

Compaq StorageWorks

Release Notes

RA8000/ESA12000 and MA8000/EMA12000 Solution Software V8.5b for Novell NetWare

This document summarizes features and characteristics of the HSG80 Array Controller (Array Controller Software Version 8.5) for NetWare Server- systems that are supported in the 8.5b release of the RA8000/ESA12000 and MA8000/EMA12000 Solution Software for NetWare platform kit.

These *Release Notes* provide information for the HSG80 Array Controller Software (ACS) Version 8.5 not covered elsewhere in the documentation. This document should be used by individuals responsible for installing, configuring, and using the HSG80 Array controller.

NOTE

Read this entire document before installing or upgrading the software.

These release notes include the following sections:

- 1.0 Identifying Your ACS Software Revision Level
- 2.0 Hardware and Software Support

NOTE

Refer to this section for updates to SWCC Software revision levels.

- 3.0 New Features
- 4.0 Configuration Rules
- 5.0 Operating Constraints
- 6.0 Saving Your Configuration

- 7.0 Avoiding Problem Situations
- 8.0 Using the HSG80 Controller in a Modular Solution
- 9.0 StorageWorks Command Console (SWCC)
- 10.0 Documentation Update

Release Package Contents

The RA8000/ESA12000 and MA8000/EMA12000 Version 8.5b Solution Software Kit for Novell NetWare consists of:

- The HSG80 Solutions documentation set:
 - *Modular Array Configuration Guide EK-MACON-CA. A01*
 - *Compaq StorageWorks Command Console V2.3 User Guide AA-RFA2F-TE*
 - *RA8000/ESA12000 and MA8000/EMA12000 HSG80 Array Controller StorageWorks Solution Software Kit Overview EK-SOLSR-AA. B01*
 - *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 HSZ70/HSG80 EK-RAESA-RC. D01*

--StorageWorks Warranty Package

<i>Warranty Terms and Conditions</i>	<i>EK-HSXSU-WC. C01</i>
<i>Warranty Terms and Conditions Addendum</i>	<i>3R-Q178A-3V.B01.</i>
<i>158199-021</i>	

NOTE

The Warranty book uses DIGITAL and DIGITAL terminology. A COMPAQ Warranty booklet is not yet available. Please check with your COMPAQ service representative for any questions on warranty items.

-- RA8000/ESA12000 and MA8000/EMA12000 Solution Software V8.5b for Novell NetWare Installation Reference Guide AA-RFB9D-TE

- RA8000/M12000 ESA/EMA12000 Solution Software V8.5b for Novell NetWare CD-ROM

Intended Audience

This document has been prepared for customers who have purchased the RA8000, ESA12000, MA8000, or EMA2000 Fibre Channel with an HSG80 controller, and for Compaq Customer Services personnel responsible for installing and maintaining systems that include the HSG80 array controller.

Visit our Web Site for the Latest Information

Check our web for the latest drivers, technical tips and documentation for the HSG80 Array Controller. We can be found in the technical area of our web page:

<http://www.compaq.com/support>

Specific Notes for NetWare

Following are specific notes about the SWCC Agent for NetWare:

- The SWCC Agent in this CD-ROM does not support older Compaq RAID Array devices that are identified as SWXRC-04 or SWXRC-05
- After configuring the array, it is recommended that you unload the Agent and do not use the SWCC Agent for monitoring. The SWCC Agent (STEAM.NLM) in this CD-ROM will not release resources.

If you require support, you will have an updated SWCC Agent available from the Compaq Support Web Site:

<http://www.compaq.com/support>

1.0 IDENTIFYING YOUR ACS SOFTWARE REVISION LEVEL

You can identify ACS Software Version 8.5 by entering the SHOW THIS_CONTROLLER command at the CLI prompt. The resulting display lists the software revision level as **v8.5f-0**.

2.0 HARDWARE AND SOFTWARE SUPPORT

This section lists the hardware and software supported by ACS Version 8.5 for the Novell NetWare platform kit release.

2.1 Required Driver Revision

Driver Version (Both drivers needed)
CPQFC.HAM V2.3
CPQSHD.CDM V1.33

2.2 Operating System Support

ACS Version 8.5 on HSG80 controllers is used in conjunction with Novell NetWare 4.2, 5.0, and 5.1 Novell Cluster Server 1.0.

2.3 Host Adapter for Intel

The Compaq 64 bit, 66MHz and the 32 bit, 33 MHz Fibre Channel Host Adapter is supported by the NetWare Server operating system for HSG80 controllers.

2.4 Device Support

ACS Software Version 8.5 supports the devices listed in the Table 1 at the indicated hardware and microcode levels.

Table 1 Supported Disk Drives

Device	Capacity in Gigabytes	Spindle Speed (RPM)	Minimum Microcode Version	Minimum Hardware Version
DS-RZ1CB-VW	4.3	7,200	LYJ0 or 0656	A01
DS-RZ1CD-VW	4.3	10,000	0306	A01
DS-RZ1DB-VW	9.1	7,200	LYJ0 or 0307	A01
DS-RZ1DF-VW 380595-B21	9.1	7,200	N1H1, 0372, or 1614	A01
DS-RZ1DD-VW 380588-B21	9.1	10,000	0306	A01
DS-RZ1EF-VW 380694-B21	18.2	7,200	N1H1 or 0372	A01
DS-RZ1ED-VW 380589-B21	18	10,000	0306	A01
DS-RZ1DA-VW 147497-001	9	7,200	3B05	A01
DS-RZ1EA-VW 147598-001	18	7,200	3B05	A01
DS-RZ1FB-VW 147599-001	36	7,200	3B06	A01
123065-B22 BB00911CA0	9.1	7,200	3B05	A01
388144-B22 BB01811C9C	18.2	7,200	3B05	A01
128418-B22 BD018122C9	18.2	10,000	B016	A01
328939-B22 BD009122BA	9.1	10,000	3B07	A01

2.5 StorageWorks Command Console

NOTE

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

The StorageWorks Command Console (SWCC) version 2.3 is included in this release. This provides a graphical user interface that can be used to configure and monitor your storage subsystem. Use of SWCC is highly recommended. Refer to the *Command Console V2.3 User Guide* for information about installing and using SWCC.

2.5.1 Identifying Your SWCC Software Revision Level

The StorageWorks Command Console Client 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 Window	V2.0.0.33
HSG80ACS85 StorageWindow	V2.3.0.13
HSG80 StorageWindow	V2.1.0.28
HSZ StorageWindow	V2.3.0.47
HSZ80 StorageWindow	V2.3.0.15
HSD StorageWindow	V2.0.0.5
HSJ StorageWindow	V2.0.0.5

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.

Compaq Insight Manager Integration

This release of the SWCC Client kit is not integrated with all versions of Compaq Insight Manager. Please check on Compaq's StorageWorks Storage Management Software website at:

www.compaq.com/products/storageworks/storage-management-software/swccdownload.html

for updates on Compaq Insight Manager integration.

SWCC Manual Refresh Rate

We recommend that you do not refresh SWCC windows more often than once every 30 seconds.

Storage Area Network (SAN) Configuration

In a SAN configuration, we recommend that only one SWCC Agent active at one time.

2.6 StorageWorks Command Console (SWCC) NetWare Agent

1. After configuring the array, it is recommended that you unload the Agent and do not use the SWCC Agent for monitoring. The SWCC Agent (STEAM.NLM) in this CD-ROM will not release resources.
2. After adding new devices when doing a list devices with raidcdm loaded you may see the following:

```
Error in getting device info
error in getting details about device
This is informational only.
```

3. After, “load the steam.nlm”, the console screen displays the following:
Open\opt\steam\steam.log
Steamd config: Device Failover enabled
Steamd config: Bus Scanning enabled, forcing initial scan
Agent Version: 2.3 (Build 60)
GetStgParms>> Scanning the bus for devices

This screen will remain open as long as steam.nlm is loaded and is normal. You can tab back to the NetWare console screen.

4. Do not unload HSG80.CDM.CDM before unloading steam.
5. If you have trouble connecting, check the *storage.ini* and *client.ini* files.
To recreate the *storage.ini*,
unload steam
rename the old *storage.ini*
Load steam.nlm
this will recreate the *storage.ini* file
6. In a shared storage configuration, install the SWCC Agent on only one of the systems accessing the RA8000 or MA8000.
7. In order to load an agent, a LUN must be created and assigned an ID between 0 and 7.

3.0 NEW FEATURES

This section briefly describes features that are supported by the HSG80 controller. For more information on these features, see the *HSG80 Array Controller ACS Version 8.5 Configuration Guide* and the *HSG80 Array Controller ACS Version 8.5 CLI Reference Manual*.

3.1 External Cache Battery

COMPAQ recommends that you replace the ECB every two years.

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

3.2 CLI Commands

ADD CONNECTIONS and SET CONNECTIONS now support the following:

- TRU64_UNIX
- IBM
- SNI
- VMS
- WINNT
- SGI
- HP
- NOVELL NETWARE

3.3 Host Ports

Each controller has two host ports. Refer to the *RA8000/ESA12000 and MA8000/EMA12000 Solution Software V8.5b for Novell NetWare Installation Reference Guide* for information about unit numbering.

4.0 CONFIGURATION RULES

The following list outlines the configuration rules for the controller:

- Maximum 128 visible LUNs/200 assignable unit numbers
- 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 mirror set
- Maximum 14 members per RAID-5 storage set
- Maximum 24 members per Stripeset
- Maximum 48 physical devices per striped mirror set
- Maximum 4 servers per controller port.

5.0 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. Other constraints on host adapters or other system components may also apply. Keep these constraints in mind to avoid problems and to help achieve maximum performance from your controller.

5.1 Using FRUTIL to Insert a New Controller <

When using FRUTIL to insert a new controller in a dual-redundant controller configuration, the user will see a new set of instructions after the new controller has been inserted:

If the other controller did not restart, follow these steps:

1. Press and hold the other controller's reset button.
2. Insert the other controller's program card.
3. Release the reset button.

NOTE

Whenever you are running FRUTIL you must quiesce all I/O.

5.2 Dual External Cache Battery Failures

The HSG80 Array Controller cache policy provides for proper handling of a single ECB failure as described in the *HSG80 Array Controller ACS Version 8.5 Configuration Guide* and the *HSG80 Array Controller ACS Version 8.5 CLI Reference Manual*.

For dual ECB failures, no failover occurs. For this release, if a dual ECB failure is detected both controllers will be restarted.

6.0 SAVING YOUR CONFIGURATION

6.1 Saving a Configuration to Previously Initialized Stagesets

When enabled, the `SAVE_CONFIGURATION` switch allows you to do the following on a single-configuration only:

- Save a configuration to a disk or stageset. The configuration may be retrieved later and downloaded onto a replacement controller.
- Retain code patches to the operating software.

If any stageset within your configuration was previously initialized with the `INITIALIZE` container-name `SAVE_CONFIGURATION` command to save your configuration to disk, it will not be necessary to reconfigure your devices with a new controller. `SAVE_CONFIGURATION` also retains code patch information to the software. This option is supported on single controller configurations only.

ACS Software Version 8.5 saves any installed software patches on disks initialized with the `SAVE_CONFIGURATION` option. Should you need to replace a controller and restore the configuration from a disk, you will not have to reinstall any software patches.

NOTE

You must use the same software version when replacing the controller. You can also hold in port button 6 on the operator control panel, and press the reset button to restore the configuration.

Configuration information cannot be retrieved from stagesets created on other HSx controllers (for example, HSD, HSJ, or HSZ controllers). You can only restore a configuration from a configuration saved on this or another HSG80 array controller.

7.0 AVOIDING PROBLEM SITUATIONS

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

7.1 Adding, Moving, and Changing Devices

The 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 controller is powered off without first changing the controller configuration, the controller is not able to communicate with the changed device when it returns to service.

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

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

See the *HSG80 Array Controller ACS Version 8.5 Maintenance and Service Guide* for correct device removal and addition procedures.

7.2 Moving Storage Sets

Move only normal storage sets. Do not move storage sets that are reconstructing or reduced, or data corruption will result.

7.3 Adding, Moving, and Changing Controllers, Cache Modules, or External Cache Batteries

It is permissible to replace the controller, cache module, or external cache battery 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 controllers are configured in a dual-redundant configuration, you must first enter the SHUTDOWN OTHER_CONTROLLER command.

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

7.4 Establishing a SWCC SCSI Direct Connection

Establishing a SCSI direct connection lists all available drives, including the system drive. You must select a drive that belongs to the HSG80 controller; otherwise the connection will fail.

7.5 Virtual Disk Wizard in Multiple-Bus Failover Mode

In Step 4 of 5 of the *Add Virtual Disk Wizard*, the default value for *host access* is “none.” You must change this to one of the host names provided; otherwise, the virtual disk you have just added will be inaccessible.

8.0 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 wish to use 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*.

8.1 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.

8.1.1 Single-Bus Mode

<u>Disk Enclosures Options/Single Bus Mode</u>	<u>Part Number</u>
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

NOTE

4214Rs shipped prior to 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.

8.1.2 Dual-Bus Mode

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

8.1.3 SCSI Cables

SCSI Cables must 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.

<u>SCSI Cable Options/Dual Bus Mode</u>	<u>Part Number</u>
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

8.2 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.

9.0 STORAGEWORKS COMMAND CONSOLE (SWCC)

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 that 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.

9.1 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 malfunction if you already have SWCC 2.x on a Windows NT/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.

Perform the following to solve this:

1. Uninstall SWCC 1.1b. Ignore the error box that appears.
2. Reboot the computer. The integration for SWCC 1.1b will have been removed.
3. 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. If you have Windows NT or 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.

9.2 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 NT/Windows 2000, change to the directory to which you installed the Command Console Client, type the following command and then press RETURN:

```
AsyncEventService -remove
```

Then, remove the Command Console Client.

9.3 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). This view may not match exactly the actual configuration that you have. When determining the actual location of your shelf, take care in how you interpret the position of that shelf in the physical view.

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 does not support ACS 8.5 or later. Undesirable results may occur if this Storage Window is used with HSG80 controllers that have ACS 8.5 or later.

Special Windows NT Device Driver Required for Compatibility in SCSI-2

Duplicate Client Entries

Duplicate client entries may appear in the Windows NT or 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 the Windows NT or Windows 2000 client may have extra error message text appended.

Special Windows NT Device Driver Required for Compatibility in SCSI-2 Mode

For local SCSI and network connections, the special HSG80 device driver, HSZDISK.SYS, must be installed and running properly to connect Client to a host running Windows NT. The device driver makes HSG80 virtual disks visible to the host operating system and enables communication between Client, Agent and the host's file system.

Cautions When Configuring from a Configuration File

When reconfiguring a storage subsystem from a configuration file, the program prompts you to choose whether or not 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

Note that 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.

Operating System Considerations

Client provides a graphical interface that replaces your controller's CLI interface. It cannot, however, perform all of the 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.

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 also 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 NT/Windows 2000, NetWare, 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.

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.

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.

9.4 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 2.1 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 2.1 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 2.1 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.

Also, 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 2.

Table 2 Feature Limitations

Feature Connection Type	Create virtual disk	Delete virtual disk	Fault Events: Client Visual Notification	Fault Events: Paging Notification	Windows NT and Windows 2000 Fault Events: Event Logging	Email Notification (UNIX/VMS only)
Local Serial Connection (Storage Window Manager and Agent not used)	Supported	Supported	Supported	Not Supported	Not Supported	Not Supported
Local SCSI Bus Connection (Storage Window Manager and Agent not used)	Supported	Supported	Supported	Not Supported	Not Supported	Not Supported
Local Network Connection (Client and Agent running on the same host)	Supported	Supported	Supported	Supported	Supported	Supported
Remote Network Connection (Client running on a PC remote from Agent on a host)	Supported	Supported	Supported	Supported	Supported	Supported

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 to 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.

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.

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.

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 NT/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 that 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.

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.

Client displays a message and prompt box when an invalid cache error occurs.

You must tell the program whether or not 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 on-line 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 NT/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.

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 NT/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 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 current 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 NT/Windows 2000 Agents 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 NT/Windows 2000 x86 Agents will recognize both device names (a-z) and physical drive numbers. The disk administrator 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 statuses. 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.

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 (e.g., 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, e.g., 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.

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.

10.5 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.

- 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.

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 NT or 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.

10.6 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 NT and 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.xxx    client.somewhere.com  client
will return client.somewhere.com in the h_name field, but
xxx.xxx.xxx.xxx    client                client.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's 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'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 the DNS server knows the agent system. If you are not using DNS, make sure the agent system is in the client system's hosts file. Remember that 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\Comm
and Console\AppletManager

11.0 DOCUMENTATION UPDATE

11.1 Installation Reference Guide Corrections

Installation Reference Guide, Page 5-3, Section 5.2

Installation reference guide, page 5-3, section 5.2 *Installing the Agent and Configurator*, line 2 should read “From the RA8000_V85_NW\swcc\agent directory, run setup.exe.”

Installation Reference guide, page 5-11 and 5-12

The Edit Storage List Menu has been removed from the configurator. The storage.ini file is created by the Agent when it is loaded.

Installation Reference Guide, Figure 1-11, Page 1-14

You will not see any connection names until you create storagesets and load the CPQFC driver on the NETWARE server.

11.2 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.