virtual disk Client is using for communications with an Agent, you must first reassign another virtual disk as the communications LUN, using the Agent configurator.

If you are using the CCL as your communications LUN, and you disable it, Client may lose its connection with your subsystem. If you wish to disable the communication LUN, you must first reassign another virtual disk as the communications LUN.

Missing Tabs in Search Menu in Help

When you select the Search button in Command Console Help, Windows Help may not display an Index or Find Tab.

To prevent this problem, delete any hidden files with a .GID extension that are in the Command Console directory. The WinHelp engine uses .GID files to construct the Index and Find Tabs. If the files are corrupted, the engine may not display one or both of the tabs. Deleting the files causes the engine to reconstruct the .GID files.

Invalid Cache Errors

Your controller module, cache module, and subsystem devices all contain configuration information used to keep their activity synchronized. This data is called *metadata*. The controller software reports an invalid cache error on the affected controller in situations where there is a mismatch between the metadata in the controller module and a cache module containing unwritten data. This mismatch can result in loss of the unwritten cache data if the error is not cleared properly.



CAUTION: Use extreme care in responding to the Command Console invalid cache error prompt. If you inappropriately instruct the program to delete unwritten cache data, you may lose valid user data. Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

Client displays a message and prompt box when an invalid cache error occurs. You must tell the program whether to delete unwritten cache data as the error is cleared. If you are not familiar with the proper treatment of unwritten cache data, see the information in the online Help documentation under the topic “Invalid Cache Errors.”

Connecting Via the Host SCSI Port

Client may indicate that it cannot find your subsystem if you attempt to connect via the host SCSI port by using Windows 2000 in either of the following situations:

- A StorageWorks controller subsystem is connected to the host, but the subsystem has no virtual disks configured on it in SCSI-2 mode with CCL disabled.
- A StorageWorks controller subsystem is not connected to the host.
- If you are using SCSI-2 mode and Windows 2000, you must disable the Command Console LUN and create a virtual disk by using a serial connection. For more information on the Command Console LUN, refer to the *Compaq StorageWorks Command Console V2.3 User Guide*.

Note that because Agent uses a SCSI host bus connection to its subsystems, the same rules mentioned above also apply.

Communications Failure on Power Up with Low Batteries

If the battery in your cache is discharged when you power up the controller, the controller may produce an invalid cache error. If you are using Client as your controller interface at that time, the error may prevent communication with the controller. In this case, the controller status bar in Client changes to yellow, and the program displays a window containing error information.

To clear the error, you must exit Client and use a normal controller maintenance terminal to issue the CLEAR ERRORS INVALID_CACHE command before you can use the controller. See your controller documentation for instructions on use of the CLEAR ERRORS INVALID_CACHE command.

If the battery remains low, the invalid cache error may reappear. In this case, you can operate your controller with reduced capability, or you can change its cache policy to get around its built-in battery protection, although at some risk to your data. Refer to your controller documentation for details on its cache policy controls.

After you have cleared the invalid cache error, you can use either a normal maintenance terminal or Client as your controller interface.

Lost Connections Cause Invalid or Missing Fault Displays and Event Logging

Client receives notification for most types of changing subsystem fault conditions on the next monitor interval after they occur. You may experience invalid or lost notifications in situations in which Client's connection with its subsystems is broken. Any Windows 2000 event logs that might have occurred while the connection was broken are also lost.

If the connection between Client and its subsystems is broken for any reason, Client may continue to display faults that are cleared while the connection is broken. Similarly, faults that occur while the connection is broken are not displayed at all.

To avoid lost fault indications, make sure that Client's connections with its subsystems are monitored and maintained. To reestablish a connection with a storage subsystem, you must exit and restart Client.

Broken connections can occur for a variety of reasons:

- For RAS connections—It is the nature of a RAS connection that it is not a full-time connection. Events that occur during a period, when the RAS connection is not made, are not logged to Windows 2000's event logging facility.
- For serial controller connections—Bad or missing serial cable. To repair this situation, plug in or replace the cable.
- For host port SCSI connections—Bad or missing SCSI host cable, no LUNs configured on controller on Client startup.
- For network connections—Agent missing or not running, network discontinuity, Agent not properly configured for your Clients.
- THIS controller halted, reset or hung—To repair this situation, restart or replace THIS controller.
- The virtual disk being used for communications with the storage subsystem is no longer available.

No Agent Notification Causes Invalid or Missing Fault Displays

For some types of faults, Agent does not send Client notification of changes in status as they occur. Client displays whatever fault information it last received. Following are three situations in which a fault can occur without immediate display in Client:

- The OTHER controller fails or is shut down.
- A cache battery on either controller fails or goes low.
- A cache module fails.
- A fan fails.
- A power supply fails.

In all of these cases, you can get status by viewing the subsystem in question using the REFRESH option in the View menu.

Manual Restart Required in Some Situations

In some situations in multiple-bus mode, both controllers must be restarted to properly continue subsystem operation. Usually, this function is automatically performed by the software. If only one controller in a dual-redundant pair restarts, however, you must manually restart the other controller.

CCL Recognition

The Windows 2000 Agent will now recognize a CCL. The CCL cannot be assigned a drive letter because it is a logical device and must be recognized by its physical drive number. The Windows 2000 x86 Agents will recognize both device names (a-z) and physical drive numbers. The disk management can be used to find the associated drive number for any of the recognized devices.

Reservation Error Message

The Agent application, and other applications which access RAID storage through SCSI, will get a reservation error if a device is reserved by one host and another host attempts to access the same device. When this occurs, a generic I/O error will be logged.

Reservation Conflict

Agent will discard reserved LUNs from its list of devices to be statused. The reservation conflict will be recorded for each reserved LUN in the system error log. A notification will appear in the log for each LUN reserved. In addition to the system's binary error log (Tru64 UNIX), an error message will also be recorded in the *daemon.log* file. An example of the error message is "Device *lunName* is reserved and cannot be statused by steamd." This only applies to Agent during its current run. If Agent is restarted without either a) releasing the reservation or b) rescanning the bus, the reservation conflict will be recorded again each time Agent is restarted.

For prior Agent releases, to avoid filling the binary error log, Agent must be stopped and restarted with bus scan enabled. Agent will not record the reserved LUN in the storage.ini file, and will not status the reserved LUN.

Multi-agent Functionality

With the current Agent and the direct SCSI connect Client, several Agents and direct connect Clients can talk to the same controller. Only one will access the controller at a time, with the others being blocked until the current request is serviced. The multi-agent functionality will work with any controller with ACS version 8.5+. This functionality is provided by the controller which the Agent software takes advantage of.

Problems will still be encountered if running in a heterogeneous environment, for example, running multiple agents or communicating with a combination of HSZ70 and HSG80s. It is recommended that only one Agent be running in such a heterogeneous configuration. The multi-agent functionality is not available in the Novell Netware Agent.

Switching SCSI Modes

When switching HSG80 controllers from SCSI-3 to SCSI-2 mode, the host system should be rebooted after the change is made. This will clear any unclaimed SCSI-3 CCL devices from the system. Failure to clear devices can cause erratic Agent behavior or crash the NT system (BSOD). It is also recommended that you reboot when changing from SCSI-2 to SCSI-3 mode.

Add Virtual Disk Wizard Cache Functionality

The Add Virtual Disk Wizard allows you to try to add a unit that has readahead cache enabled while read cache is disabled. This is an invalid action. The controller will not allow the “add unit” to execute. The result is a storageset without an attached unit. This “orphaned” storageset may be used to create a new unit by returning to the Add Virtual Disk Wizard and adding a unit of the same redundancy level as the failed unit.

Ensure that you do not check Enable readahead cache if Enable read cache is unchecked. Refer to Step four of the Add Virtual Disk Wizard.

Add Virtual Disk Wizard – Partitioned Units and Ports Functionality

The Add Virtual Disk Wizard allows you to choose a port when adding a unit based upon a partitioned set that is different from the port of a current unit that is using the same partition.

Ensure that you use a LUN ID that corresponds to units that have already been used for a partitioned storageset. For example, if a unit using a partitioned set has a LUN ID below 100 (for example, D55), then the subsequent units should also be below 100. Likewise, if a LUN ID is 100 or above, subsequent LUN IDs should also be above 100.

LUN ID is set on Step 4 of the Add Virtual Disk Wizard.

NT Agent CCL Access Device Recognition

For ACS 8.5 in SCSI-3, it is possible to have multiple CCLs based on the unit offsets. Agent picks the last of the set as the access device. The CCLs will not appear in the disk administrator, but are visible in the registry with their port, target, and LUN. The CCL will show as CCLp:b:t:I, each with a different target number (port bus target LUN, for example, CCL2:1:1:0) in the storage.ini file.

In SCSI-2, you will only get one CCL, which is presented as an offline device in disk administrator. This CCL will show as “PhysicalDrive#” in the storage.ini file.

Host Non-descriptive Error Message

If the host machine running the Storage Window is not in the client.ini file of an Agent and attempts to access that Agent, a non-descriptive error message is returned. For example, “Cannot establish communication with ‘77FORD’ ”. [Socket message is incorrect type.]

Multiple Connections in Controller Properties Connections Tab

When paging through more than 8 connections in the Controller Properties window Connections tab and then pressing the Previous button to return to previous pages, some of the host id and adapter id labels may disappear. This will not affect functionality.

Selecting Disk Drives When Creating Snapshots

When creating a snapshot, if you select disk drives of different sizes, Storage Windows reports the size erroneously. Storage Window adds all selected devices together for selected capacity. The selected capacity is actually the smallest drive multiplied by the quantity of drives selected. Storage Windows will allow you to proceed when you have inadequate storage selected. When you select drives of different sizes, you should calculate the selected storage by multiplying the smallest drive by the quantity of drives selected. If you select drives of the same size, this feature functions properly.

Client Domain Network Server (DNS) Setup Application Error

You must ensure that your client DNS is set up correctly. In some situations, Storage Window will get an application error if the Host of the Agent exists but cannot be reached directly by the Client machine.

Expand Option Not Implemented

The Expand Unit option is not implemented in ACS version 8.5.

Agent Failure using Multiple Storage Windows

If the Agent fails while you have multiple Storage Windows connected to different subsystems, you may not be able to close the Storage Window. When this occurs, close the Storage Window by using Windows Task Manager.

Command Console Client Troubleshooting

Authorization Error when Adding the Server to the SWCC Storage Window Manager

If you receive an authorization error when you add an agent system to the Storage Window Manager, your client system may be missing from the Agent's list of client system entries. If you have more than one type of Agent installed on that agent system, the name of your client system must be on each Agent's list of client system entries.

Help Files Still Appear After Uninstall

After you have uninstalled a storage subsystem Client, its help files will still appear. Delete the CCONSOLE.GID file, which may be hidden (Windows Explorer > View > Options > View). This file will regenerate the next time you use the Client's help files.

Authorization Error When Adding an Agent System

If you receive an authorization error when you add an agent system to the Navigation Tree, your client system may be missing from the Agent's list of client system entries. If you have more than one type of Agent installed on that agent system, the name of your client system must be on each Agent's list of client system entries.

Increasing Screen Space for the Fabric Windows and Storage Windows

Run the Client on a monitor that has a minimum super VGA (SVGA) (800X600) display resolution. The Fabric Windows and Storage Windows require a certain amount of screen space to properly display their contents. When you use a VGA display resolution, screen space becomes more limited. If you must use a VGA resolution, select the *Auto Hide* check box in the Taskbar Properties window to increase screen space for the Fabric Windows and Storage Windows.

Invalid or Missing Fault Displays and Event Logs

Invalid or lost notifications may occur when the client system's connection with a subsystem is broken. The client system receives notification for most changing subsystem faults at monitored intervals. This means that if the client system is no longer notified of subsystem faults, then changes to that subsystem will not be displayed in the client system's Navigation Tree, Storage Window (if applicable), Fabric Window (if applicable), and Event Viewer.

For example, while client system's connection with a subsystem is broken, you will not receive event logs pertaining to that subsystem, except to notify you that the connection is severed.

The following list provides the reasons for broken connections. After you have fixed the physical and/or software problem that is listed below, you will need to close and reopen the Storage Window pertaining to that subsystem to obtain its latest status.

- RAS connections—Remote Access Service (RAS) connections are not full time. When there is no RAS connection, events are not logged to the Application Log of Event Viewer.
- Serial controller connections—There may be a bad or missing serial cable. To repair this situation, replace or plug in the cable.
- Network connections—Agent may be missing or not running.
- Network connections—There may be network discontinuity.
- The Agent may not be properly configured for a client system.
- If your setup includes a controller, the controller may have halted, reset or hung. To repair the situation, restart or replace the controller.
- If your setup includes virtual disks, the virtual disk being used for communicating with the subsystem is no longer available.

Pager Notification Continues After Exiting the Command Console Client

You may have noticed continuous pager notification in response to subsystem faults, even though you have exited Command Console Client. This behavior is normal.

AES runs under Windows 2000 as a service. It continues to run even after you have exited Command Console Client. AES communicates with Agents, and it activates paging when a subsystem event occurs.

To stop pager notification, stop AES. For information on how to stop AES, see Chapter 2, “About the Asynchronous Event Service,” in the *SWCC User Guide*.

Some Graphics Do Not Scale Well with Large Fonts

It is recommended that small fonts be displayed when using the SWCC Client software on Windows 2000. Some of the graphics do not scale as well when large fonts are used.

Starting Client from the Command Prompt

To start the Client with network connections from the command prompt, enter the following at the command prompt on the client system:

```
\path_to_client_directory\swcc.exe -d your_host_system your_host_subsystem
```

where `-d your_host_system your_host_subsystem` is an optional set of parameters that enables you to specify a system and a subsystem to start Client, for example:

```
C:\>\Program Files\Compaq\SWCC\swcc.exe -d hostsystem subsystem
```

If you specify these parameters, Client opens with the system selected and the subsystem displayed in the Storage Window, in the Fabric Window, or in a Web browser. If Client is not already aware of the system and the subsystem, it adds them to the Navigation Tree.

Troubleshooting Connection and Access Problems

SWCC is a TCP/IP socket-based application. As a result, SWCC requires that each node running a SWCC Client or Agent must have access to a valid hosts file or Domain Name Service (DNS) server. The valid hosts file must include at least the system itself and any other systems running a SWCC Client or Agent that it will connect to.

Dynamic Internet Protocol Address Allocation Not Supported

SWCC will not work properly if the client systems or agent systems are obtaining an IP address dynamically. This is because the Dynamic Host Configuration Protocol (DHCP) is not supported. RAS servers and IP tunneling servers are supported only if they are configured to nondynamic IP addresses.

WINS Not Supported

Windows Internet Name Service (WINS) is a name resolution service available for Windows 2000. SWCC does not support WINS. Each system, using SWCC, must have access to either a DNS server or a valid hosts file.

Access Denied Problem

This section covers some of the most common reasons for a Client to receive an "Access Denied" message when it attempts to add an agent system to the Storage Window Manager.

Client System Not on Agent's List

The client system is probably not on the authorized client system list for the Agent. To verify that the client system is included, view the list of client system entries in the Agent Configuration utility. For information on how to add the client system to an Agent's list of client system entries, please refer to the User Guide.

Multiple Agents

If the agent system is running multiple SWCC Agents (for example, to support different controller types) then the client system must be authorized for all Agents. If the client system is missing from any authorized Client list of an Agent, then that Agent cannot be added to the Storage Window Manager.

Aliases Not Checked

When SWCC Agents scan the Client authorization list, they do not check aliases. The entry in the Client authorization list must match that returned by a `gethostbyaddr` call in the `hostent h_name` field. SWCC will not scan the `hostent alias` list to check if an alias may match the Client authorization list.

Entry in the Client Authorization List Does Not Match

Generally, the entry in the Client authorization list for an Agent must match what `gethostbyaddr(<client IP address>)` will return in the `hostent h_name` field when `gethostbyaddr(<client IP address>)` is executed on the Agent system. If hosts files are not exactly the same on all systems, the `h_name` returned may vary on different Agent systems, for example:

```
xxx.xxx.xxx.xxxclient.somewhere.comclient
```

will return client.somewhere.com in the h_name field, but:

```
xxx.xxx.xxx.xxxclientclient.somewhere.com
```

will return client in the h_name field.

In some situations, you can configure the way a system uses DNS and its local hosts file. Please refer to your system documentation to find how your system is configured. Some systems may be configured to do the following:

- Check its local hosts file first, then go to DNS.
- Go to DNS first, then check its local hosts file.
- Ignore DNS even if configured.
- Ignore the local hosts file.

The best way to verify what needs to be used for a Client name in the Client authorization list is to write a program that runs on the agent system and prints the h_name field returned by `gethostbyaddr(<client IP address>)`. Remember the dynamic IP address allocation is not supported.

Adding New System by Using Internet Protocol Address May Cause Client to Stop Responding

The SWCC Client may stop responding when you attempt to add a system by using the agent system's IP address rather than the agent system's node name. This occurs when the client system does not have a DNS server configured that knows the agent system, and the agent system is not in the client system's hosts file. To correct this situation, add the agent system to the hosts file on the client system.

If you receive an "Invalid host" or "Host not known" message when you attempt to connect to an agent system, the solution is not to try the IP address. Fix your DNS server configuration, or if that is correct, confirm that the DNS server knows the agent system. If you are not using DNS, make sure the agent system is in the client system hosts file.

Add New System by Using Internet Protocol Address Crashes

The SWCC Client may crash when you attempt to add a system by using the agent system's Internet protocol (IP) address rather than the agent system's node name. This occurs when the client system does not have a DNS server configured that knows the agent system, and the agent system is not in the client system hosts file. To correct this situation, add the agent system to the hosts file on the client system.

If you receive an "Invalid host" or "Host not known" message when you attempt to connect to an agent system, the solution is not to try the IP address. Fix your DNS server configuration, or if that is correct, confirm the DNS server knows the agent system. If you are not using DNS, make sure the agent system is in the client system hosts file. Remember, WINS is not supported by SWCC.

Running Message When Adding System to the Storage Window Manager

When trying to add a new system to the Storage Window Manager, you may receive a message, stating "No Agent running on specified system." This message can appear for several reasons. The error most likely occurred as a result of one of the following:

- Wrong system name was entered.
- Agents were not installed on the entered system.
- Agents were installed on a system that stopped functioning.
- The specific Client required to support the Agents, running on the agent system, was not installed. For example, if the agent system only has a Fibre Channel Interconnect Agent and the client system has only a HSZ22 Client, the "No Agent Running" message will appear.
- Port names and numbers in the services file may be missing or may not match between Client and Agent. This may occur if the default value for a SWCC port was already in use.

To check if Client support for an Agent had been installed, look at the following registry key:

```
HKEY_LOCAL_MACHINE\Software\DigitalEquipmentCorporation\Command  
Console\AppletManager
```

You should see a series of keys for supported products.

HSG80 Documentation Additions and Corrections

HSG80 Array Controller ACS Version 8.5 CLI Reference Manual Corrections

Following are the additions and corrections to the HSG80 documentation set:

CLI reference guide (EK-HSG85-RG.AO1/ 165145-001), page G-17: The following sentence should be deleted: The controller supports a maximum of eight units on each target.