This document contains the necessary procedures to update the product software for the HP StorageWorks Enterprise Virtual Array. This document outlines the proper upgrade process and includes detailed installation instructions for Enterprise Virtual Array product software, such as HP OpenView Storage Management Appliance software, HP StorageWorks Command View EVA, and HP StorageWorks Virtual Controller Software. For the latest version of these instructions and other Enterprise Virtual Array documentation, access the HP storage web site at http://h18006.www1.hp.com/products/storageworks/enterprise/documentation.html.
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About this Guide</td>
<td>9</td>
</tr>
<tr>
<td>Conventions</td>
<td>10</td>
</tr>
<tr>
<td>Document conventions</td>
<td>10</td>
</tr>
<tr>
<td>Text symbols</td>
<td>10</td>
</tr>
<tr>
<td>Equipment symbols</td>
<td>11</td>
</tr>
<tr>
<td>Rack stability</td>
<td>12</td>
</tr>
<tr>
<td>Getting help</td>
<td>13</td>
</tr>
<tr>
<td>HP technical support</td>
<td>13</td>
</tr>
<tr>
<td>HP storage web site</td>
<td>13</td>
</tr>
<tr>
<td>HP authorized reseller</td>
<td>13</td>
</tr>
<tr>
<td><img src="https://www.hp.com" alt="" /></td>
<td></td>
</tr>
<tr>
<td>1. Getting Started</td>
<td>15</td>
</tr>
<tr>
<td>Intended audience</td>
<td>16</td>
</tr>
<tr>
<td>Prerequisites</td>
<td>18</td>
</tr>
<tr>
<td>Required kits</td>
<td>18</td>
</tr>
<tr>
<td>Recommended browsers and Java™ Runtime Environments</td>
<td>19</td>
</tr>
<tr>
<td>Required licenses</td>
<td>21</td>
</tr>
<tr>
<td>SMI-S EVA prerequisites</td>
<td>21</td>
</tr>
<tr>
<td>Antivirus software</td>
<td>21</td>
</tr>
<tr>
<td>Reference documentation</td>
<td>22</td>
</tr>
<tr>
<td>2. Software Compatibility Matrices</td>
<td>25</td>
</tr>
<tr>
<td>3. Upgrading the Enterprise Virtual Array</td>
<td>29</td>
</tr>
<tr>
<td>Step 1: Checking the health of the Enterprise Virtual Array</td>
<td>31</td>
</tr>
<tr>
<td>Step 2: Redeeming license keys</td>
<td>40</td>
</tr>
<tr>
<td>Step 3: Upgrading the Storage Management Appliance or the general purpose storage management server</td>
<td>40</td>
</tr>
<tr>
<td>Changing the default maximum log size</td>
<td>41</td>
</tr>
<tr>
<td>Upgrading the Storage Management Appliance Software from v2.0 to v2.1</td>
<td>41</td>
</tr>
<tr>
<td>Verifying the Storage Management Appliance Software version</td>
<td>46</td>
</tr>
<tr>
<td>Step 4: Upgrading host servers</td>
<td>48</td>
</tr>
<tr>
<td>Step 5: Clearing the passwords on the HSV controllers</td>
<td>49</td>
</tr>
<tr>
<td>Disabling password access in HP Command View EVA</td>
<td>49</td>
</tr>
<tr>
<td>Step 6: Upgrading HP Command View EVA</td>
<td>52</td>
</tr>
<tr>
<td>Verifying the HP Command View EVA version</td>
<td>52</td>
</tr>
<tr>
<td>Step 7: Loading the add-on licenses</td>
<td>55</td>
</tr>
<tr>
<td>Step 8: Upgrading the VCS/Storage System Software to v3.025</td>
<td>58</td>
</tr>
<tr>
<td>Upgrading VCS</td>
<td>59</td>
</tr>
<tr>
<td>Upgrading drive firmware</td>
<td>68</td>
</tr>
<tr>
<td>Recommendations</td>
<td>68</td>
</tr>
<tr>
<td>Emergency quick load</td>
<td>68</td>
</tr>
<tr>
<td>Upgrading firmware on individual drives</td>
<td>69</td>
</tr>
<tr>
<td>Step 9: Adding passwords to the HSV controllers (optional)</td>
<td>70</td>
</tr>
<tr>
<td>Enabling password access in HP Command View EVA</td>
<td>70</td>
</tr>
</tbody>
</table>
List of Figures

3.1. HP Command View EVA—Hardware folder in the Navigation pane ........................................... 32
3.2. HP Command View EVA—Hardware Folder Properties page .................................................... 32
3.3. HP Command View EVA—Disk Enclosure Properties page—checking operational states ............ 33
3.4. HP Command View EVA—Disk Enclosure Properties page—checking the firmware version ....... 34
3.5. HP Command View EVA—View Events page ............................................................................ 35
3.6. HP Command View EVA—Controller Events (Initialized system) page ................................. 35
3.7. HP Command View EVA—Disk Group Properties page ............................................................ 36
3.8. HP Command View EVA—Disk Group Properties page—checking free capacity .................. 37
3.9. HP Command View EVA—Vdisk Folder Properties page ......................................................... 37
3.10. HP Command View EVA—Vdisk Family Properties page ...................................................... 38
3.11. HP Command View EVA—Vdisk Active Member Properties page ........................................ 38
3.12. Storage Management Appliance software—Settings page ....................................................... 42
3.13. Storage Management Appliance software—Maintenance page .............................................. 43
3.14. Storage Management Appliance software—Installation Wizard .............................................. 44
3.15. Storage Management Appliance software—Installation Wizard—installation types ................. 45
3.16. Storage Management Appliance Online Help .......................................................................... 47
3.17. HP Command View EVA—Management Agent Options page ................................................. 50
3.18. HP Command View EVA—Storage System Password Access page ....................................... 50
3.19. HP Command View EVA—Disable Password Access to Storage System page .................. 51
3.20. HP Command View EVA—Disable password access message box ....................................... 51
3.21. HP Command View EVA—HSV Storage Network Properties page ........................................ 53
3.22. HP Command View EVA Online Help .................................................................................... 53
3.23. HP Command View EVA Help—About page .......................................................................... 54
3.24. HP Command View EVA—Management Agent Options page ................................................. 55
3.25. HP Command View EVA—Licensing Options page ................................................................. 56
3.26. HP Command View EVA—Add a license page ....................................................................... 56
3.27. HP Command View EVA—Initialized Storage System Properties page ............................... 61
3.28. HP Command View EVA—first code load confirmation message ........................................ 62
3.29. HP Command View EVA—Code Load Storage System-Page 1 .............................................. 63
3.30. HP Command View EVA—Code Load Storage System-Page 2 .............................................. 64
3.31. HP Command View EVA—file confirmation message ............................................................ 64
3.32. HP Command View EVA—upgrade confirmation message ...................................................... 65
3.33. HP Command View EVA—command in progress message .................................................... 65
3.34. HP Command View EVA—Code Load Storage System-Page 3 .............................................. 66
3.35. HP Command View EVA—EMU firmware update message .................................................. 67
3.36. HP Command View EVA—Initialized Storage System Properties page ............................. 67
3.37. HP Command View EVA—Enable Password Access to a Storage System page .................... 71
# List of Tables

1. Document Conventions .............................................. 68
1.1. Related Documentation ........................................... 17
1.2. Recommended Browsers and JREs ............................... 20
1.3. Reference Documents ............................................. 22
2.1. Compatibility Matrix ............................................. 26
2.2. Enterprise Virtual Array Type and VCS Compatibility .... 27
2.3. Element Manager Software and Storage Management Appliance Software Compatibility .... 27
2.4. Element Manager Software and Add-on Licenses Compatibility ........ 28
3.1. Storage Management Appliance Software Upgrade Paths ........ 40
3.2. Time Estimates for Host Server Upgrades ..................... 48
3.3. HP Command View EVA Upgrade Paths ........................ 52
3.4. VCS/Storage System Software Upgrade Paths ................ 59
3.5. Upgrade events ..................................................... 68
3.6. Configuration Files ............................................... 79
3.7. Evaprovder.properties ........................................... 80
3.8. Cim.properties File .............................................. 81
B.1. Software Version Worksheet .................................... 105
C.1. Troubleshooting Tips for SMI-S EVA .......................... 108
This guide provides information to help you:

- Upgrade the Storage Management Appliance software, HP Command View EVA, and Virtual Controller Software.
- Downgrade the Virtual Controller Software.

This guide does not provide information about upgrading or changing the Enterprise Virtual Array hardware.

“About this Guide” topics include:

- Conventions
- Rack stability
- Getting help
Conventions

Conventions consist of the following:

- **Document conventions**
- **Text symbols**
- **Equipment Symbols**

Document conventions

The document conventions included in Table 1 apply in most cases.

**Table 1. Document Conventions**

<table>
<thead>
<tr>
<th>Element</th>
<th>Convention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cross-reference links</td>
<td>Blue text: Figure 1</td>
</tr>
<tr>
<td>Key and field names, menu items, buttons, and dialog box titles</td>
<td><strong>Bold</strong></td>
</tr>
<tr>
<td>File names, application names, and text emphasis</td>
<td><em>italics</em></td>
</tr>
<tr>
<td>User input, command and directory names, and system responses (output and messages)</td>
<td>Monospace font  &lt;br&gt;COMMAND NAMES are uppercase  &lt;br&gt;monospace font unless they are case sensitive</td>
</tr>
<tr>
<td>Variables</td>
<td>&lt;monospace, italic font&gt;</td>
</tr>
<tr>
<td>Web site addresses</td>
<td>Blue sans serif font text:  &lt;br&gt;<a href="http://www.hp.com">http://www.hp.com</a></td>
</tr>
</tbody>
</table>

Text symbols

The following symbols may be found in the text of this guide. They have the following meanings:

---

**Warning**

Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or death.

---

**Caution**

Text set off in this manner indicates that failure to follow directions could result in damage to equipment or data.

---

**Note**

Text set off in this manner presents commentary, sidelights, or interesting points of information.
**Equipment symbols**

The following equipment symbols may be found on hardware for which this guide pertains. They have the following meanings:

⚠️ 🔥

Any enclosed surface or area of the equipment marked with these symbols indicates the presence of electrical shock hazards. Enclosed area contains no operator serviceable parts.

⚠️ 🔥 **WARNING**: To reduce the risk of personal injury from electrical shock hazards, do not open this enclosure.

Any RJ-45 receptacle marked with these symbols indicates a network interface connection.

⚠️ 🔥 **WARNING**: To reduce the risk of electrical shock, fire, or damage to the equipment, do not plug telephone or telecommunications connectors into this receptacle.

Any surface or area of the equipment marked with these symbols indicates the presence of a hot surface or hot component. Contact with this surface could result in injury.

⚠️ 🔥 **WARNING**: To reduce the risk of personal injury from a hot component, allow the surface to cool before touching.

Power supplies or systems marked with these symbols indicate the presence of multiple sources of power.

⚠️ 🔥 🔧 **WARNING**: To reduce the risk of personal injury from electrical shock, remove all power cords to completely disconnect power from the power supplies and systems.

Any product or assembly marked with these symbols indicates that the component exceeds the recommended weight for one individual to handle safely.

⚠️ 🔧 **WARNING**: To reduce the risk of personal injury or damage to the equipment, observe local occupational health and safety requirements and guidelines for manually handling material.
Rack stability

Rack stability protects personnel and equipment.

---

**Warning**

To reduce the risk of personal injury or damage to the equipment, be sure that:

- The leveling jacks are extended to the floor.
- The full weight of the rack rests on the leveling jacks.
- In single rack installations, the stabilizing feet are attached to the rack.
- In multiple rack installations, the racks are coupled.
- Only one rack component is extended at any time. A rack may become unstable if more than one rack component is extended for any reason.

---
Getting help

If you still have a question after reading this guide, contact an HP authorized service provider or access our web site: http://h18006.www1.hp.com/products/storageworks/enterprise/documentation.html.

HP technical support

Telephone numbers for worldwide technical support are listed on the following HP web site: http://www.hp.com/support/. From this web site, select the country of origin.

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

Be sure to have the following information available before calling:

- Technical support registration number (if applicable)
- Product serial numbers
- Product model names and numbers
- Applicable error messages
- Operating system type and revision level
- Detailed, specific questions

HP storage web site

The HP web site has the latest information on this product, as well as the latest drivers. Access storage at: http://www.hp.com/country/us/eng/prodserv/storage.html. From this web site, select the appropriate product or solution.

HP authorized reseller

For the name of your nearest HP authorized reseller:

- In the United States, call 1-800-345-1518
- In Canada, call 1-800-263-5868
- Elsewhere, see the HP web site for locations and telephone numbers: http://www.hp.com
Chapter 1. Getting Started

This chapter provides information about the intended audience, required kits, and reference documentation. Please ensure that you have met the outlined requirements and possess all of the required materials before you begin the installation procedures outlined in this guide.

This chapter includes the following topics:

- Intended audience
- Prerequisites

Note
Use Appendix B: Software Version Worksheet to collect important version information as you read through this guide and perform the procedures.
Chapter 1. Getting Started

Intended audience

This document is intended for customers who need to upgrade the StorageWorks Enterprise Virtual Array (EVA).

Note

You should read the entire guide before beginning any procedure.

Before performing the procedures in this guide, you should be familiar with the following:

- HP StorageWorks Enterprise Virtual Arrays
- SANs and storage systems
- HP StorageWorks Command View EVA
- HP OpenView Storage Management Appliance and HP OpenView Storage Management Appliance software

Note

HP recommends that you review the documentation listed in Table 1.1 to familiarize yourself with the various hardware and software components.

For the latest version of these Instructions and other Enterprise Virtual Array 5000 (EVA5000) documentation, access the EVA5000 documentation web site at: http://h18006.www1.hp.com/products/storageworks/enterprise/documentation.html.

For the latest version of Enterprise Virtual Array 3000 (EVA3000) documentation, access the EVA3000 web site at http://h18006.www1.hp.com/products/storageworks/eva3000/index.html and click technical documentation.

During the upgrade process, you install software on the Storage Management Appliance and the HSV controllers. You will be using the Storage Management Appliance software, HP Command View EVA, and the Operator Control Panel (OCP) on the HSV controller.
HP recommends that you review the documentation listed in Table 1.1 to familiarize yourself with the various hardware and software components.

### Table 1.1. Related Documentation

<table>
<thead>
<tr>
<th>To Read About...</th>
<th>Refer To...</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HP Command View EVA Interactive Help File</td>
<td>Installed with the Command View EVA application.</td>
</tr>
</tbody>
</table>
Prerequisites

This section lists the required tools for successful upgrades and downgrades of the software in the Enterprise Virtual Array.

This section includes the following topics:

- Required kits
- Recommended browsers and Java Runtime Environments
- Required licenses
- SMI-S EVA prerequisites
- Antivirus software
- Reference documentation

For information about software compatibility, please see Chapter 2: Software Compatibility Matrices.

Note
Before you can perform an online upgrade to Virtual Controller Software (VCS) v3.025, you must be running VCS v3.0 (or later) on the HSV controllers without HP StorageWorks Continuous Access or VCS v3.010 (or later) with HP Continuous Access installed. Contact your HP Authorized Service Representative for assistance in upgrading to VCS 3.025 from any version prior to 3.020.

Required kits

Before you begin the Enterprise Virtual Array upgrade, you must have the following kits:

- **HP StorageWorks Virtual Controller Software Media Kit v3.0d for Dual HSV100 Controllers** (T3589A)

  Note
  Use this kit with an EVA3000 (HSV100) storage system.

In addition to documentation, this kit contains the following:

- HP StorageWorks Enterprise Virtual Array System Software Version 3.025 CD
  This CD contains the following:
  - VCS v3.025
  - VCS v2.006

- **HP StorageWorks Virtual Controller Software Media Kit 3.0d for Dual HSV110 Controllers** (T3588A)

  Note
  Use this kit for an EVA5000 (HSV110) storage system.

In addition to documentation, this kit contains the following:

- HP StorageWorks Enterprise Virtual Array System Software Version 3.025 CD
Chapter 1. Getting Started

This CD contains the following:

- VCS v3.025
- VCS v2.006

- **HP OpenView Storage Management Appliance Software v2.1** kit (222799-B26)
  In addition to documentation, this kit contains the following:

  - HP OpenView Storage Management Appliance Software v2.1 CD
    This CD can also be obtained from the following web site: http://h18000.www1.hp.com/products/sanworks/software/drivers/storageappliance/index.html

- **HP OpenView Storage Operations Manager v1.2 Media and Documentation kit** (T3268AA) or **HP OpenView Storage Operations Manager v1.2 Migration Media and Documentation** kit (T3275AA)
  In addition to documentation, this kit contains the following:

  - HP StorageWorks Command View EVA v3.3 CD
    This CD contains the following:

    - HP Command View EVA v3.3
    - HP StorageWorks SMI-S EVA v3.3
    - HP OpenView Storage Area Manager v3.2 Software CD
      This CD contains HP OpenView Storage Node Manager.

**Note**

Storage Node Manager is part of the HP OpenView Storage Area Manager (OV SAM) product suite. The HP OpenView Storage Operations Manager v1.2 Media and Documentation kit contains an evaluation copy of Storage Area Manager v3.2.

- **HP StorageWorks Command View EVA v3.3** CD

**Recommended browsers and Java™ Runtime Environments**

*Table 1.2* lists the recommended browsers for running Storage Management Appliance software v2.1 and HP Command View EVA v3.3.
Note
You should update your Internet browser version on your remote computers after you have upgraded to Storage Management Appliance software v2.1 and HP Command View EVA v3.3.
If you use browser and JRE versions that are not listed in Table 1.2, the Storage Management Appliance software v2.1 and HP Command View EVA v3.3 applications may not work correctly in your browser.

Table 1.2. Recommended Browsers and JREs

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Internet Browser</th>
<th>Java Runtime Environment (JRE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP-UX PA-RISC 11.11/11iv1 (64-bit)</td>
<td>Mozilla 1.6</td>
<td>HP’s JRE 1.4.2_05+ (64 bit), PA-RISC RTE</td>
</tr>
<tr>
<td>HP-UX 11.23 Pi (IA64)</td>
<td>Mozilla 1.6</td>
<td>HP’s JRE 1.4.2_05+ (64 bit)</td>
</tr>
<tr>
<td>IBM AIX 5.2, 5.3</td>
<td>Mozilla 1.4.2</td>
<td>JRE 1.4.2_02+</td>
</tr>
<tr>
<td>Open VMS 7.3–1, 7.3–2, 8.2</td>
<td>Mozilla 1.5</td>
<td>JRE 1.4.2_02+</td>
</tr>
<tr>
<td>Redhat Advanced Server 2.1, 3.0 (32 bit)</td>
<td>Mozilla 1.6</td>
<td>JRE 1.4.2_02+ (32 bit), RPM Format</td>
</tr>
<tr>
<td>Redhat Advanced Server 2.1, 3.0 (64 bit)</td>
<td>Mozilla 1.7</td>
<td>JRE 1.4.2_02+ (64 bit)</td>
</tr>
<tr>
<td>Sun Solaris™8, 9</td>
<td>Mozilla 1.4.1</td>
<td>JRE 1.4.2_02+ (64 bit)</td>
</tr>
<tr>
<td>Tru64 5.1a, 5.1b</td>
<td>Mozilla 1.6</td>
<td>JRE 1.4.2_02+</td>
</tr>
<tr>
<td>United Linux 1.0/SUSE 8 (32 and 64 bit)</td>
<td>Mozilla 1.6</td>
<td>JRE 1.4.2_02+</td>
</tr>
<tr>
<td>Windows ® 2000 Advanced Server, SP4 (32 bit)</td>
<td>Internet Explorer 6.0 SP1</td>
<td>JRE 1.4.2_02+</td>
</tr>
<tr>
<td>Windows Server 2003 Enterprise Edition, SP1 (32-bit) and Windows 2003 Enterprise Edition (64 bit)</td>
<td>Internet Explorer 6.0 SP1</td>
<td>JRE 1.4.2_02+</td>
</tr>
<tr>
<td>Windows 2000 Professional</td>
<td>Internet Explorer 6.0 SP1</td>
<td>JRE 1.4.2_02+</td>
</tr>
</tbody>
</table>
### Required licenses

Depending on the functionality you require and your Enterprise Virtual Array type, HP Command View EVA v3.3 might require the following licenses:

- HP StorageWorks Business Copy EVA5000 v2.3
- HP StorageWorks Business Copy EVA3000 v2.3
- HP StorageWorks Continuous Access EVA5000 v1.2
- HP StorageWorks Continuous Access EVA3000 v1.2

See Table 2.4 for more information about element manager software and add-on license compatibility.

If you intend to use either HP Business Copy EVA v2.3 or HP Continuous Access EVA v1.2 after you have upgraded to HP Command View EVA v3.3, you must obtain the appropriate licenses. You must obtain the appropriate licenses before you begin the upgrade procedure described in Chapter 3: Upgrading the Enterprise Virtual Array.

See the HP StorageWorks Business Copy EVA License Instructions and the HP StorageWorks Continuous Access EVA V1.2 Getting Started Guide for more information about obtaining licenses for HP Business Copy EVA v2.3 and HP Continuous Access EVA v1.2, respectively.

---

**Note**

Redeeming licenses can take between 1 and 48 hours. Please plan accordingly.

### SMI-S EVA prerequisites

The following are prerequisites for installing SMI-S EVA v3.3:

- HP Command View EVA 3.3 release must be installed prior to SMI-S EVA installation.
- No Service Location Protocol (SLP) versions should be installed or running in port 427 prior to installing SMI-S EVA. Upon installation of SMI-S EVA, SLP is installed as a service. SLP service is uninstalled when SMI-S EVA is uninstalled.
- Previous versions of SMI-S EVA should be uninstalled before installing SMI-S EVA v3.3.
- SMI-S EVA v3.3 is supported on Windows® 2000 SP3 or above.

### Antivirus software

After you upgrade to Storage Management Appliance software v2.1, you can install an antivirus application. HP supports the use of the following antivirus programs:
• Symantec Norton AntiVirus™ v7.6, v8.0, v8.1, and v9.0—Corporate Edition
• McAfee® NetShield® v4.5
• McAfee® VirusScan™ Enterprise v7.0, v7.1, and v8.0i
• Trend Micro™ ServerProtect™ v5.31, v 5.5, v5.56, and 5.58
• eTrust™ InoculateIT™ v6.0

Please refer to OpenView HP Storage Management Appliance Software Using AntiVirus Software Application Notes. This document provides instructions for using current versions of the above antivirus applications.

Reference documentation

Table 1.3 lists the documents to which you might refer during the upgrade and downgrade processes. The listed URL is the best place to obtain the latest version of each document.

Table 1.3. Reference Documents

<table>
<thead>
<tr>
<th>Title</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP StorageWorks Continuous Access EVA V1.1 Getting Started Guide</td>
<td><a href="http://h20000.www2.hp.com/bizsupport/TechSupport/DocumentIndex.jsp">http://h20000.www2.hp.com/bizsupport/TechSupport/DocumentIndex.jsp</a>. Then click manuals (guides, supplements, addendums, etc.)</td>
</tr>
<tr>
<td>HP StorageWorks Continuous Access User Interface V1.1a Installation Guide</td>
<td><a href="http://h20000.www2.hp.com/bizsupport/TechSupport/DocumentIndex.jsp">http://h20000.www2.hp.com/bizsupport/TechSupport/DocumentIndex.jsp</a>. Then click manuals (guides, supplements, addendums, etc.)</td>
</tr>
<tr>
<td>HP OpenView Storage Area Manager EVA Device Plug-In Installation Instructions</td>
<td><a href="http://openview.hp.com/products/dpi/install_guides/HP_HSVdpi_03_00_E.pdf">http://openview.hp.com/products/dpi/install_guides/HP_HSVdpi_03_00_E.pdf</a></td>
</tr>
<tr>
<td>HP StorageWorks Business Copy EVA License Instructions</td>
<td>Available in the HP Business Copy EVA license kits.</td>
</tr>
<tr>
<td>Title</td>
<td>Location</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
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</tbody>
</table>

**Host Server Documentation**

<table>
<thead>
<tr>
<th>Title</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Title</td>
<td>Location</td>
</tr>
<tr>
<td>---------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
Chapter 2. Software Compatibility Matrices

The Enterprise Virtual Array uses various software that work with each other to manage the storage solution. When you are considering an upgrade, it is important to ensure that all of the software and firmware versions are compatible.

This section provides tables that summarize which versions of software are compatible with each other. Use Table 2.1, Table 2.2, Table 2.3, and Table 2.4 to ensure that you are using compatible software versions.

**Note**
Use Appendix B: Software Version Worksheet to collect important version information as you read through this manual and perform the procedures.

The HP StorageWorks Command View EVA v3.3 software is compatible with the following:

**Software**
- HP StorageWorks Virtual Controller Software (VCS) v3.025 (recommended version)
- HP OpenView Storage Management Appliance software v2.1 (required)

**Hardware**
- HP OpenView Storage Management Appliance I, II, or III or the general purpose storage management server.
- HSV110 controller (EVA5000)
- HSV100 controller (EVA3000)

**Note**
Refer to the release notes for the host operating system to determine which version of HP StorageWorks Secure Path (and service packs) you should use. (See Table 1.3 for a list of host server documents.)
Table 2.1 indicates the compatible versions of element manager software and storage system software. HP Command View EVA v3.3 is compatible with several versions of VCS; however, the recommended VCS version is VCS v3.025. If you are running a version of VCS that is not listed in this table (for instance, VCS v1.01), you should upgrade to a later version of VCS.

**Caution**

After you have upgraded a storage system to v3.020 (or later), you should not downgrade the initialized storage system to v2.xxx. If you attempt to downgrade an initialized storage system, you will lose any configuration information or data in that storage system. All existing data will be destroyed when you downgrade from v3.xxx to v2.00x.

See Table 3.4 for a description of the proper storage system software upgrade paths.

### Table 2.1. Compatibility Matrix

<table>
<thead>
<tr>
<th>Storage System Software Version</th>
<th>HSV Element Manager v2.0a</th>
<th>HP Command View EVA v2.1</th>
<th>HP Command View EVA v3.0</th>
<th>HP Command View EVA v3.0a</th>
<th>HP Command View EVA v3.1</th>
<th>HP Command View EVA v3.2 and v3.3</th>
</tr>
</thead>
<tbody>
<tr>
<td>VCS v2.006</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>VCS v3.000</td>
<td>No</td>
<td>No</td>
<td>Yes b</td>
<td>Yes b</td>
<td>Yes b</td>
<td>No</td>
</tr>
<tr>
<td>VCS v3.001</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>VCS v3.010</td>
<td>No</td>
<td>No</td>
<td>No c</td>
<td>No c</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>VCS v3.014</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>VCS v3.020</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>VCS v3.025</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

- a VCS v2.004 is compatible only with EVA3000.
- b VCS v3.000 cannot be used on an EVA3000 system.
- c While HP Command View EVA v3.0 and v3.0a can manage controllers running VCS v3.010, you will not have access to any v3.010-specific features. HP requires that you upgrade to HP Command View EVA v3.1.
Table 2.2 indicates the compatible versions of VCS and Enterprise Virtual Array. The EVA3000 storage system uses the HSV100 controller, and the EVA5000 storage system uses the HSV110 controller.

Table 2.2. Enterprise Virtual Array Type and VCS Compatibility

<table>
<thead>
<tr>
<th></th>
<th>EVA3000</th>
<th>EVA5000</th>
</tr>
</thead>
<tbody>
<tr>
<td>VCS v2.002</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>VCS v2.003</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>VCS v2.004</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>VCS v2.005</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>VCS v2.006</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>VCS v3.000</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>VCS v3.001</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>VCS v3.010</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>VCS v3.014</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>VCS v3.020</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>VCS v3.025</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Table 2.3 indicates the compatible versions of element manager software and Storage Management Appliance software. HP Command View EVA v3.3 is compatible with the Storage Management Appliance software v2.1. If you are running Storage Management Appliance software v1.0c or Storage Management Appliance software v2.0, you must upgrade the Storage Management Appliance software to v2.1.

See Step 3: Upgrading the Storage Management Appliance or the general purpose storage management server for a description of the proper upgrade paths.

Table 2.3. Element Manager Software and Storage Management Appliance Software Compatibility

<table>
<thead>
<tr>
<th>Storage Management Appliance Software</th>
<th>HSV Element Manager v2.0a</th>
<th>HP Command View EVA v2.1</th>
<th>HP Command View EVA v3.0</th>
<th>HP Command View EVA v3.0a</th>
<th>HP Command View EVA v3.1, v3.2</th>
<th>HP Command View EVA v3.3</th>
</tr>
</thead>
<tbody>
<tr>
<td>v1.0C</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>v2.0</td>
<td>Yes</td>
<td>Yes *requires Service Pack 1a.</td>
<td>Yes *requires Service Pack 3.</td>
<td>Yes *requires Service Pack 4</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>v2.1</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Table 2.4 indicates the compatible versions of the element manager software and add-on licenses such as HP Business Copy EVA and HP Continuous Access EVA. HP Business Copy EVA and HP Continuous Access EVA add data management functionality.

### Table 2.4. Element Manager Software and Add-on Licenses Compatibility

<table>
<thead>
<tr>
<th>HP Business Copy EVA 2.3</th>
<th>HP Command View EVA v2.1</th>
<th>HP Command View EVA v3.0</th>
<th>HP Command View EVA v3.0a</th>
<th>HP Command View EVA v3.1, v3.2</th>
<th>HP Command View EVA v3.3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

| HP Business Copy eva5000 v2.1a | No | Yes | Yes | Yes | Yes | Yes |

| HP Business Copy eva5000 v2.2 | No | Yes | Yes | Yes | Yes | Yes |

| HP Business Copy eva3000 v2.1 | Yes | No | No | No | No | No |

| HP Business Copy eva3000 v2.1a | No | Yes | No | No | No | No |

| HP Business Copy eva3000 v2.2 | No | No | Yes | Yes | Yes | Yes |

| HP Continuous Access eva5000 v1.0 | No | Yes | Yes | No | No | No |

| HP Continuous Access eva5000 v1.1 | No | No | No | Yes | Yes | Yes |

| HP Continuous Access eva3000 v1.1 | No | No | No | Yes | Yes | Yes |

| HP Continuous Access EVA 1.2 | No | No | No | Yes | Yes | Yes |

*HP Business Copy eva5000 v2.3 is compatible only with VCS v2.003, VCS v2.005, VCS v3.000, VCS v3.010, VCS v3.020, and VCS v3.025.*
Chapter 3. Upgrading the Enterprise Virtual Array

Upgrading from Enterprise Virtual Array involves several steps that must be done in the prescribed order. If you do not perform the upgrade process in the appropriate order, you may not be able to manage the Enterprise Virtual Array storage system using HP Command View EVA.

**Note**
Refer to *Appendix A: Software Upgrade Flowchart* for a graphical overview of the upgrade process. Use *Appendix B: Software Version Worksheet* to collect important version information as you read through this manual and perform the procedures.

HP highly recommends that you perform this upgrade procedure during off-peak hours. The upgrade process may cause a fully configured HSV controller to exceed application-specific timeout values. During the VCS upgrade, both HSV controllers reboot at the same time.

**Note**
Before you can perform an online upgrade to VCS v3.025, you must be running VCS v3.00 (or later) on the HSV controllers without HP Continuous Access installed or VCS 3.010 (or later) if HP Continuous Access is installed. Contact your HP Authorized Service Representative for assistance in upgrading to VCS 3.025 from any version prior to 3.020.

The upgrade procedure contains the following steps:
Chapter 3. Upgrading the Enterprise Virtual Array

- Step 1: Checking the health of the Enterprise Virtual Array
- Step 2: Redeeming license keys
- Step 3: Upgrading the Storage Management Appliance or the general purpose storage management server
- Step 4: Upgrading host servers
- Step 5: Clearing the passwords on the HSV controllers
- Step 6: Upgrading HP Command View EVA
- Step 7: Loading the add-on licenses
- Step 8: Upgrading the VCS/Storage System Software to v3.025

Caution

After you have upgraded a storage system to v3.020 (or later), you should not downgrade the initialized storage system to v2.xxx. If you attempt to downgrade an initialized storage system, you will lose any configuration information or data in that storage system. All existing data will be destroyed when you downgrade from v3.xxx to v2.00x.

- Step 9: Adding passwords to the HSV controllers (optional)
- Step 10: Installing SMI-S EVA (optional)
- Step 11: Upgrading HP Business Copy EVA (if installed)
- Step 12: Upgrading HP Continuous Access EVA (if installed)
- Step 13: Migrating Network View to Storage Area Manager
- Step 14: Installing Storage Node Manager (optional)
- Step 15: Disabling SNMP notification to the PRS host
Step 1: Checking the health of the Enterprise Virtual Array

Estimated time to complete

1 hour

Before you upgrade your Enterprise Virtual Array to v3.025, you should check the condition of your storage system. Perform the following steps to determine if your Enterprise Virtual Array is in good condition and ready to upgrade.

1. Check the displays and status indicators on the Enterprise Virtual Array. (Refer to HP StorageWorks Enterprise Virtual Array User Guide for information and illustrations related to displays and status indicators.)

   a. Verify that the Operator Control Panels (OCPs) on the HSV controllers are properly displaying the WWNs and storage system names.
   
   b. Verify that there are no fault status indicators on the drive enclosures.
   
   c. Verify that the Power status indicators are on and the Activity status indicators are flashing on the disk drives.
   
   d. Verify that there are no errors on the Environmental Monitoring Unit (EMU) displays.
   
   e. Verify that each I/O module is displaying two green status indicators (viewed from rear).

   Note
   If your Enterprise Virtual Array does not use FC loop switches, verify that there are three green status indicators.

   f. Verify that the power supplies and blowers are operating correctly.
   
   g. Check the back of each HSV controller. Verify that all of the status indicators are green and not blinking.

2. Launch HP Command View EVA and click the icon of the storage system you want to upgrade. Check for hardware errors.

   a. Look at the Hardware folder in the Navigation pane. If there are any hardware caution or warning conditions, HP Command View EVA displays the appropriate icon over the folder.
Figure 3.1. HP Command View EVA—Hardware folder in the Navigation pane

b. Click the Hardware folder to expand the navigation tree. The Hardware Folder Properties page displays. The **Operational State** field also indicates if there is a hardware problem.

Figure 3.2. HP Command View EVA—Hardware Folder Properties page

c. Continue to expand the navigation tree under the Hardware folder, until you see a hardware component icon with an attention or warning icon on it.
Chapter 3. Upgrading the Enterprise Virtual Array

d. Click the component icon to display the properties page. The Operational state field indicates if there is a hardware error.

Figure 3.3. HP Command View EVA—Disk Enclosure Properties page—checking operational states

3. Record the Environmental Monitoring Unit (EMU) firmware version.
   a. Click the storage system icon in the Navigation pane. The Initialized Storage System page displays.
   b. Click the Hardware folder in the Navigation pane. The Hardware Folder Properties page displays.
   c. Expand the navigation tree under the Rack icon.
   d. Click the Disk Enclosure icon in the Navigation pane. The Disk Enclosure Properties page displays.
Chapter 3. Upgrading the Enterprise Virtual Array

Figure 3.4. HP Command View EVA—Disk Enclosure Properties page—checking the firmware version

e. In the EMU group, record the number listed in the **Firmware version** field.

f. Repeat step d and step e for each disk enclosure in the rack. If there is more than one rack in the storage system, record the firmware version for each disk enclosure in the storage system.

4. Verify that there are no hardware components in the Unmappable Hardware folder.

a. Expand the navigation tree under the Hardware folder in the Navigation pane.

b. Click the Unmappable Hardware folder.

   Hardware components can be placed in the Unmappable Hardware folder for several reasons. For example, hardware components can be placed in the Unmappable Hardware folder, when the I/O modules on a disk enclosure are not working, the controllers restart, or there is a hardware failure. If there are any hardware components listed under this folder, determine why they are listed there and fix the problems.

5. Using HP Command View EVA, examine the controller event log. Verify that no Critical events occurred in the last 48 hours.

a. Click a storage system icon in the Navigation pane.

b. Click **View Events**.

   The View Events page displays.
c. Click **Controller Event Log**.
The Controller Events page displays in a new browser window.

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Controller</th>
<th>Severity</th>
<th>Event Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>16:28:54:168</td>
<td>Controller A</td>
<td>OK</td>
<td>09070005</td>
<td>The state of the Fibre Channel port identified in the attribute value string field and located on the rear panel of the HSG11D controller identified in the handle field has transitioned to the <strong>NORMAL</strong> state. Corrective action code: 00</td>
</tr>
<tr>
<td>16:28:54:168</td>
<td>Controller B</td>
<td>OK</td>
<td>42000008</td>
<td>Indicated Host Fibre Channel port transitioned to link down. Corrective action code: 00</td>
</tr>
<tr>
<td>16:28:54:168</td>
<td>Controller A</td>
<td>OK</td>
<td>09070005</td>
<td>The state of the Fibre Channel port identified in the attribute value string field and located on the rear panel of the HSG11D controller identified in the handle field has transitioned to the <strong>NORMAL</strong> state. Corrective action code: 00</td>
</tr>
<tr>
<td>16:28:54:168</td>
<td>Controller B</td>
<td>OK</td>
<td>42000008</td>
<td>Indicated Host Fibre Channel port transitioned to link down. Corrective action code: 00</td>
</tr>
</tbody>
</table>

Figure 3.6. HP Command View EVA—Controller Events (Initialized system) page

d. Verify that no unexpected Critical events have occurred in the past 48 hours.
e. If Critical events have occurred in the past 48 hours, perform the steps outlined in the corrective action codes to correct the problems. In some cases, it might be necessary to call your HP authorized representative to fix the problem.

6. Verify that the hosts can see the Vdisks.

7. Verify that each disk group contains a minimum of eight disk drives.

b. Click a disk group icon. The Disk Group Properties page displays.

c. Check the **Total disks** field in the Disk Group Properties page.

![Figure 3.7. HP Command View EVA—Disk Group Properties page](image)

d. If each disk group does not contain a minimum of eight disk drives, correct your disk group configuration.

8. Verify that there is at least 5% free space below the capacity alarm setting in all disk groups.


   b. Click a disk group icon in the Navigation pane. The Disk Group Properties page displays.

   c. Compare the **Capacity** to the **Occupancy** data in the Disk Group Properties page to determine how much free space there is in the disk group.
9. Check the Vraid levels for each Vdisk.
   a. In HP Command View EVA, click the Virtual Disks folder in the Navigation pane. The Vdisk Folder Properties page displays.

   Figure 3.9. HP Command View EVA—Vdisk Folder Properties page

   Note
   If you are using virtual disk subfolders, expand the subfolders to view the Vdisk family icons.
   b. Click a Vdisk family icon.
Chapter 3. Upgrading the Enterprise Virtual Array

The Vdisk Family Properties page displays.

![Figure 3.10. HP Command View EVA—Vdisk Family Properties page](image)

c. Click the ACTIVE icon.
The Vdisk Active Member Properties page displays.

![Figure 3.11. HP Command View EVA—Vdisk Active Member Properties page](image)

d. Check the **Redundancy** field.
   If any Vdisks use Vraid0 protection, you might want to consider changing your Vdisk configuration. Vraid0 provides no data protection.
10. Verify that there are no configuration changes in progress. For instance, HP Command View EVA should not be in the process of creating a Vdisk.

If there are configuration changes in progress, wait 48 hours after configuration changes have been made before upgrading. Check the controller event log for unwanted events.

11. Back up the data in the Enterprise Virtual Array.

---

**Caution**

Always back up your data before performing major operations such as software upgrades.
Step 2: Redeeming license keys

Estimated time to complete
1 to 48 hours

Verify that you have the appropriate add-on licenses. See Required kits for more information.

Step 3: Upgrading the Storage Management Appliance or the general purpose storage management server

Estimated time to complete
1.5 to 2.5 hours

This section contains the following procedures:

--changing-the-default-maximum-log-size
- Upgrading the Storage Management Appliance Software from v2.0 to v2.1
- Verifying the Storage Management Appliance Software version


If the Storage Management Appliance is running Storage Management Appliance software v1.0C or later, you can upgrade to Storage Management Appliance software v2.1. You do not have to install any of the v2.0 service packs. Version 2.1 of the Storage Management Appliance software includes all of the necessary components. Table 3.1 describes the proper upgrade paths to Storage Management Appliance software v2.1. These paths are applicable only if you are using the SMA.

Table 3.1. Storage Management Appliance Software Upgrade Paths

<table>
<thead>
<tr>
<th>Current Storage Management Appliance Software Version</th>
<th>Upgrade Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage Management Appliance software v1.0C</td>
<td></td>
</tr>
<tr>
<td>Storage Management Appliance software v2.0</td>
<td></td>
</tr>
<tr>
<td>Storage Management Appliance software v2.0, Service Pack 1a</td>
<td>Upgrade directly to Storage Management Appliance software v2.1</td>
</tr>
<tr>
<td>Storage Management Appliance software v2.0, Service Pack 3</td>
<td></td>
</tr>
<tr>
<td>Storage Management Appliance software v2.0, Service Pack 4</td>
<td></td>
</tr>
</tbody>
</table>

Note
Chapter 3. Upgrading the Enterprise Virtual Array

Changing the default maximum log size

The default maximum log file size for the Storage Management Appliance software v2.1 is 16 MB for the Event log and 8 MB for the Audit log. Previously in v2.0, the maximum log file size was 512 MB for both logs.

Caution
If you have Audit or Event log files that are larger than the new maximum sizes, and you want to retain them, back up the logs before you upgrade the Storage Management Appliance software from v2.0 to v2.1. The Storage Management Appliance software will delete the log files if they exceed the default maximum sizes.

Upgrading the Storage Management Appliance Software from v2.0 to v2.1


If you are running Storage Management Appliance software v2.0 (or later), perform the following steps to upgrade to v2.1:

Caution
You cannot update the Storage Management Appliance software using a Terminal Services session. You must log in to the Storage Management Appliance software using a remote browser.

1. From a client computer, launch a Web browser and browse to the Storage Management Appliance, using the following format:
   
   http://<appliance_name>/

   Note
   The default appliance name for a Storage Management Appliance (hardware version 1.0) begins with swma and includes the last 6 characters of the appliance serial number.
   If the Storage Management Appliance software was restored using the Quick Restore CD v2.0, then the default appliance name begins with sma and includes all 12 characters of the appliance serial number.
   The default appliance name for a Storage Management Appliance II begins with sma and includes all 12 characters of the appliance serial number.
   The default appliance name for a Storage Management Appliance III begins with sma and includes all 10 characters of the appliance serial number.
   The serial number is displayed on a sticker which is usually pasted to the lower right side of the appliance (when viewed from the front).

2. Log in to the Storage Management Appliance software using a valid username and password.

   Note
   You must have administrator privileges.
3. Insert the Storage Management Appliance software v2.1 Update CD-ROM into the CD-ROM drive of the Storage Management Appliance.

4. Click **Settings** in the tool bar.

   The Settings page displays.

   ![Figure 3.12. Storage Management Appliance software—Settings page](image)

5. Click **Maintenance** in the tool bar.

   The Maintenance page displays.
Figure 3.13. Storage Management Appliance software—Maintenance page

6. Click **Install Software**.

An Installation Wizard page displays.
Figure 3.14. Storage Management Appliance software—Installation Wizard

7. Click Next at the bottom of the page.
8. Choose **CD-ROM Drive on the Storage Management Appliance**.

   **Note**
   
   The **FTP Server** and **Local Disk on the Storage Management Appliance** options cannot be used for upgrading from v2.0 to v2.1.

9. Click **Next** at the bottom of the page.

10. Verify that the appliance name and IP address are correct.

11. Click **Next** at the bottom of the page.

12. Select **Storage Management Appliance v2.1** from the drop-down list.

13. Click **Next** at the bottom of the page.

   The installation process begins. A status bar displays.
Chapter 3. Upgrading the Enterprise Virtual Array

Note
The installation process can last one hour. Wait until the installation completes before you perform any other actions in the Storage Management Appliance software.

When the installation finishes, the Storage Management Appliance reboots and the Storage Management Appliance software v2.1 starts up automatically.

Verifying the Storage Management Appliance Software version

1. From a client computer, launch a Web browser and browse to the Storage Management Appliance, using the following format:

   http://<appliance_name>/

   Note
   The default appliance name for a Storage Management Appliance (hardware version 1.0) begins with *swma* and includes the last 6 characters of the appliance serial number.
   If the Storage Management Appliance software was restored using the Quick Restore CD v2.0, then the default appliance name begins with *sma* and includes all 12 characters of the appliance serial number.
   The default appliance name for a Storage Management Appliance II begins with *sma* and includes all 12 characters of the appliance serial number.
   The default appliance name for a Storage Management Appliance III begins with *sma* and includes all 10 characters of the appliance serial number.
   The serial number is displayed on a sticker which is usually pasted to the lower right side of the appliance (when viewed from the front).

2. Log in to the Storage Management Appliance software using a valid username and password.

   Note
   You must have administrator privileges.

3. Click **Help** in the tool bar.

   The welcome page of online help for the Storage Management Appliance software displays the current version of the software.
Figure 3.16. Storage Management Appliance Online Help
Step 4: Upgrading host servers

**Estimated time to complete**

varies by host type (see Table 3.2)

After you have upgraded the Storage Management Appliance software, you can upgrade the platform kits on your host servers.

Please refer to the platform-specific installation documentation for detailed upgrade instructions. See Table 1.3 for a list of host server documentation.

The Windows, Novell Netware, Linux, Sun Solaris, and IBM AIX host server kits contain FCA drivers, enabling scripts, utilities, Storage System Scripting Utility (SSSU), and documentation.

In the HP-UX, Tru64, and OpenVMS host server kits, the FCA drivers are embedded in the operating system. Therefore, the kits contain enabling scripts, utilities, SSSU, and documentation.

**Note**

Users of Windows NT 4.0 should be aware that VCS v3.025 incorporates a new Critical Resource Management function that may send Queue Full responses to SCSI commands before the maximum allowable Queue Depth of 2048 has been reached for a Fabric Port. Windows NT 4.0 does not properly handle these queue full responses and I/O errors may result.

The Critical Resource Management feature can be disabled by selecting a Custom Host Mode for Windows NT 4.0 hosts. Enter the value 00000004 1F80B8A8 into the Custom mode number field in the Add a Host page of HP Command View EVA.

Because disabling the Critical Resource Management feature affects the entire Enterprise Virtual Array, users connecting with Windows NT 4.0 and using this Custom Host Mode are strongly recommended to run homogeneous Windows NT 4.0 environments and not mix Windows NT 4.0 hosts with hosts running other operating systems on a given EVA subsystem.

**Table 3.2. Time Estimates for Host Server Upgrades**

<table>
<thead>
<tr>
<th>Host OS</th>
<th>Estimated Time for Upgrade per host server</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>1 to 3 hours</td>
</tr>
<tr>
<td>Novell Netware</td>
<td>1 to 3 hours</td>
</tr>
<tr>
<td>Sun Solaris</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Redhat Linux</td>
<td>15 minutes</td>
</tr>
<tr>
<td>IBM AIX</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Tru64</td>
<td>30 minutes</td>
</tr>
<tr>
<td>OpenVMS</td>
<td>30 minutes</td>
</tr>
<tr>
<td>HP-UX</td>
<td>15 minutes</td>
</tr>
</tbody>
</table>
Step 5: Clearing the passwords on the HSV controllers

Estimated time to complete

2 minutes

If you are using passwords on your HSV controllers, you must clear the passwords, before you upgrade HP Command View EVA. You can add passwords to your storage system after you complete the HP Command View EVA upgrade (see Step 9: Adding passwords to the HSV controllers (optional)). Use the following procedure to clear the storage system passwords on the HSV controllers.

Note
When you clear a system password on the controller, you must disable password access from any HP Command View EVA with access to this storage system.

Using the Operator Control Panel (OCP) on the HSV Controller:

1. Press ▲ to leave the default display.
2. Press ▼ three times to scroll to System Password.
3. Press ▲ to select System Password.
4. Press ▼ to display Clear Password.
5. Press ▲ to select Clear Password.
   The OCP displays CLEAR PASSWORD? NO.
6. Press ▼.
   The OCP displays CLEAR PASSWORD? YES?
7. Press ◀ to clear the password.
   The password is cleared. The system automatically returns to the default display (WWID).
8. Disable password access to this storage system in HP Command View EVA.

Disabling password access in HP Command View EVA

Estimated time to complete

10 minutes

To disable password access to a storage system in HP Command View EVA, perform the following steps:

1. Launch HP Command View EVA in your browser.
2. Click Agent Options in the Session pane.
   The Management Agent Options page displays.
3. Click Storage system password access.

The Storage System Password Access page displays.

4. Click Disable.

The Disable Password Access to Storage System page displays.
5. Select the storage system World Wide Node Name from the drop-down list.

**Note**
Make sure you select the storage system from which you cleared passwords using the OCP on the HSV controller.

6. Click **Disable Password**.

A message box displays.

7. Click **Yes** to disable the password for the selected storage system.
Step 6: Upgrading HP Command View EVA


If using the SMA, you must upgrade to Storage Management Appliance software v2.1 before you upgrade to HP Command View EVA v3.3. (See “Step 3: Upgrading the Storage Management Appliance or the general purpose storage management server” for more information.)

You must be running HSV Element Manager v2.0 or later to upgrade to HP Command View EVA v3.3. You cannot upgrade from HSV Element Manager v1.0 to HP Command View EVA v3.3. To upgrade from HSV Element Manager v1.0 to HSV Element Manager v2.0, please refer to *SANworks by Compaq Upgrade Instructions for Enterprise Virtual Array*. Table 3.3 describes the proper upgrade paths to HP Command View EVA v3.3.

<table>
<thead>
<tr>
<th>Current Command View EVA Version</th>
<th>Upgrade Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSV Element Manager v2.0</td>
<td>1. Upgrade to HP Command View EVA v3.1</td>
</tr>
<tr>
<td>HSV Element Manager v2.0a</td>
<td>2. Upgrade to HP Command View EVA v3.2</td>
</tr>
<tr>
<td>HP Command View EVA v2.1</td>
<td>3. Upgrade to HP Command View EVA v3.3.</td>
</tr>
<tr>
<td>HP Command View EVA v3.0</td>
<td>Upgrade to HP Command View EVA v3.2.</td>
</tr>
<tr>
<td>HP Command View EVA v3.0a</td>
<td>HP Upgrade to Command View EVA 3.3.</td>
</tr>
</tbody>
</table>

Table 3.3. HP Command View EVA Upgrade Paths

Verifying the HP Command View EVA version

To verify the HP Command View EVA version, perform the following steps

1. Launch the Storage Management Appliance software.
2. Log in to the Storage Management Appliance software using a valid username and password.

**Note**

You must have administrator privileges.

3. Click **Devices** in the tool bar.

The Devices page displays.
4. Click **command view eva**.

The Storage Management Appliance Software launches HP Command View EVA, and the HSV Storage Network Properties page displays.

5. Click **Help** in the Session pane.

6. Click **About** in the Help tool bar.

The About page displays the software version of HP Command View EVA.
Important
If you are not using a recommended browser version and JRE (see Table 1.2), you should update your browser version and JRE now.
Step 7: Loading the add-on licenses

Estimated time to complete

5 minutes per license

If you are upgrading several storage systems in a SAN, the recommended action is to upgrade all of your licenses at the same time. You can add licenses for HP Business Copy EVA and HP Continuous Access EVA.

See the *HP StorageWorks Business Copy EVA License Instructions* and the *HP StorageWorks Continuous Access EVA V 1.2 Getting Started Guide* for more information about obtaining licenses for HP Business Copy EVA and HP Continuous Access EVA, respectively.

Please contact your HP sales representative if you require licenses for HP Business Copy EVA v2.3 and HP Continuous Access EVA v1.2.

To add a license key, perform the following steps:

1. Launch HP Command View EVA in your browser.
2. Click **Agent Options** in the Session pane.

   The Management Agent Options page displays.

   ![Management Agent Options](image)

   **Figure 3.24. HP Command View EVA—Management Agent Options page**

3. Click **Licensing options**.

   The Licensing Options page displays.
Chapter 3. Upgrading the Enterprise Virtual Array

Figure 3.25. HP Command View EVA — Licensing Options page

4. Click Enter new license key.

The Add a license page displays.

Figure 3.26. HP Command View EVA—Add a license page

5. Copy the license text from the e-mail you received from the license key fulfillment Web site.

Note
For best results, use Microsoft® Notepad or an equivalent text editor to copy and paste the license text.

6. Paste the license text into the text box.

Note
You must enter the license key exactly as it is written in the e-mail you received from the license key fulfillment Web site.
7. Click **Add license**.

8. To enter additional license keys, repeat step 5 through step 7 for each license key.

9. Click **Cancel** or click an icon in the Navigation pane to leave the Add a license page.
Step 8: Upgrading the VCS/Storage System Software to v3.025

Estimated time to complete
45 minutes

Before you can perform an online upgrade of the storage system software to v3.025 (which includes VCS v3.025), you must be running VCS v3.010 (or later) on the HSV controllers. If you need assistance in upgrading to VCS v2.00x or v3.010, please contact an HP Authorized Service Representative.

Note
Contact your HP Authorized Service Representative for assistance in upgrading to 3.025 from any VCS version prior to 3.020.

Note
HP strongly recommends that prior to upgrading to VCS v3.025 you have Instant Support Enterprise Edition installed to verify the health of the array and run v3.012 to ensure that there are no orphan PSEGS.
Table 3.4 describes the proper upgrade paths to VCS v3.025.

### Table 3.4. VCS/Storage System Software Upgrade Paths

<table>
<thead>
<tr>
<th>Current VCS/Storage System Software Version</th>
<th>Upgrade Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.021</td>
<td>If you are running v1.021, you must upgrade to a later version. Please contact an HP Authorized Service Representative to assist you.</td>
</tr>
</tbody>
</table>
| 2.000                                      | 1. Upgrade to v2.006<sup>a</sup><sup>b</sup>  
2. Upgrade to v3.01x<sup>c</sup>.  
3. Upgrade to v3.025. |
| 2.002                                      | 1. Upgrade to v2.006<sup>b</sup>.  
2. Upgrade to v3.01x<sup>c</sup>.  
3. Upgrade to v3.025. |
| 2.003                                      | 1. Upgrade to v2.006<sup>b</sup>.  
2. Upgrade to v3.01x<sup>c</sup>.  
3. Upgrade to v3.025. |
| 2.004                                      | 1. Upgrade to v2.006<sup>b</sup>.  
2. Upgrade to v3.01x<sup>c</sup>.  
3. Upgrade to v3.025. |
| 2.005                                      | 1. Upgrade to v3.01x<sup>c</sup>.  
2. Upgrade to v3.025. |
| 2.006                                      | 1. Upgrade to v3.01x<sup>c</sup>.  
2. Upgrade to v3.025. |
| 3.000                                      | 1. Upgrade to v3.01x<sup>c</sup>.  
2. Upgrade to v3.025. |
| 3.001                                      | 1. Upgrade to v3.01x<sup>c</sup>.  
2. Upgrade to v3.025. |
| 3.010                                      | 1. Upgrade to v3.025. |
| 3.014                                      | Upgrade to v3.025 |
| 3.020                                      | Upgrade to v3.025 |

**Note**
You must upgrade to 3.014 from 3.010 if you are running Continuous Access.

---

<sup>a</sup>If you have a Windows 2000 host, you must perform an offline upgrade to upgrade the storage system software from v2.000 to v2.003.

<sup>b</sup>You can upgrade to v2.003, v2.004, v2.005, or v2.006 depending on your EVA type (refer to Table 2.2).

<sup>c</sup>When you are running VCS v3.010, do not delete any LUNs, snapshots, or snapclones that exceed 1984GB.

<sup>d</sup>If you are not using HP Continuous Access EVA in your storage solution, you can upgrade directly from VCS v3.000 or VCS v3.001 to VCS v3.025.

### Upgrading VCS

The following procedure describes **online** upgrade of the storage system software. HP recommends that you perform an online when you upgrade from one storage system software version to the next.

During an online upgrade of the storage system software, VCS is upgraded on the HSV controllers, while they are still receiving I/O from the applications on the host servers. The HSV controllers do reboot at the same time (usually within host OS timeout periods). Online upgrades should be conducted at off-peak hours. Furthermore, database applications with access to the storage system should not be running.
Chapter 3. Upgrading the Enterprise Virtual Array

Note
You must upgrade to 3.014 before upgrading to 3.025 if you are running Continuous Access with 3.010.

When you upgrade an EVA storage system that is connected to one or more EVA storage systems in an HP Continuous Access EVA relationship, there are some special considerations. Before you upgrade any storage system in an HP Continuous Access EVA relationship, ensure that all of the storage systems are running the same version of VCS. Therefore, when you upgrade one storage system, the resulting storage network will have two versions of VCS. You cannot have more than two VCS versions in an HP Continuous Access EVA solution. During the time that the HP Continuous Access EVA storage systems are running different VCS versions, you cannot make any configuration changes to your storage systems. Furthermore, you must perform the necessary upgrades (or downgrades) to the storage systems in the HP Continuous Access EVA relationship within one week to make all of the VCS versions the same.

Note
You cannot perform an online upgrade if you have a host server with Windows Server 2003 or AIX with SecurePath 2.0D SP2. If you have host servers with these operating systems, you must perform an offline upgrade of the storage system software. After you perform an offline upgrade on a storage system connected to a Windows Server 2003, rescan the disks in the storage system to verify that the storage is available to the host server.

You can also perform an offline upgrade of the storage system software. The offline upgrade requires you to stop the applications on the host machines to avoid host access to the storage system. The offline upgrade is described in Step 4 of the system software upgrade procedure.

To upgrade the storage system software (including VCS on the HSV controllers), perform the following steps:

Note
Make sure you add the required license keys before you upgrade the VCS version. See Step 7: Loading the add-on licenses for more information about adding license keys. See Required licenses for information about license versions.

1. Open HP Command View EVA in your browser.
2. Select a storage system in the Navigation pane.

Note
You can select an uninitialized or initialized storage system.

The properties page for the selected storage system displays.
3. Check the status of all hardware components in the storage system. Clear all of the hardware errors before proceeding to the next step.

**Caution**

If you do not clear all of the hardware errors before you load the new system software, you risk losing all hardware-related error reports after you load the new system software.

4. (Optional) If you are performing an offline upgrade, stop all applications running on the host machines that have access to the storage system you are upgrading. After you have completed the storage system software upgrade, you can start the applications on the host machines.

5. Disable the failsafe mode on all DR groups.
Chapter 3. Upgrading the Enterprise Virtual Array

**Caution**

You cannot load code onto the controllers if:

- The storage configuration is being changed in any way. 
  Wait until all configuration changes are completed in the HP Command View EVA before proceeding with a code load.

- In an HP Continuous Access EVA configuration, a DR group is logging, merging, leveling, or copying. Furthermore, none of the DR groups can be in a failsafe locked state.
  Click the DR group icon in the Navigation pane. Check the **Log State** in the DR Group Properties page.

  Stop all copying in HP Continuous Access EVA before you load code.

- In an HP Continuous Access EVA configuration, the connection between the storage systems is compromised or failed.
  Click the Data Replication folder in the Navigation pane. Check the **Connection State** in the Data Replication Folder Properties page.

  In HP Continuous Access EVA configurations, all EVA storage systems must be running normally with fully functional controller pairs.
  If you attempt to load code onto the controllers before the above conditions are met, controller operation will fail.
  In an HP Continuous Access configuration, after you load code onto the first controller pair (for example, the source controller pair), you must wait at least three minutes, or until the preceding conditions are met on the second controller pair.

6. Click **Code load**.

A confirmation message displays.

![Figure 3.28. HP Command View EVA—first code load confirmation message](image)

7. Click **OK**.

The Code Load Storage System-Page 1 displays.
Chapter 3. Upgrading the Enterprise Virtual Array

8. Insert the installation CD-ROM into the computer from which you are browsing.

9. Click Browse and select the file containing version 3.025 of the storage system software from the installation CD-ROM.

   The standard format for the filename is ent-vxxxx.sss, where xxxx represents the version number.

   For an online upgrade on an EVA5000, select either the \HSV110\3025\ENT_3025.SSS or \HSV110\LATEST\HSV110.SSS file (the files are identical). For an online upgrade on an EVA3000, select either the \HSV100\3025\RUN_3025.SSS or \HSV100\LATEST\HSV100.SSS file (these files are identical).

10. Click Next Step.

   The Code Load Storage System-Page 2 displays.
11. Click Next Step.

A confirmation message displays.

12. Click OK.

An upgrade confirmation message displays.
13. Click **OK** to confirm that you have the proper licenses.

The new storage system software is loaded onto the HSV controllers, and the firmware on the associated Fibre Channel drive enclosures is upgraded.

**Note**

For the VCS v3.025 upgrade, the drive firmware is located in a separate file. To upgrade the drive enclosure firmware, see *Upgrading drive firmware* and repeat step 3 through step 12 for the drive firmware.

During this process, a command in progress message displays.

*Figure 3.32. HP Command View EVA—upgrade confirmation message*

*Figure 3.33. HP Command View EVA—command in progress message*

The Code Load Storage System-Page 3 displays. The HSV controllers restart.
Chapter 3. Upgrading the Enterprise Virtual Array

Figure 3.34. HP Command View EVA—Code Load Storage System-Page 3

Note

The software loads in parallel on the drive enclosures. During the software update, the EMUs on the drive enclosures might flash red status indicators and sound an alarm. After the software update completes, the flashing red status indicators and alarm sound cease. The process of updating the enclosure software continues in the background after the controller software is updated.

During the EMU firmware upgrade, all of the disk drives are listed in the Unmappable Hardware folder and all of the disk enclosure bays disappear from the navigation tree. The firmware upgrade can take up to 10 minutes to complete. After the upgrade has completed, the disk enclosure bays are listed under the Disk Enclosure elements.

The software loads on the HSV controllers. The HSV controllers synchronize using the new software. The Scanning for disks message on the controllers’ OCPs indicates that synchronization is taking place.

14. Click **Finish** after the HSV controllers have restarted.

The HP Command View EVA client refreshes.

An EMU firmware update message displays.
15. Click **OK**.

16. Refresh the browser.
   - In Internet Explorer, press **Ctrl** and click **Refresh** in the tool bar.
   - In Netscape Navigator, press **Shift** and click **Reload** in the tool bar.

17. Click the storage system icon in the Navigation pane to verify the version of the storage system software.

The Initialized Storage System Properties page displays.

18. Enable the failsafe mode on all DR groups.
**Upgrading drive firmware**

Be sure to review the Recommendations before upgrading drive firmware.

**Recommendations**

Before a drive firmware upgrade, back up all of your data.

---

**Caution**

If the code load is interrupted by power failure, reboot, or drive removals and additions, data can be lost.

Do not power off any components or perform controller resynchs or reboots during an upgrade.

Do not perform HP Continuous Access copy/merge activities across sites, site failovers, cloning, or grouping or ungrouping of disks during an upgrade.

---

If upgrading destination drives on a system with HP Continuous Access installed:

Before a drive firmware upgrade, back up all of your data. If upgrading destination drives on a system with HP Continuous Access installed:

- Suspend the intersite link and upgrade all drives on the destination array using the Emergency quick load procedure
- Resume the intersite link and allow the merge to complete
- Perform site failover
- Suspend the intersite link again and upgrade all drives on the new destination array using the Emergency quick load procedure
- Resume the intersite link and allow the merge to complete
- Perform site failback

At the beginning of a drive firmware upgrade, a calculation is performed to determine whether enough space is available. If space is exceeded during an upgrade, an event (0x0B01B515) is logged and the upgrade is suspended until more storage is added to the array.

**Table 3.5. Upgrade events**

<table>
<thead>
<tr>
<th>Event</th>
<th>Indicates</th>
</tr>
</thead>
<tbody>
<tr>
<td>0x0B020004</td>
<td>The drive image is loaded into memory in preparation for code load.</td>
</tr>
<tr>
<td>0x0B030004</td>
<td>The drive image is removed from memory.</td>
</tr>
<tr>
<td>0x0B040004</td>
<td>The drive upgrade has started.</td>
</tr>
<tr>
<td>0x0B050004</td>
<td>The drive upgrade has completed.</td>
</tr>
</tbody>
</table>

**Emergency quick load**

**Estimated time to complete**

15–30 minutes
Upgrade the drive firmware after you upgrade VCS.

**Caution**

Back up all of your data. If the code load is interrupted by power failure, reboot, or drive removals and additions, data can be lost.

To upgrade the drive firmware, perform the steps in Upgrading VCS using a drive firmware superfile with the following naming convention:

DRVxxxx_em.sss, where xxxx represents the version number. The drive firmware superfile is contained on the same CD as VCS.

Review the text that appears in HP Command View EVA to confirm that you are using the correct load method.

After you upgrade the drive firmware, wait five minutes. Using the Controller Event Log in HP Command View EVA, verify that the drive firmware was successfully upgraded.

**Upgrading firmware on individual drives**

Contact your HP Authorized Service Representative for further information.
Step 9: Adding passwords to the HSV controllers (optional)

Estimated time to complete

15 minutes

Use the following procedure to add a password to the HSV controller pair.

Note
When you add a system password to the controller, you must enable password access in the HP Command View EVA with access to this system.

Using the OCP on the HSV controller:

1. Press ▲ to leave the default display.
2. Press ▼ three times to scroll to System Password.
3. Press ▲ to select System Password.
4. Press ▲ to display CHANGE PASSWORD? NO.
5. Press ▼ to display CHANGE PASSWORD YES.
6. Press ▲ to accept YES and go to step 7.
7. Press either ▲ or ▼ to select an uppercase or lowercase character.
8. Press ▲ to accept a character and select the next password character. The character display changes to an asterisk.
9. Repeat step 7 and step 8 for the remaining seven characters.
10. Press ▲ to accept the password.

The password is changed. The system automatically returns to the default display.

11. Enable password access to the storage system in HP Command View EVA.

Enabling password access in HP Command View EVA

Estimated time to complete

10 minutes

To enable password access to a storage system, perform the following steps:

1. Launch HP Command View EVA in your browser.
2. Click Agent Options in the Session pane.
   The Management Agent Options page displays.
3. Click Storage system password access.
Chapter 3. Upgrading the Enterprise Virtual Array

The Storage System Password Access page displays.

4. Click **Enable**.

The Enable Password Access to a Storage System page displays.

![Enable Password Access to a Storage System](image)

**Figure 3.37. HP Command View EVA—Enable Password Access to a Storage System page**

5. Select the World Wide Node Name of the storage system for which you want to enable password access.

6. Type the password in the **Password** and **Confirm password** fields.

   **Note**
   Make sure you use the same password you entered into the HSV controller OCP.

7. Click **Enable Password**.

   A message box displays.

8. Click **OK**.

   HP Command View EVA enables password access to the storage system.
Step 10: Installing SMI-S EVA (optional)

HP StorageWorks SMI-S EVA v3.3 provides the Storage Management Initiative Specification (SMI-S) interface for the management of HP StorageWorks EVA arrays.

SMI-S EVA runs as a service, by default, and starts when HP Command View EVA is started. For information about manually starting and stopping SMI-S EVA, see Starting and stopping SMI-S EVA.

You can install SMI-S EVA v3.3 after installing HP Command View EVA v3.3.

Note
After installation, change the default user names and passwords using `UserAccountsManager.bat`. See `UserAccountsManager.bat` for more information.

To install SMI-S EVA, perform the procedures detailed in the following sections:

- Uninstalling SMI-S EVA
- Installing SMI-S EVA on the Storage Management Appliance
- Verifying SMI-S EVA installation
- Configuring SMI-S EVA
- Enabling SSL

Uninstalling SMI-S EVA

You must uninstall the previous version of SMI-S EVA before you install version 3.3 of SMI-S EVA.

To uninstall a previous version of SMI-S EVA, perform the following steps:

1. Close all browser windows, MMC sessions, Terminal Services sessions, and Java applets that are open on the desired Storage Management Appliance.

   Note
   Closing these windows and sessions ensures that no remnant files are left in cache memory after the SMI-S EVA uninstallation. If you do not close the windows and sessions, the uninstallation procedure may be interrupted.

2. From a client computer, launch a Web browser and browse to the Storage Management Appliance, using the following format:

   http://<managementappliance_name>
Chapter 3. Upgrading the Enterprise Virtual Array

Note
The default appliance name for a Storage Management Appliance (hardware version 1.0) begins with swma and includes the last 6 characters of the appliance serial number.

If the Storage Management Appliance software was restored using the Quick Restore CD v2.0, then the default appliance name begins with sma and includes all 12 characters (10 characters for Storage Management Appliance III) of the appliance serial number.

The default appliance name for a Storage Management Appliance II begins with sma and includes all 12 characters (10 characters for Storage Management Appliance III) of the appliance serial number.

The serial number is displayed on a sticker which is usually pasted to the lower right side of the appliance (when viewed from the front).

3. In the Enter Network Password page, type your User Name and Password, and click OK.

The Storage Management Appliance software home page displays.

4. Click Settings.

5. Click Maintenance.

6. Click Remove Software.

The Remove Application page displays.

7. Click hp StorageWorks SMI-S for EVA.

8. Click Remove.

The Remove Application page displays a remove application confirmation message.

9. Click OK to remove SMI-S EVA.

The following message displays:

Application has been removed.

See below for details (if any).

hp StorageWorks SMI-S for EVA <Date> <Time>

Uninstall Complete.

Caution
Clicking OK in step 9 initiates the removal of SMI-S EVA software from the Storage Management Appliance.

10. Verify that the hp StorageWorks SMI-S for EVA entry is not present on the Manage Tools page.

Installing SMI-S EVA on the Storage Management Appliance

You can use two methods to install the SMI-S EVA software:
• Installing from a CD-ROM
• Installing from a local disk on the Storage Management Appliance

See Troubleshooting SMI-S EVA for help with common SMI-S EVA problems.
Installing from a CD-ROM

Complete the following procedure to install SMI-S EVA v3.3 on the Storage Management Appliance from the HP Command View EVA CD:

1. Close all browser windows, Microsoft Management Console (MMC) sessions, Terminal Services sessions, and Java applets that are open on the Storage Management Appliance.

2. From a client computer, launch a Web browser and browse to the Storage Management Appliance using the following format:

   http://<managementappliance_name>

   **Note**
   The default appliance name for a Storage Management Appliance (hardware version 1.0) begins with `swma` and includes the last 6 characters of the appliance serial number.
   If the SMA software was restored using the Quick Restore CD v2.0, then the default appliance name begins with `sma` and includes all 12 characters (10 characters for Storage Management Appliance III) of the appliance serial number.
   The default appliance name for an SMA II begins with `sma` and includes all 12 characters (10 characters for Storage Management Appliance III) of the appliance serial number.
   The serial number is displayed on a sticker which is usually pasted to the lower right side of the appliance (when viewed from the front).

3. In the **Enter Network Password** page, type your **User Name** and **Password**, and click **OK**.

   The Storage Management Appliance software home page displays.

4. Click **Settings**.

5. Click **Maintenance**.

6. Click **Install Software**.

   An Installation Wizard page displays.

   **Note**
   SMI-S EVA does not support reinstallation. Uninstall the previous version of SMI-S EVA before installing SMI-S EVA v3.3. To uninstall SMI-S EVA, see [Uninstalling SMI-S EVA](#).

7. Click **Next**.

8. Choose **CD-ROM Drive on the Storage Management Appliance** and click **Next**.

9. When prompted, insert the HP Command View EVA CD in the Storage Management Appliance CD-ROM drive.

10. From the drop-down list, choose **hp SMI-S EVA**.

11. Click **Next** to start the installation.

   The following message displays:
Installation is in progress.

The time taken to complete the installation depends on the size of the application and the speed of the network connection. After the installation is complete, the following message appears:

Installation is complete.

Installing hp StorageWorks SMI-S for EVA <Date> <Time>
Install Complete

Note
In some cases, the message, Rebooting this Appliance, displays.
If the installation fails for any reason, the Storage Management Appliance does not permit a subsequent installation attempt for one hour following the failed attempt. Attempting an installation during this one hour period displays an error message.

12. Click Finish.

13. Verify that an SMI-S EVA entry is displayed on the Manage Tools page, in the Storage Management Appliance software.

To view the Manage Tools page, click Settings on the Storage Management Appliance home page, and then click Manage Tools.

If an SMI-S EVA entry is displayed, the installation is complete.

If the entry is not displayed, then go to step 8 to repeat the installation procedure.

Installing from a local disk on the Storage Management Appliance

To install SMI-S EVA v3.3 software on the Storage Management Appliance, complete the following procedure:

1. Copy the installation file hpSMISEVA_3_3.swp to a shared network drive that is accessible from the Storage Management Appliance.

2. Open a Microsoft Terminal Services session to connect and log on to the Storage Management Appliance. If Terminal Services is not available, connect a monitor, mouse, and keyboard to the Storage Management Appliance.

3. Connect from the Storage Management Appliance to the shared network drive that contains the file, hpSMISEVA_3_3.swp.

4. Copy hpSMISEVA_3_3.swp from the shared network drive into the following directory on the Storage Management Appliance:

C:\COMPAQ\SWPInstallKits

5. Disconnect from the shared network drive and log off Terminal Services.

6. Disconnect the monitor, keyboard, and mouse.

7. From a client computer, launch a Web browser and browse to the SMA, using the following format:
http://<managementappliance_name>

**Note**
The default appliance name for a Storage Management Appliance (hardware version 1.0) begins with `swma` and includes the last 6 characters of the appliance serial number.

If the Storage Management Appliance software was restored using the Quick Restore CD v2.0, then the default appliance name begins with `sma` and includes all 12 characters (10 characters for Storage Management Appliance III) of the appliance serial number.

The default appliance name for a Storage Management Appliance II begins with `sma` and includes all 12 characters (10 characters for Storage Management Appliance III) of the appliance serial number.

The serial number is displayed on a sticker which is usually pasted to the lower right side of the appliance (when viewed from the front).

8. In the **Enter Network Password** page, type your **User Name** and **Password**, and click **OK**.

The Storage Management Appliance software home page displays.

9. Click **Settings**.

10. Click **Maintenance**.

11. Click **Install Software**.

The Installation Wizard welcome page displays.

**Note**
SMI-S EVA does not support reinstallation. Uninstall the previous versions of SMI-S EVA before installing SMI-S EVA v3.3. To uninstall SMI-S EVA see Uninstalling SMI-S EVA.

12. Click **Next**.

13. From the Installation Wizard, select **Local Disk on the Storage Management Appliance**.

14. Click **Next**.

15. From the drop-down list, choose the `hpSMISEVA_3_3.swp`.

16. Click **Next**.

17. From the drop-down list, choose `hp SMI-S EVA`.

18. Click **Next** to start the installation.

The following message displays:

**Installation is in progress.**

The time taken to complete the installation depends on the size of the application and the speed of the network connection. After the installation completes, the following message displays:
Installation is complete

Installing hp StorageWorks SMI-S for EVA <Date> <Time>
Install Complete

**Note**
In some cases, the message, Rebooting this Appliance, is displayed.
If the installation fails for any reason, the Storage Management Appliance does not permit a subsequent installation attempt for one hour following the failed attempt. Attempting an installation during this one hour period displays an error message.

19. Click **Finish**.

20. Verify whether an SMI-S EVA entry exists on the Manage Tools page in the Storage Management Appliance software.

To view the Manage Tools page, click **Settings** on the Storage Management Appliance home page, and then click **Manage Tools**.

If an SMI-S EVA entry is displayed, the installation is complete.

If the entry is not displayed, complete one of the following procedures:

- Go to step 8 and repeat the installation procedure.
- Delete the files in the `C:\Program Files\Hewlett-Packard\hp SMI-S\EVAProvider` folder. Go to step 8 and repeat the installation procedure.

**Note**
The CIMOM, by default, runs on the 5988 port.

---

**Verifying SMI-S EVA installation**

To verify the SMI-S EVA installation, complete the following procedure:

1. Verify that **hp StorageWorks SMI-S for EVA** is listed under **Application** on the Manage Tools page in the Software Management Appliance software.

   To access the Manage Tools page, click **Settings** on the Storage Management Appliance home page and then click **Manage Tools**.

2. Verify that the directory `C:\Program Files\Hewlett-Packard\SMI-S\EVAProvider` exists on the Storage Management Appliance.

**Configuring SMI-S EVA**

You must complete the post-installation steps in this section before you can use SMI-S EVA.

**Post installation steps**

After SMI-S EVA is installed, add 127.0.0.1 to the list of recipients who receive events generated by every HSV pair connected to the management appliance. This can be done using the hp StorageWorks Storage Management Appliance software. In addition, configure the event and host notifications as indicated in **Configuring event and host notifications**.
The configuration files for setting up the SMI-S EVA service are in the following directory where SMI-S is installed: C:\Program Files\Hewlett-Packard\SMI-S\cimom.

Modify the configuration files as indicated in Table 3.6.

**Table 3.6. Configuration Files**

<table>
<thead>
<tr>
<th>File</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EVAprovider.properties</td>
<td>Used for configuring the provider.</td>
</tr>
<tr>
<td>cim.properties</td>
<td>CIMOM related parameters for enabling SSL, JAAS and so on.</td>
</tr>
<tr>
<td>JAAS.policy</td>
<td>Used for configuring an access control list.</td>
</tr>
</tbody>
</table>

You can manually edit the configuration files by connecting through Windows Terminal Services. After editing the configuration parameters, be sure to restart the SMI-S EVA service.
Configure `EVAprovider.properties` files as indicated in Table 3.7.

### Table 3.7. EVAprovider.properties

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apiserver</td>
<td>Server name where the HP Command View EVA runs (usually localhost).</td>
</tr>
<tr>
<td>UserName</td>
<td>UserName used to connect to the HP Command View EVA. (This field is required if <code>Apiserver</code> is not set to <code>localhost</code>).</td>
</tr>
<tr>
<td>PortNumber</td>
<td>HP Command View EVA runs on port 12301.</td>
</tr>
<tr>
<td>PassWord</td>
<td>Password used to connect to the HP Command View EVA. (This field is required if <code>Apiserver</code> is not set to <code>localhost</code>).</td>
</tr>
<tr>
<td>NameSpace</td>
<td>Represents the namespace supported by the provider. The default value is <code>root/EVA</code>.</td>
</tr>
<tr>
<td>DEBUG</td>
<td>Enables the debug option if you set its value to true. To disable the debug option, set its value to false. If you enable the debug option, the debug data, for example, XML packets, is stored in the debug files in the CIMOM directory. All debug files are stored in the following directory: <code>C:\ProgramFiles\Hewlett-Packard\SMI-S\cimom</code>.</td>
</tr>
<tr>
<td>MAX_LOG_FILES</td>
<td>Indicates the maximum number of log files that are allowed in the cimom directory. You can use it to limit the debug data that accumulates in the directory. This action removes the old data in a cyclic fashion. In addition, the timestamp, which is appended as part of the file name, helps in finding the most recent debug data file. If you do not specify the value, <code>MAX_LOG_FILES</code> uses the default value, 3.</td>
</tr>
<tr>
<td>MAX_LOG_FILESIZE</td>
<td>Indicates the maximum size of the debug file. If you do not specify a value for <code>MAX_LOG_FILESIZE</code>, it uses the default value, 1MB.</td>
</tr>
<tr>
<td>LIFECYCLE_INDICATION_POLL_FREQUENCY</td>
<td>Indicates the frequency (in minutes) at which the EVA provider queries the underlying device to sense the lifecycle-related changes. The minimum permitted value is 2 minutes, and the default value is 10 minutes. To receive the SMI-S lifecycle indications at a quicker rate, set a lower value for this parameter. <strong>Note:</strong> A low value for this property can create an overhead on the software. In addition, it can increase the overall response time of the HP Command View EVA and SMI-S EVA provider software.</td>
</tr>
</tbody>
</table>

Modify the parameters in the `cim.properties` file as indicated in Table 3.8.
Chapter 3. Upgrading the Enterprise Virtual Array

**Note**
Do not modify any parameter that is not listed in Table 3.8.

<table>
<thead>
<tr>
<th><strong>Field</strong></th>
<th><strong>Purpose</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>EnableBasicAuthorization (true or false)</td>
<td>Set to true for the basic level of authentication and authorization.</td>
</tr>
<tr>
<td>EnableCompleteAuthorization (true or false)</td>
<td>Set to true for complete authentication and authorization. Each command should be authorized before it is executed. If EnableCompleteAuthorization is set to true, the value of EnableBasicAuthorization is ignored.</td>
</tr>
<tr>
<td>EnableSSL</td>
<td>Set to true to enable SSL.</td>
</tr>
<tr>
<td>LogResponseSeparate</td>
<td>Set to true to separate the requests and response packets.</td>
</tr>
<tr>
<td>LogFilesCount</td>
<td>Set to true to track total number of files and to remove old data in a cyclic fashion.</td>
</tr>
<tr>
<td>MaxLogFileSize</td>
<td>Set to true to indicate the maximum size of the debug file.</td>
</tr>
</tbody>
</table>

**UserAccountsManager.bat**

User accounts are organized into groups, and a set of permissions are assigned to each group using JAAS. To manage the user accounts use the script file (`UserAccountsManager.bat`) located in the home directory. This is the directory where the CIM Object Manager is installed. Typically, it is in `C:\Program Files\Hewlett-Packard\SMI-S\cimom`.

To find the list of switch options supported, run this script file with the `-h` option.

**To list the available groups and users, execute this command:**

`UserAccountsManager -LG`

**Note**
There is no other input parameter other than `-LG` to list the available groups and users. Currently the available groups are `Administrator` and `User`. There are no commands to add or remove the groups. User accounts in the `Administrator` group have complete control of all operations. User accounts in the `User` group can only execute read-only operations.

**To add a user, execute this command:**

`UserAccountsManager -AU -G <Group> -U <UserName> -P <Password>`

where:

- `-G` is the group name for the user.
- `-U` is the user name.
- `-P` is Password for the user.

**Example:**

`UserAccountsManager -AU -G Administrator -U Tom -P Vanilla2`
Note
The parameter Group is one of the groups listed by the -LG option. A user name can exist in only one group.

To change a user password, execute this command:

UserAccountsManager -CP -U <UserName> -O <OldPassword> -N <NewPassword>

where:
-U is the user name.
-O is the old password of the user.
-N is the new password for the user.

Example:

UserAccountsManager -CP -U Tom -O Vanilla2 -N Chocolate3

To remove a user, execute this command:

UserAccountsManager -DU -U <UserName>

where:
-U is the user name.

Example:

UserAccountsManager -DU -U Tom

For help, execute this command:

UserAccountsManager -h

where:
-h is help.

Configuring event and host notifications

You can configure event and host notifications using the GUI of the hp StorageWorks Storage Management Appliance software.

Configuring event notification

To configure the event notification, complete the following procedure:

1. In the home page, select Devices.
   The Devices page displays.
2. Select command view eva.
   The HSV Storage Network Properties page displays.
3. In the left pane, select one of the subsystems of HSV Storage Network.
Chapter 3. Upgrading the Enterprise Virtual Array

The Initialized Storage System Properties page displays.

4. Click **Set Options**.

   The System Options page displays.

5. Select **Configure event notification**.

   The Configure Event Notification page displays. This page contains the following sections:
   - Configure events individually
   - Configure events using a configuration file

6. Under the **Configure events individually** section, select the required events or all the events (Critical, Warning, and Normal), and click **Configure**.

   The Set Event Notification Options page displays.

7. From the **Event Notification List** table, select the required events, and click **Save Changes**.

   The Configure Event Notification page displays.

8. To complete the event notification configuration, click **OK**.

**Configuring host notification**

To configure the host notification, complete the following procedure:

1. Follow steps 1 through 4 mentioned in **Configuring event notification**.

2. Select **Configure host notification**.

   The Configure Host Notification page displays.

3. Click **Modify host list**.

   The Modify Host Notification List page displays.

4. Under the **Add a host to the list** section, in the Host Name box, type the host name, and click **Save Changes**.

   The Configure Host Notification page displays.

5. To complete the host notification configuration, click **OK**.

**SSL support**

SMI-S EVA uses a SSL server-side certificate to help clients securely communicate with the SMI-S server. A self-signed certificate (**hpSMIS.cert**) is packaged with SMI-S EVA. The certificate is located in the following directory:

```
C:\Program Files\Hewlett-Packard\SMI-S\cimom
```

The certificate can be replaced with a different certificate by the administrator. Be sure to retain the certificate name (**hpSMIS.cert**). A client that wants to use SSL must copy the
certificate from C:\Program Files\Hewlett-Packard\SMI-S\cimom and put it into its trust store.

A trust store is a repository of trusted certificates that are recognized by the client program. Once the SMI-S certificate is trusted by a client program, the client communicates with the SMI-S server using SSL. SSL helps secure the client server communication by providing clients with the ability to authenticate the entity claiming to be the SMI-S server, and also by protecting the integrity of the transmitted data.

**Port occupation**

The CIMOM, by default, runs on port 5988 in both SSL and non-SSL modes. If this port is occupied by another process, the CIMOM searches for subsequent ports. For example, if port 5988 is occupied, the CIMOM searches for 5989 and 5990 ports. If these ports are also occupied, the CIMOM fails to start.

**Enabling SSL**

Enable SSL by setting the `EnableSSL` property in cim.properties to true. This file is located in the directory C:\Program Files\Hewlett-Packard\SMI-S\cimom. Once `EnableSSL` is set to true, all the client connections will use the https protocol.

If the client is implemented using Java, complete the following procedure to issue the certificate:

1. Import the server certificate into the client trust store. To import the server certificate, complete the following procedure:
   a. Copy the server certificate to the client system.
   b. Use the Java keytool to import the certificate into the client trust store.
      $ keytool -import -alias hpSMIS -file hpSMIS.cert -keystore mytruststore
2. Enter a password.

   **Note**
   This password is required for modifying `mytruststore` in the future. If a trust store does not currently exist, the keytool creates the trust store and then imports the specified certificate.

3. To specify a truststore, execute the following command in the client application command line:
   -Djavax.net.ssl.trustStore

   **Example:**
   $ java -Djavax.net.ssl.trustStore=truststore <MyClient> <system> root/cimv2 <cimomport> ssl

4. If the client application is written to update the truststore file programmatically, you must type the password (the one used to create the truststore):
   -Djavax.net.ssl.trustStorePassword

   **Example:**
$ java -Djavax.net.ssl.trustStore=mytruststore
-Djavax.net.ssl.trustStorePassword=wbem01 <MyClient>
<system> root/cimv2 <cimomport> ssl

**Note**
See Port occupation for more information.

### Viewing certificates using the keytool command

To view certificates in a certificate file, execute this keytool command.

```
$keytool -printcert -file hpSMIS.cert
```

### Viewing all certificates using the keytool command

To view all the certificates in a truststore, execute this keytool command.

```
$keytool -list -v -keystore mytruststore
```
Step 11: Upgrading HP Business Copy EVA (if installed)

Estimated time to complete

45 minutes

If you installed an HP Business Copy EVA v2.3 license in Step 7: Loading the add-on licenses and your storage solution uses HP Business Copy EVA on the host servers, upgrade to HP Business Copy EVA v2.2 on your host servers and host agents. For complete upgrade instructions, please refer to the following documents:

- HP StorageWorks Business Copy EVA/MA/EMA Host Agent v2.3 for HP OpenVMS Installation Guide
- HP StorageWorks Business Copy EVA/MA/EMA Host Agent v2.3 for HP Tru64 UNIX Installation Guide
- HP StorageWorks Business Copy EVA/MA/EMA Host Agent v2.3 for HP-UX Installation Guide
- HP StorageWorks Business Copy EVA/MA/EMA Host Agent v2.3 for IBM AIX Installation Guide
- HP StorageWorks Business Copy EVA/MA/EMA Host Agent v2.3 for Sun Solaris Installation Guide
- HP StorageWorks Business Copy EVA/MA/EMA Host Agent v2.3 for Windows Installation Guide
- HP StorageWorks Business Copy EVA/MA/EMA Server v2.3 Installation Guide

If you are running HP Business Copy EVA and HP Continuous Access EVA, you should also read HP StorageWorks Business Copy EVA/MA/EMA v2.3 Using BC with Continuous Access EVA and Data Replication Manager Application Notes.
Step 12: Upgrading HP Continuous Access EVA (if installed)

Estimated time to complete
45 minutes

If you installed an HP Continuous Access EVA v1.2 license in Step 7: Loading the add-on licenses, you will have to upgrade HP Continuous Access EVA on the Storage Management Appliance. For complete upgrade instructions, please refer the *HP StorageWorks Continuous Access User Interface V1.2a Installation Guide*.

Step 13: Migrating Network View to Storage Area Manager

Estimated time to complete
45 minutes

If HP SANworks Network View software is installed on your Storage Management Appliance, you must migrate your Network View environment into Storage Area Manager.

For instructions on how to remove Network View from the Storage Management Appliance, refer to the “Uninstalling SANworks Applications” section in the *HP OpenView Migrating Storage Resource Manager, Storage Allocation Reporter, and Network View to Storage Area Manager Application Notes*.

Step 14: Installing Storage Node Manager (optional)

You can install Storage Node Manager on your Storage Management Appliance, after you have installed HP Command View EVA v3.3. When you install Storage Node Manager, you must also install the EVA Device Plug-In (DPI). DPI allows the Storage Area Manager to support the Enterprise Virtual Array.

Refer to the *HP OpenView Storage Area Manager 3.0 Installation Guide* for information on how to prepare for and install the Storage Node Manager component.

Note

The DPI is not delivered on the Storage Area Manager CD. You can download it from the Storage Area Manager DPI web site at: http://www.openview.hp.com/products/dpi. Refer to the *HP OpenView Storage Area Manager EVA Device Plug-In Installation Instructions* for information on how to plan and install the DPI.
Step 15: Disabling SNMP notification to the PRS host

Some Enterprise Virtual Arrays run the Proactive Remote Services (PRS) software to identify potential EVA hardware problems. PRS sends information about hardware problems to an HP Customer Support Center, which provides a solution.

The PRS software, prior to EVA v3.0, used trap-based SNMP notification to report event information about the EVA. With the release of Enterprise Virtual Array v3.0xx, customers are encouraged to upgrade their event reporting functionality with the following tools: Proactive Remote Services (PRS) v5.0 and Web-Based Enterprise Services System Event Analyzer (WEBES-SEA) v4.3.

Note
In some regions, such as Europe, the Middle East, and Africa, the EVAs run Event Viewer EVA (EVE) v2.0 and Instant Support Enterprise Edition (ISEE) vA.02.50 daVinci instead of WEBES-SEA and PRS as their remote error notification solution. If an EVA is using EVE and ISEE, an HP Authorized Service Representative must still disable SNMP-trap notification to the PRS host.
Chapter 4. Downgrading the Enterprise Virtual Array

This chapter contains the information about downgrading the product software on your storage system to a previous version. Please read the instructions completely before you begin the procedure.

This chapter contains the following:

- Downgrading the Enterprise Virtual Array to v3.01x
- Downgrading the Enterprise Virtual Array to v2.00x or v3.00x

Downgrading the Enterprise Virtual Array to v3.01x

You can downgrade an Enterprise Virtual Array from v3.025 to v3.01x, if you do an offline downgrade. That is, there can be no I/O from the applications on the host servers.

If you are downgrading the Enterprise Virtual Array storage system from v3.025 to v3.01x, ensure that your system configuration does not contain any new components or structures that are not supported in the VCS v3.01x version. If the storage system does contain unsupported components or data structures, remove these data structures before you downgrade to VCS v3.01x.

If you are running HP Continuous Access, dissolve all DR groups, which can be manually recreated after the downgrade is complete.

Estimated time to complete

15 minutes per storage system

To downgrade the Enterprise Virtual Array system software from version 3.025 to version 3.01x, perform the following steps:

1. Launch HP Command View EVA v3.3.
2. Stop all applications running on the host machines that have access to the storage system you are downgrading. After you have completed the storage system software downgrade, you can start the applications on the host machines.

3. Select the storage system you wish to downgrade.

4. Click **Code load**.
   A confirmation message displays.

5. Click **OK**.
   The Code Load Storage System page displays.

6. Click **Browse** and select the file containing version 3.01x of the storage system software from the installation CD-ROM.

7. Click **Next Step**.
   The Code Load Storage System-Page 2 displays.

8. Click **Next Step**.
   A confirmation message displays.

9. Click **OK**.
   The new storage system software is loaded onto the HSV controllers, and the firmware on the associated Fibre Channel drive enclosures is modified.

   The Code Load Storage System-Page 3 displays. The HSV controllers restart.

   **Note**
   The software loads in parallel on the FC drive enclosures. During the software downgrade, the EMUs on the FC drive enclosures might flash red status indicators and sound an alarm. After the software downgrade completes, the flashing red status indicators and alarm sound cease. The process of downgrading the enclosure software continues in the background after the controller software is downgraded.

   During the EMU firmware downgrade, all of the disk drives are listed in the Unmappable Hardware folder and all of the disk enclosure bays disappear. The firmware downgrade can take up to 10 minutes to complete. After the downgrade has completed, the disk enclosure bays are listed under the Disk Enclosure elements. The software loads on the HSV controllers. The HSV controllers synchronize using the new software. The **Scanning for disks** message on the controllers’ OCPs indicates that synchronization is taking place.

10. Click **Finish** after the HSV controllers have restarted.

    The HP Command View EVA client refreshes.

    A confirmation message displays.

11. Click **OK**.

12. Refresh the browser.
    - In Internet Explorer, press the **Ctrl** key and click **Refresh** in the tool bar.
• In Netscape Navigator, press the **Shift** key and click **Reload** in the tool bar.

13. Click the storage system icon in the Navigation pane to verify the version of the storage system software.

14. Power down the controllers in the storage system you downgraded.

15. Power up the next storage system to be downgraded.

16. Repeat step 3 through step 15 until you have downgraded all storage systems.

17. Reboot the Storage Management Appliance.

   All of the storage systems in your SAN have now been downgraded.
Downgrading the Enterprise Virtual Array to v2.00x or v3.00x

If you wish to downgrade the existing VCS v3.025 to v2.00x or v3.00x, you may do so if your Enterprise Virtual Array contains no data and is uninitialized. You may downgrade the system software from v3.025 to v2.00x or v3.00x after you upgrade to HP Command View EVA v3.3. HP Command View EVA v3.3 is compatible with VCS v2.003 and later.

Caution
Do not downgrade your storage system if it has been initialized or contains any data. You can only downgrade storage systems that are uninitialized and do not contain any data. If you attempt to downgrade an initialized storage system, you will lose any configuration information or data in that storage system. All existing data will be destroyed when you downgrade from v3.025 to v2.00x or v3.00x. HP Continuous Access is not supported in any 2.00x version.

Estimated time to complete
15 minutes per storage system

To downgrade the Enterprise Virtual Array system software from version 3.025 to version v2.00x or v3.00x, perform the following steps:

1. Shut down and power off all presented hosts that have access to the storage system you wish to downgrade.

2. If you are running multiple storage systems in your SAN, shut down all but one of the storage systems to be downgraded.


4. Reboot the Storage Management Appliance.

5. Open HSV Element Manager (or HP Command View EVA v3.3, if installed).

6. Select the storage system you wish to downgrade.

7. Click Code load.

   A confirmation message displays.

8. Click OK.

   The Code Load Storage System page displays.

9. Click Browse and select the file containing version 2.00x or 3.00x of the storage system software from the installation CD-ROM.

10. Click Next Step.

    The Code Load Storage System-Page 2 displays.

11. Click Next Step.

    A confirmation message displays.
12. Click **OK**.

   The new storage system software is loaded onto the HSV controllers, and the firmware on the associated Fibre Channel drive enclosures is modified.

   The Code Load Storage System-Page 3 displays. The HSV controllers restart.

   **Note**

   The software loads in parallel on the FC drive enclosures. During the software downgrade, the EMUs on the FC drive enclosures might flash red status indicators and sound an alarm. After the software downgrade completes, the flashing red status indicators and alarm sound cease. The process of downgrading the enclosure software continues in the background after the controller software is downgraded.

   During the EMU firmware downgrade, all of the disk drives are listed in the Unmappable Hardware folder and all of the disk enclosure bays disappear. The firmware downgrade can take up to 10 minutes to complete. After the downgrade has completed, the disk enclosure bays are listed under the Disk Enclosure elements. The software loads on the HSV controllers. The HSV controllers synchronize using the new software. The Scanning for disks message on the controllers' OCPs indicates that synchronization is taking place.

13. Click **Finish** after the HSV controllers have restarted.

   The HP Command View EVA client refreshes.

   A confirmation message displays.

14. Click **OK**.

15. Refresh the browser.

   - In Internet Explorer, press the **Ctrl** key and click **Refresh** in the tool bar.
   - In Netscape Navigator, press the **Shift** key and click **Reload** in the tool bar.

16. Click the storage system icon in the Navigation pane to verify the version of the storage system software.

17. Power down the controllers in the storage system you downgraded.

18. Power up the next storage system to be downgraded.

19. Repeat step 3 through step 18 until you have downgraded all v3.025 storage systems to v2.00x or v3.00x.

20. Reboot the Storage Management Appliance.

   All of the storage systems in your SAN have now been downgraded to v2.00x or v3.00x.
Appendix A. Software Upgrade Flowchart

This appendix provides a flowchart of the Enterprise Virtual Array software upgrading process.
Appendix A. Software Upgrade Flowchart

Flowchart 1

1. Read all of the instructions in this guide.

2. Gather the required kits.

3. Locate and gather the reference documentation.

4. Obtain the required EVA licenses.

5. Do you have the required kits and licenses?
   - **Yes** OR **Yes**
     - Check the displays on the hardware of the Enterprise Virtual Array.
     - Check the status of the hardware in Command View EVA.
     - Are there any hardware errors?
       - **Yes**
         - Fix the hardware errors.
       - **No**
         - Record the EMU firmware version.
         - Software Version Worksheet

6. A
Appendix A. Software Upgrade Flowchart

Flowchart:

A

Is the Unmappable Hardware folder empty?

Yes

Check the Controller Event log for critical events.

No

Fix the hardware errors.

Are there any critical events?

Yes

Fix all critical events.

No

Can the hosts access the Vvolks?

Yes

Check the connection between the hosts and the storage system.

No

B
Appendix A. Software Upgrade Flowchart

1. Does each disk group contain at least 3 disk drives?
2. Is there 5% free disk space in each disk group?
3. Check the Vraid levels for each Vdisk.
4. Are there Vdisks with Vraid0?
5. Verify that there are no configuration changes in progress.
6. Back up your data.
7. Correct the disk group configuration.
8. Change your Vdisk configuration, if desired.

Flowchart 3
Appendix A. Software Upgrade Flowchart

1. Log into the Storage Management Appliance software from a remote browser.
2. Install the Storage Management Appliance software v21.
3. Verify the software version.
   - No
   - Is the version correct?
     - Yes
     - Do your host servers require upgrading?
       - Yes
       - Upgrade your host servers.
         - No
         - Does the storage system use a password?
           - Yes
             - Clear the password on the H8X controller.
           - No
           - Disable password access to the storage system in Command View EVA.

Flowchart 4
Appendix A. Software Upgrade Flowchart

1. Stop Command View EVA on the Storage Management Appliance.
2. Choose the Command View EVA installation method.
3. Install Command View EVA v3.2.
4. Launch Command View EVA.
5. Verify the software version.
6. Is the version correct?
   - Yes: E
   - No: Repeat from step 2.

Flowchart 5
Appendix A. Software Upgrade Flowchart

1. Update your Internet browser and Java.
2. Load the additional license keys.
3. Are you performing an online upgrade or an offline upgrade of the storage system software?
   - **Online**: Load the new storage system software.
   - **Offline**: Stop all application I/O to the storage system.
4. Verify the software version.
5. Is the version correct?
   - **Yes**: F
   - **No**: Repeat step 3.
Appendix A. Software Upgrade Flowchart

1. Do you want to add passwords to the storage system?
   - Yes: Add a password on the HSV controller.
   - No: Enable password access to the storage system in Command View EVA.

2. Do you want to install SMiS EVA?
   - Yes: Install SMiS EVA.
   - No: Upgrade Business Copy EVA.

3. Upgrade Continuous Access EVA.

Flowchart 7
Appendix A. Software Upgrade Flowchart

Is Network View on the Storage Management Appliance?

Yes → Migrate Network View to Storage Area Manager.

No →

Do you want to install Storage Node Manager on the Storage Management Appliance?

Yes → Install Storage Node Manager.

No → Install DPI.

Install a remote error notification solution on your SAN.

END

Flowchart 8
Appendix B. Software Version Worksheet

As you perform the procedures in this guide, use Table B.1 in this appendix to record the necessary software version information and track your product upgrade.

Table B.1. Software Version Worksheet

<table>
<thead>
<tr>
<th></th>
<th>Current Version</th>
<th>Required Version</th>
<th>Version After Upgrade</th>
<th>Installation Successful?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appliance Software</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP Command View EVA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet Browser</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
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Appendix C. Troubleshooting SMI-S EVA

Starting and stopping SMI-S EVA

You can manually start and stop SMI-S EVA from the Storage Management Appliance Manage Tools page.

To start or stop the SMI-S EVA service, perform the following steps:

1. Click **Settings** on the Storage Management Appliance home page.

   The Settings page displays.

2. Click **Manage Tools** on the Settings page.

   The Manage Tools page appears.

3. Click the check box next to **hp StorageWorks SMI-S for EVA** and click **Start/Stop** under **Tasks**.
Troubleshooting SMI-S EVA

This section explains the commonly-occurring problems that you may face with SMI-S EVA.

Table C.1. Troubleshooting Tips for SMI-S EVA

<table>
<thead>
<tr>
<th>Item</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMI-S EVA Service failed to start.</td>
<td>Check the service registration. Check the event log details.</td>
</tr>
<tr>
<td>SMI-S EVA Service is not able to populate data.</td>
<td>Check to see if the directory C:\Program Files\Hewlett-Packard\SMI-S\cimom\persistence\classes\root\EVA is empty. If the directory is empty, load the mofs by invoking the batch file LoadEvaMofs.bat in C:\Program Files\Hewlett-Packard\SMI-S\EVAProvider. Ensure that the Storage Management Appliance name and port number are correct.</td>
</tr>
<tr>
<td>SMIS-EVA failed to retrieve data.</td>
<td>Check whether the appliance is active or passive. If the appliance is passive, access to the array is limited; only the enumeration of storage cells work. Check whether the HP Command View EVA is running from the Storage Management Appliance Manage Tools page (select Settings-&gt;Manage Tools). Ensure that the HP Command View EVA and hp StorageWorks SMI-S for EVA applications are running. If any of these applications are not running, select the application, and click Start.</td>
</tr>
</tbody>
</table>
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Version 1.1

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<table>
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<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>active member of a virtual disk family</td>
<td>An active member of a virtual disk family is a simulated disk drive created by the controllers as storage for one or more hosts. An active member of a virtual disk family is accessible by one or more hosts for normal storage. An active virtual disk member and its snapshot, if one exists, constitute a virtual disk family. An active member of a virtual disk family is the only necessary member of a virtual disk family.</td>
</tr>
<tr>
<td>HP Command View EVA</td>
<td>The graphical user interface (GUI) through which a user can control and monitor a storage system. HP Command View EVA can be installed on more than one storage management appliance in a fabric. Each installation is a management agent. The client for the agent is a standard Web browser.</td>
</tr>
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<td>controller</td>
<td>A hardware/firmware device that manages communications between host systems and other devices. Controllers typically differ by the type of interface to the host and provide functions beyond those the devices support.</td>
</tr>
<tr>
<td>controller event</td>
<td>A significant occurrence involving any storage system hardware or software component reported by the controller to HP Command View EVA.</td>
</tr>
<tr>
<td>controller pair</td>
<td>Two interconnected controller modules which together control a physical disk array. A controller pair and the disk array together constitute a storage system.</td>
</tr>
<tr>
<td>corrective action code</td>
<td>An HP Command View EVA graphical user interface (GUI) display component that defines the action required to correct a problem.</td>
</tr>
<tr>
<td>CRITICAL Condition</td>
<td>A disk drive enclosure EMU condition that occurs when one or more disk drive enclosure elements have failed or are operating outside of their specifications. The failure of the element makes continued normal operation of at least some elements in the enclosure impossible. Some enclosure elements may be able to continue normal operations. Only an UNRECOVERABLE condition has precedence. This condition has precedence over NONCRITICAL errors and INFORMATION condition.</td>
</tr>
<tr>
<td><strong>disk drive enclosure</strong></td>
<td>A unit that holds storage system devices such as disk drives, power supplies, blowers, I/O modules, transceivers, or EMUs.</td>
</tr>
<tr>
<td>------------------------</td>
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</tr>
<tr>
<td><strong>disk drive enclosure event</strong></td>
<td>A significant operational occurrence involving a hardware or software component in the disk drive enclosure. The disk drive enclosure EMU reports these events to the controller for processing.</td>
</tr>
<tr>
<td><strong>disk group</strong></td>
<td>A physical disk drive set or pool in which a virtual disk is created. A disk group may contain all the physical disk drives in a controller pair array or a subset of the array.</td>
</tr>
<tr>
<td><strong>EIP</strong></td>
<td>Event Information Packet. The event information packet is an HSV element hexadecimal character display that defines how an event was detected. Also called the EIP type.</td>
</tr>
<tr>
<td><strong>Element Manager GUI</strong></td>
<td>The graphical user interface (GUI) through which a user can control and monitor a storage system. HP Command View EVA can be installed on more than one storage management appliance in a fabric. Each installation is a management agent. The client for the agent is a standard Web browser.</td>
</tr>
</tbody>
</table>
| **element** | 1. In a disk drive enclosure, a device such as an EMU, power supply, disk, blower, or I/O module. The object can be controlled, interrogated, or described by the enclosure services process.  
2. In the Storage Management Appliance software, a controllable object, such as the Enterprise storage system. |
| **EMU** | Environmental Monitoring Unit. An element which monitors the status of an enclosure, including the power, air temperature, and blower status. The EMU detects problems and displays and reports these conditions to a user and the controller. In some cases, the EMU implements corrective actions. |
| **enclosure** | A unit used to hold various storage system devices, such as disk drives, controllers, power supplies, an EMU, I/O modules, or blowers. |
| **Enterprise Virtual Array** | The Enterprise Virtual Array is a product that consists of one or more storage systems. Each storage system consists of a pair of HSV controllers and the disk drives they manage. A storage system within the Enterprise Virtual Array can be formally referred to as an Enterprise storage system, or generically referred to as the storage system. |
| **Enterprise Virtual Array rack** | A unit that holds controller enclosures, disk drive enclosures, power distribution supplies, and enclosure address buses that, combined, comprise an Enterprise storage system solution. Also called the Enterprise storage system rack. See also rack. |
| **event** | Any significant change in the state of the Enterprise Storage System hardware or software component reported by the controller to HP Command View EVA. See also controller event, disk drive enclosure event, management agent event, and termination event. |
| **fabric** | A Fibre Channel fabric switch or two or more interconnected Fibre Channel switches that allow data transmission. |
| **Fibre Channel** | A data transfer architecture designed for mass storage devices and other peripheral devices that require very high bandwidth. |
Gb  Gigabit. A measurement of the rate at which the transfer of bits of data occurs. Sometimes referred to as Gbps. Nominally, a Gb is a transfer rate of 1,000,000,000 (10^9) bits per second. For Fibre Channel transceivers or FC loops the Gb transfer rates are:

- 1 Gb is a transmission rate of 1,062,500,000 bits per second.
- 2 Gb is a transmission rate of 2,125,000,000 bits per second.

GUI  Graphical User Interface. Software that displays the status of a storage system and allows its user to control the storage system.

host  A computer that runs user applications and uses (or can potentially use) one or more virtual disks created and presented by the controller pair.

HSV Element Manager  The graphical user interface (GUI) through which a user can control and monitor a storage system. HSV Element Manager can be installed on more than one storage management appliance in a fabric. Each installation is a management agent. The client for the agent is a standard Web browser. Versions later than 2.0 are called HP Command View EVA.

I/O module  Input/Output module. The enclosure element that is the FC-AL interface to the host or controller. I/O modules are bus speed specific, either 1 Gb or 2 Gb.

initialization  A process that prepares a storage system for use. Specifically, the system binds the controllers together as an operational pair and establishes preliminary data structures on the disk array. Initialization also sets up the first disk group, called the default disk group.

LED  Light Emitting Diode. A semiconductor diode, used in an electronic display, that emits light when a voltage is applied to it.

license key  A WWN-encoded sequence that is obtained from the license key fulfillment web site.

LID  A Loop Initialization Disruptor (LID) condition exists when a drive prevents loop initialization from completing on a loop, causing the failure of both loops and loss of access to customer data. If this happens, LID recovery is executed by the EVA to attempt to isolate and bypass the drive.

logon  Also called login, a procedure whereby a user or network connection is identified as being an authorized network user or participant.

management agent  The HP Command View EVA software that controls and monitors the Enterprise Storage System. The software can exist on more than one management appliance in a fabric. Each installation is a management agent.

management agent event  A significant occurrence to or within the management agent software, or an initialized storage cell controlled or monitored by the management agent.

metadata  Information that a controller pair writes on the disk array. This information is used to control and monitor the array and is not readable by the host.

OCP  Operator Control Panel. The element that displays the controller’s status using status indicators and an LCD. Information selection and data entry is controlled by the OCP pushbuttons.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>offline upgrade</td>
<td>During an offline upgrade of the storage system software, VCS is upgraded on the HSV controllers, while there is no I/O from the applications on the host servers. During offline upgrades the HSV controllers are rebooted. Offline upgrades are required when the HSV controllers or Storage Management Appliance must be rebooted after loading VCS or other software. Also called a shutdown upgrade.</td>
</tr>
<tr>
<td>online upgrade</td>
<td>During an online upgrade of the storage system software, VCS is upgraded on the HSV controllers, while they are still receiving I/O from the applications on the host servers. During a VCS online upgrade, the HSV controllers do reboot at the same time (usually within host OS timeout periods). Online upgrades should be conducted at off peak hours. Database applications with access to the storage system should not be running.</td>
</tr>
<tr>
<td>OpenView Storage Management Appliance Software</td>
<td>A centralized, appliance-based monitoring and management interface that supports multiple applications, operating systems, hardware platforms, storage systems, tape libraries, and SAN-related interconnect devices. It is included in, and resides on, the OpenView Storage Management Appliance, a single aggregation point for data management.</td>
</tr>
</tbody>
</table>
| password                         | A security interlock where the purpose is to allow:  
  - A management agent to control only certain storage systems  
  - Only certain management agents to control a storage system. |
| physical disk                    | A disk drive mounted in a disk drive enclosure that communicates with a controller pair through the device-side Fibre Channel loops. A physical disk is hardware with embedded software, as opposed to a virtual disk, which is constructed by the controllers. Only the controllers can communicate directly with the physical disks. The physical disks, in aggregate, are called the array and constitute the storage pool from which the controllers create virtual disks. |
| push button                      | A switch that is engaged or disengaged when it is pressed. |
| rack                             | A floor-standing structure primarily designed for, and capable of, holding and supporting storage system equipment. All racks provide for the mounting of panels per Electronic Industries Alliance (EIA) Standard RS–310–C. |
| SAN                              | Storage Area Network. |
| snapshot                         | A temporary virtual disk (Vdisk) that reflects the contents of another virtual disk at a particular point in time. A snapshot operation is only done on an active virtual disk. Up to seven snapshots of an active virtual disk can exist at any point. The active disk and its snapshot constitute a virtual family. |
| storage system software          | The storage system software consists of VCS and EMU firmware. |
| termination event                | An occurrence that causes the storage system to cease operation. |
| uninitialized system             | A state in which the storage system is not ready for use. See also initialization. |
| VCS                              | Virtual Controller Software. Provides storage controller software capability for the HSV controller. |
| **Vdisk** | Virtual Disk. A simulated disk drive created by the controllers as storage for one or more hosts. The virtual disk characteristics, chosen by the storage administrator, provide a specific combination of capacity, availability, performance, and accessibility. A controller pair simulates the characteristics of the virtual disk by deploying the disk group from which the virtual disk was created. The host computer sees the virtual disk as “real,” with the characteristics of an identical physical disk. |
| **virtual disk family** | A grouping that consists of a virtual disk and its snapshot, if a snapshot exists. The original virtual disk is called the active disk. When you first create a virtual disk family, the only member is the active disk. |
| **Vraid0** | A virtualization technique that provides no data protection. A data host is broken down into chunks and distributed on the disks comprising the disk group from which the virtual disk was created. Reading and writing to a Vraid0 virtual disk is very fast and makes the fullest use of the available storage, but there is no data protection (redundancy) unless there is parity. |
| **Vraid1** | A virtualization technique that provides the highest level of data protection. All data blocks are mirrored or written twice on separate physical disks. For read requests, the block can be read from either disk, which can increase performance. Mirroring takes the most storage space because twice the storage capacity must be allocated for a given amount of data. |
| **Vraid5** | A virtualization technique that uses parity striping to provide moderate data protection. Parity is a data protection mechanism for a striped virtual disk. A striped virtual disk is one where the data to and from the host is broken down into chunks and distributed on the physical disks comprising the disk group in which the virtual disk was created. If the striped virtual disk has parity, another chunk (a parity chunk) is calculated from the set of data chunks and written to the physical disks. If one of the data chunks becomes corrupted, the data can be reconstructed from the parity chunk and the remaining data chunks. |
| **WWN** | World Wide Name. A unique Fibre Channel identifier consisting of a 16-character hexadecimal number. A WWN is required for each Fibre Channel communication port. |
Symbols
5% free disk space, 36

A
Add a license page, 56
add-on licenses, 28
adding licenses, 55
administrator privileges, 46
administrator privileges, Storage Management Appliance, 41
agent options, using, 49
antivirus software, 21
appliance names, 41, 46
application I/O, stopping, 60
application timeouts, 29
array, checking for errors, 31
audience, 10
audience description, 16
Audit log, 41
authorized reseller, HP, 13

B
back up data, 39
browser upgrade, 54
browsers
  recommended versions, 19
  refreshing, 67
Business Copy EVA, 28
  upgrading, 86
Business Copy EVA licenses, 21, 28
Business Copy EVA v2.2, 21

C
CA EVA v1.1, 21
caution, downgrading storage system, 30, 92
CD-ROM installation, Storage Management Appliance software, 45
checking EVA health, time estimate, 31
checking EVA status, 31
checking free disk space, 36
checking hardware status, 31
checking Vraid protection, 38
code load restrictions, 62
Code Load Storage System-Page 1, 63
Code Load Storage System-Page 2, 64
Code Load Storage System-Page 3, 66
Command View EVA
  checking hardware, 31
  checking version, 52
  compatible with Storage Management Appliance, 27
  compatible with VCS, 26
disable passwords, 49
  enabling passwords, 70
  kit, 19
Command View EVA Interactive Help, 17
Command View EVA v3.1, recommend software versions, 25
Command View EVA, hardware compatibility, 25
Command View EVA, online help, 53
Command View EVA, upgrade paths, 52
Continuous Access EVA, 28
Continuous Access EVA licenses, 21, 28
Continuous Access EVA, upgrading, 87
document
document
  conventions, 10
documentation CD, 17
documentation references, 17

data protection, Vdisk, 38
default appliance names, 41, 46
default log size, Storage Management Appliance software, 41
Disable Password Access to Storage System page, 50
disabling passwords, 49
disabling SNMP notification, 88
disk group configuration, 35
disk Group Properties page, 36
document
  conventions, 10
  prerequisites, 18
Documentation CD, 17
documents
  reference, 22
  related, 17
downgrade caution, 30, 92
DPI, 87
DPI website, 87
drive enclosure firmware, 65

E
EMU
  upgrading firmware, 66
EMU firmware upgrade, 65
EMU, checking status, 31
Enable Password Access to a Storage System page, 71
enabling passwords, 70
enabling scripts, 48
Environmental Monitoring Unit, checking status, 31
eTrust InoculateIT, 22
EVA Device Plug-In, 87
EVA type, VCS compatibility, 27
EVA types, 27
EVA user guide, location, 17
EVA, health check, 31
EVA3000 compatible licenses, 28
EVA3000 documentation website, 16
EVA3000, with VCS, 27
EVA5000 compatible licenses, 28
EVA5000 documentation, 17
EVA5000, with VCS, 27
EVE, 88
Event log, 41
Event Viewer EVA, 88

F
FCA drivers, 48
filename, VCS, 63
firmware tracking, 105
flowchart, upgrade process, 95
free capacity check, 36
free disk space, 36

G
getting help, 13

H
hardware errors, 31
hardware status, 61
help, obtaining, 13
host I/O, stopping, 60
host kits, release notes, 24, 25
host server documentation, 23
host server kits, 48
host server upgrade, 48
host server upgrades, time estimates, 48
HP
  authorized reseller, 13
  storage website, 13
  technical support, 13
HP OpenView Storage Management Appliance Software Update Installation Card, 41
HP-UX kit, 48
HP-UX, Netscape Navigator versions, 20
HSV controller types, 18
HSV Controllers
  rebooting during upgrades, 29
HSV Element Manager
  upgrading, 26, 52
HSV100 controller, documentation, 17
HSV110 controller, documentation, 17

I
IBM AIX kit, 48
Initialized Storage System Properties page, 61
Installation wizard, 43
Instant Support Enterprise Edition, 88
internet browsers
  recommended versions, 19
  refreshing, 67
  upgrading, 54
Internet Explorer
  recommended versions, 20
  refreshing, 67
ISEE, 88

J
Java Runtime Environment, recommended versions, 19
JRE, recommended versions, 19
JRE, upgrading, 54

K
kits, required, 18
kits, software, 18

L
l, 71
LEDs, checking status, 31
license fulfillment website, 56
license keys, adding, 56
licenses
  loading, 55
  redeeming, 21
Index

licenses, Command View EVA, 28
licenses, compatibility with Command View EVA versions, 28
licenses, required, 21
Licensing Options page, 55
Linux kit, 48
Linux, Netscape Navigator versions, 20
loading licenses, 55

M
Maintenance page, 42
Management Agent Options page, 49, 55
McAfee VirusScan Enterprise, 22
media kits, 18
minimum version, VCS, 18

N
Netscape Navigator, 20
refreshing, 67
Network View, uninstalling, 87
Norton AntiVirus, 22
Novell NetWare kit, 48

O
OCP
  adding passwords, 70
  checking, 31
  clearing passwords, 49
off-peak upgrade, 29
offline upgrades, 29, 61
online help system, 46
online upgrades, 59
OpenView Storage Area Manager, 19, 87
OpenView Storage Management Appliance, 40
OpenVMS kit, 48
operating systems, and JREs, 19
operating systems, recommended browsers, 19
OS timeouts, 29
OV SAM, 19, 87

P
password protection, 70
password protection, removing, 49
platform kit upgrades, 48
platform kits upgrades, time estimate, 48
platform kits, release notes, 24
prerequisite documents, 22
prerequisites, 18
PRS, 88
Q
Quick Restore CD v2.0, 41

R
rack stability, warning, 12
recommended browsers, 19
recommended VCS version, 25
Red Hat Linux, Netscape Navigator versions, 20
redeeming licences, 40
redeeming licenses, 21
redundancy, Vdisk, 38
reference documents, 22
related documentation, 17
release notes
  host kits, 25
  platform kits, 24
remote error notification, 88
required kits, 18
required licenses, 21
restoring, Storage Management Appliance software, 41

S
SANworks Network View, 87
serial number, Storage Management Appliance, 46
service packs, 27, 40
Settings page, 42
SMA software v1.0c, 27
SMA, with Command View EVA versions, 27
SMI-S EVA, installing, 72
SNMP notification, 88
software compatibility, 26
software compatibility, summary, 25
software kits, 18
software tracking, 105
SSSU, 48
Storage Area Manager, 87
Storage Area Manager migration, 87
Storage Management Appliance
  compatible with Command View EVA, 27
Storage Management Appliance help, 46
Storage Management Appliance II, 46
Storage Management Appliance kits, 19
Storage Management Appliance names, 41, 46
Storage Management Appliance software
  service packs, 27, 40
  upgrade paths, 40
  upgrading, 40
  verifying version, 46
    with Command View EVA versions, 27
Storage Management Appliance Software User Guide, 17
Storage Management Appliance software v1.0c, 27
Index

Storage Management Appliance, antivirus software, 21
Storage Management Initiative Specification, 72
Storage Node Manager, 19, 87
Storage Operations Manager kit, 19
storage system
  checking hardware, 31
  checking status, 31
  names, 31
  passwords, 70
  types, 18, 27
Storage System Password Access page, 50
Storage System Scripting Utility, 48
storage system software, upgrading, 59
Sun Solaris kit, 48
Sun Solaris, Netscape Navigator versions, 20
Symantec Norton AntiVirus, 22
symbols in text, 10

t
technical support, HP, 13
Terminal Services session, 41
text symbols, 10
time estimate
  adding passwords, 70
  checking EVA health, 31
  clearing passwords, 49
  disabling password access, 49
  enabling password access, 70
  host server upgrades, 48
  loading add-on licenses, 55
  migrating Network View, 87
  redeeming license keys, 40
  upgrading Business Copy EVA, 86
  upgrading Command View EVA, 52
  upgrading Continuous Access EVA, 87
  upgrading storage system software, 58
  upgrading the Storage Management Appliance, 40
  upgrading VCS, 58
Total disks field, 36
tracking software versions, 105
Trend Micro ServerProtect, 22
Tru64 kit, 48
types, storage system, 18

U
unmappable hardware folder, 34
upgrading Business Copy EVA, 55
upgrading Continuous Access EVA, 55
upgrading licenses, 55
upgrade paths
  for Command View EVA, 52
for Storage Management Appliance software, 40
for storage system software, 59
for VCS, 59
upgrade preparation, 31
upgrade process
  flowchart, 95
  overview, 29
upgrade tools, 95
upgrades
  offline, 60
  online, 59
upgrading Internet browsers, 54
upgrading worksheet, 105
URLs, reference documentation, 22

V
VCS
  compatible with Command View EVA, 26
  compatible with EVA type, 27
  minimum version before upgrade, 18
  upgrading online, 59
VCS kits, 18
VCS licenses, 28
VCS v3.014, upgrading to, 59
VCS, and EVA types, 27
VCS, recommended version, 25
VCS, upgrade paths, 59
Vdisk Active Member Properties page, 38
Vdisk Family Properties page, 38
Vdisk Folder Properties page, 37
verifying software version, 46, 52
View Events page, 34
Virtual Disks folder, 37
virus protection, 21
Vraid 0 protection, recommended action, 38
Vraid levels, 37

W
warning
  rack stability, 12
WEBES-SEA, 88
websites
  documentation, 16
  DPI, 87
  HP storage, 13
Windows 2000, offline upgrade, 59
Windows kit, 48
Windows, Internet Explorer versions, 20
worksheet, software, 105
World Wide Node Name, using, 71
WWN, 31, 71