

IBM(R) TotalStorage(tm) FAStT Service Alert Readme GI11-1253-00

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1.0 About this readme file

This readme file contains the most recent information about the Service Alert for the IBM TotalStorage FAStT Storage Server. You should print and review the contents of this readme file before using the FAStT Service Alert.

You can find additional documentation for the various models of FAStT at the following Web sites:

<http://www.ibm.com/storage/fast900>

<http://www.ibm.com/storage/fast700>

<http://www.ibm.com/storage/fast500>

<http://www.ibm.com/storage/fast200>

1.1 Who should read this readme file

This readme file is intended for storage and network administrators.

1.2 How to get help

Go to the following Web sites for the most current FAStT documentation and support information:

<http://www.ibm.com/storage/fast900>

<http://www.ibm.com/storage/fast700>

<http://www.ibm.com/storage/fast500>

<http://www.ibm.com/storage/fast200>

2.0 FAStT Service Alert description

FAStT Service Alert (hereafter called Service Alert) is a feature of the IBM TotalStorage FAStT Storage Manager that monitors system health and automatically notifies the IBM Support Center when problems occur. Service Alert sends an e-mail to a call management center that identifies your system and captures any error information that can identify the problem. The IBM support center analyzes the contents of the e-mail alert and contacts you with the appropriate service action.

3.0 Service offering contract

Following is an overview of the process for obtaining a service offering contract:

1. The account team submits an RPQ requesting Service Alert, using the designated country process.
2. The TotalStorage Hub receives the request and ensures that the following prerequisites are met:
 - o The machine type, model, and serial number are provided.
 - o The FAStT Storage Server management station is running Storage Manager client version 8.3.
 - o The FAStT Storage Server firmware level is at 05.3x.xx.xx or 04.01.xx.xx.
 - o The FAStT Storage Server management station has Internet access and e-mail capability.
 - o Willingness to sign the contract with the annual fee.
3. After the prerequisites are confirmed, the service offering contract is sent.
4. When the contract has been signed, the approval is sent from the TotalStorage Hub, with the support team copied.
5. Billing is sent at the start of the contract.

4.0 Activating FAStT Service Alert

To activate Service Alert, you must do the following tasks:

- o Create a user profile (userdata.txt)
- o Rename each storage subsystem and synchronize the controller clock
- o Configure the e-mail server
- o Configure the alert destination
- o Validate the installation
- o Test the system

4.1 Prerequisites

Before you use Service Alert, you must install Storage Manager Client version 8.3 in the FAStT Storage Server management station. In addition, the FAStT Storage Server firmware levels must be at 05.3x.xx.xx or 04.01.xx.xx.

- o If your FAStT Storage Server is running with firmware versions 05.0, 05.20, or 05.21, you must download Storage Manager Client 8.3 and firmware version 05.3x.xx.xx. This storage manager client and firmware upgrade is provided at no charge.
- o If your FAStT Storage Server is running with firmware version 04.00.xx.xx, you must download Storage Manager Client 8.3 and firmware version 04.01.xx.xx. This download is provided at no charge. Upgrading FAStT Storage Server firmware from version 04.xx.xx.xx to version 05.xx.xx.xx is a purchase option. Contact your IBM reseller or IBM marketing representative for more information.

You can download the Storage Manager Client version 8.3 and firmware version 05.3x.xx.xx or 04.01.xx.xx from one of the following Web sites:

<http://www.ibm.com/storage/fast900>
<http://www.ibm.com/storage/fast700>
<http://www.ibm.com/storage/fast500>
<http://www.ibm.com/storage/fast200>

4.2 Creating a user profile (userdata.txt)

The user profile is a text file that contains your individual contact information. It is placed at the top of the e-mail that Service Alert generates. A template is provided, which you can download and edit using any text editor.

IMPORTANT: The user profile file name must be userdata.txt. The file content must be in the format as described in step 2. In addition, the file must be placed in the appropriate directory in the FAStT Storage Server management station as indicated in step 4.

Perform the following steps to create the user profile:

1. Download the userdata.txt template file from one of the following Web sites:

<http://www.ibm.com/storage/fast900>
www.ibm.com/storage/fast700
<http://www.ibm.com/storage/fast500>
<http://www.ibm.com/storage/fast200>

The userdata.txt template is named "userdata.txt".

2. Type in the required information.

There should be seven lines of information in the file. The first line should always be "Title: IBM FAStT Product". The other lines contain the company name, company address, contact name, contact phone number, alternate phone number, and machine location information. Do not split the information for a given item; for example, do not put the company address on multiple lines. Use only one line for each item.

Note: When you type in the text for the userdata.txt file, the colon (:) is the only legal separator between the required label and the data. No extraneous data is allowed (blanks, commas, and so on) in the label unless specified. Labels are not case sensitive.

The Title field of the userdata.txt file must always be "IBM FAStT Product". The rest of the fields should be completed for your specific FAStT Storage Server installation.

Following is an example of a completed userdata.txt user profile:

Title: IBM FAStT Product
Company name: IBM (73HA Department)
Address: 3039 Cornwallis Road, RTP, NC 27709
Contact name: John Doe
Contact phone number: 919-254-0000
Alternate phone number: 919-254-0001
Machine location: Building 205 Lab, 1300

3. Save the userdata.txt file in ASCII format.

4. Store the userdata.txt file in the appropriate subdirectory of the FAStT Storage Server management station, depending on the operating system that is installed in the management station:

- o For Microsoft(R) Windows(R) 2000 and Windows NT4, store the userdata.txt file in the %SystemRoot%\java\ directory if Event Monitor is installed, or, if Event Monitor is not installed, in the Installed_Windows_driveletter:\Documents and Settings\Current_login_user_folder directory.

If your Windows 2000 or Windows NT4 installation uses the default installation settings, and the current login user ID is Administrator, the directories are c:\WINNT\java or c:\Documents and Settings\Administrator respectively.

- o For AIX(R), store the userdata.txt file in the / directory.
- o For RedHat Advance Server 2.4.9-e10, store the userdata.txt file in the default login directory of the root user. In normal installation, this directory is /root.
- o For SuSe 8, store the userdata.txt file in the default login directory of the root user. In normal installation, this directory is /root.
- o For Novell NetWare, store the userdata.txt file in the sys:/ directory. Note: You must have a Storage Manager client session running to monitor failures of the FAStT Storage Server.
- o For Solaris, store the userdata.txt file in the / directory.
- o For HP-UX, store the userdata.txt file in the / directory.
- o VMware ESX servers that are connected to a FAStT Storage Server will require a separate workstation for FAStT Storage Server management. Service Alert is only supported in a VMware ESX and FAStT environment by way of the remote management station.

4.3 Renaming the storage subsystem and synchronizing the controller clock

When you register for Service Alert, you must change the existing node ID of each FAStT Storage Server. Service Alert uses this new name to identify which FAStT Storage Server has generated the problem e-mail. You rename the storage subsystem using FAStT Storage Manager client.

Before you can rename the storage subsystem, you must know the FAStT Storage Server machine type, model, and serial number. Depending on the model of FAStT Storage Server, the information is located in the following areas:

- o For the FAStT200: the label with this information is located on the right side on the rear lip of the controller enclosure. NOTE: Be careful not to use the information of the drive expansion enclosure. The FAStT200 looks very similar to the FAStT EXP500 drive expansion enclosure.
- o For the FAStT500, FAStT700, and FAStT900: the label with this information is located in the center on the rear lip of the controller enclosure.

Perform the following steps to rename the storage subsystem:

1. Open the FAStT Storage Manager client Enterprise Management window.
2. Double click on the storage system that you want to rename. The Subsystem Management window opens.
3. Click Storage Subsystem --> Rename. The Rename Storage Subsystem window opens.
4. Type the new name for the subsystem. You must use the following naming convention for the new name; any errors in the format of the new name can result in delays or denial of IBM service support. The new name cannot contain more than 30 characters. The format for the new name is:

ttttmmm/sssssss#cust_nodeid_reference

Where:

- tttt is the 4-digit IBM machine type of the product
- mmm is the 3-digit IBM model number for the product
- / is the required separator
- ssssss is the 7-digit IBM serial number for the machine
- # is the required separator
- cust_nodeid_reference is the node ID as referenced by the customer

IMPORTANT: No extra characters are allowed before the "#" separator.

Following is a list of FAStT machine types and model numbers that you can use for reference:

Product	Machine type	Model number	Model number (in your new name)
FAStT900	1742	90U, 90X	900
FAStT700	1742	1RU, 1RX	000
FAStT500	3552	1RU, 1RX	000
FAStT200	3542	1RU, 1RX, 2RU, 2RX	000

Following are some examples of a new storage subsystem name:

1742900/23A1234#IBM_Eng
1742000/23A1235#IBM_Acctg
3552000/23A1236#IBM_Mktg
3542000/23A1237#IBM_Mfg

5. Click OK to save the new name.
6. To synchronize the controller clock with the time in the FASSt Storage Server management station that monitors the alerts, go to the Storage Management window. Select Storage System --> Set Controller Clock. Click OK when the confirmation window opens.

This step is optional. If performed, it facilitates the troubleshooting session because the time that the alert e-mail is sent is about the same as the time that the errors occurred in the FASSt Storage Server.

Steps 1 - 6 must be performed for each of the FASSt Storage Servers that support Service Alert.

4.4 Configuring the e-mail server

You must configure your e-mail server to enable it to send alerts. Perform the following steps to configure the e-mail server:

1. From the FASSt Storage Manager client Enterprise Management window, select Edit --> Configure Mail Server.

The Configure Mail Server dialog window opens.

2. Type the following information in the appropriate text boxes:
 - o Mail server: This is the name of the mail server that forwards the e-mail to the configured IBM e-mail alert destination. This server must be able to route data to the Internet domain.
 - o E-mail sender address: This is the sender's e-mail address. This address is displayed on every mail message that is sent to the configured e-mail alert destination.
3. Click OK.

4.5 Configuring the alert destination

Perform the following steps to configure an alert destination e-mail address:

1. From the FASSt Storage Manager client Enterprise Management window, right click on the FASSt Storage Server whose alerts will be sent to IBM, then select Edit --> Alert Destinations from the displayed menu.

The Add/Edit Alerts dialog window opens.

2. In the E-mail address: text box, type either one of the following e-mail addresses, depending on your geographic location:
 - o For EMEA and A/P locations: callhome0@de.ibm.com
 - o For North America locations: callhome1@de.ibm.com
 - o For South and Central America, and Caribbean Island locations: callhome1@de.ibm.com
3. Click Add.
4. Click OK.

After you add the e-mail address, you should validate that it has been added correctly. Perform the following steps to validate the e-mail address:

1. Select the e-mail address in the Configured e-mail addresses: list, or type the address in the text box.
2. Click Validate.
3. A test message is sent to the selected e-mail address. A message box with the results of the validation and any error information displays.
4. Click OK to close the message box.

4.6 Validating the installation

Make sure that the IBM FAStT Event Monitor service is installed in the management station. If it is not installed, you must uninstall the FAStT Storage Manager client and reinstall it with the Event Monitor service enabled.

NOTE: FAStT Event Monitor service is not supported on Novell Netware 6. You must use a management station with other operating systems installed, such as Windows 2000 or Windows NT4.

4.7 Testing the system

After all previous tasks have been completed, you are ready to test your system for Service Alert.

Call your IBM Support Center. Tell the representative that you are ready to test the Service Alert process. The IBM representative will work with you to test your system setup and ensure that FAStT Service Alert is working properly.

A test that you will perform, with the help of the Support Center, is to manually fail a non-configured drive in the FAStT Storage Server using the FAStT Storage Manager client. If all of the drives are configured, you can turn off a redundant power supply in the FAStT Storage Server or FAStT expansion enclosure. When the drive fails or the power supply is turned off, a Service Alert is sent to the IBM e-mail address that you specified in Section 4.5.

NOTE: Do not turn off the power supply if this is the only one that is powered on in your storage server or expansion enclosure. Turning off the power supply is the preferred test because it allows the testing of the FAStT Storage Server Event Monitor service. This service monitors the FAStT Storage Server for alerts without needing to have the FAStT Storage Manager client running in the root user session.

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