This guide describes the requirements and procedures for connecting and configuring the XP family of disk arrays to work with a Windows 2000/2003 system running the Windows 2000/2003 operating system.
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Preface

About this guide

This guide provides information about:
• Requirements and procedures for connecting an XP disk array to a host system
• Configuring the disk array for use with the Windows 2000/2003 operating system

Intended audience

This guide is intended for system administrators with knowledge of:
• The host hardware
• Windows 2000/2003 operating system
• XP disk arrays

Disk arrays

Unless otherwise noted, the term “disk array” refers to these disk arrays:
• HP StorageWorks Disk Array XP128
• HP StorageWorks Disk Array XP1024
• HP StorageWorks XP10000 Disk Array
• HP StorageWorks XP12000 Disk Array

Related documentation

The following documents provide related information:
• HP StorageWorks Disk Array XP128: Owner’s Guide
• HP StorageWorks Disk Array XP1024: Owner’s Guide
• HP StorageWorks XP10000 Disk Array: Owner’s Guide
• HP StorageWorks XP12000 Disk Array: Owner’s Guide

You can find these documents on the storage web site:
# Document conventions and symbols

<table>
<thead>
<tr>
<th>Convention</th>
<th>Element</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue text</td>
<td>Cross-reference links and email addresses</td>
</tr>
<tr>
<td><strong>Bold</strong></td>
<td>• Keys that are pressed&lt;br&gt;• Text typed into a GUI element, such as a box&lt;br&gt;• GUI elements that are clicked or selected, such as menu and list items, buttons, tabs, and check boxes&lt;br&gt;• Literal values typed exactly as shown</td>
</tr>
<tr>
<td><em>Italics</em></td>
<td>Text emphasis and book titles</td>
</tr>
<tr>
<td>Blue, underlined: <a href="http://www.hp.com">www.hp.com</a></td>
<td>Web site addresses</td>
</tr>
<tr>
<td><strong>Monospace font</strong></td>
<td>• File and directory names&lt;br&gt;• System output&lt;br&gt;• Code&lt;br&gt;• Commands, their arguments, and argument values</td>
</tr>
<tr>
<td><strong>Monospace, italic font</strong></td>
<td>• Code variables&lt;br&gt;• Command variables</td>
</tr>
<tr>
<td><strong>Monospace, bold font</strong></td>
<td>Emphasized monospace text</td>
</tr>
</tbody>
</table>

⚠️ **WARNING!**
Indicates that failure to follow directions could result in bodily harm or death.

⚠️ **CAUTION:**
Indicates that failure to follow directions could result in damage to equipment or data.

✏️ **NOTE:**
Provides additional information.
HP technical support

In North America, call technical support at 1-800-633-3600, available 24 hours a day, 7 days a week.

Outside North America, call technical support at the location nearest you. Telephone numbers for worldwide technical support are listed on the HP support web site: http://www.hp.com/support. From this web site, select your country.

Collect the following information 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 questions

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

Subscription service

HP strongly recommends that customers register online using the Subscriber’s Choice web site: http://www.hp.com/go/e-updates.

Subscribing to this service provides you with e-mail updates about the latest product enhancements, driver versions, and firmware documents, plus instant access to many other product resources.

After subscribing, locate your products by selecting Business support and then Storage under Product Category.

Other HP web sites

For additional information, see the following HP web sites:

• http://www.hp.com/go/storage
• http://www.hp.com/support/
• http://www.hp.com/service_locator
• http://www.docs.hp.com
1 Installation

You and your HP service representative each play a role in installation. Your HP service
representative is responsible for installing the disk array and formatting the disk devices.
You are responsible for configuring the host server for the new devices with assistance
from your HP service representative.

Features and requirements

Ask your HP service representative about the latest supported hardware and software.

The disk array has the following features:

- **Storage capacity.** The storage capacity for each model is listed below:
  - **XP128:** From 8 to 128 drives for up to 36 TB, 48 FC ports
  - **XP1024:** From 8 to 1024 drives for up to 149 TB, 64 FC ports
  - **XP10000:** Up to 240 drives for up to 69.2 TB, 48 FC ports
  - **XP12000:** Up to 1152 drives for up to 332 TB, 128 FC ports

- **Server support.** Windows 2000/2003 PC server with the latest HP supported
  patches

- **Operating system support.** Windows 2000/2003

Before installing the disk array, ensure the environment conforms to these requirements:

- **Host Bus Adapters (HBAs)** Install HBAs and all utilities and drivers. Refer to the
  adapter documentation for installation details.

- **(Recommended)** HP StorageWorks Remote Web Console XP, Command View
  XP Advanced Edition or Command View XP with LUN management feature for
  configuring disk array ports and paths

- **(Recommended)** HP StorageWorks LUN Configuration and Security Manager XP

- **(Optional)** Other available XP software (some may not apply to your system):
  - HP StorageWorks Business Copy XP
  - HP StorageWorks Continuous Access XP
  - HP StorageWorks Continuous Access Extension XP
  - HP StorageWorks Auto LUN XP
  - HP StorageWorks Data Exchange XP
  - HP StorageWorks Resource Manager XP
  - HP StorageWorks RAID Manager XP
  - HP StorageWorks Cache LUN XP

Disk Array XP operating system configuration guide: Windows 2000/2003
Fibre Channel interface

The XP family of disk arrays supports these Fibre Channel elements:

- Connection speed of 1 Gbps and 2 Gbps
- Short-wave non-OFC (open fiber control) optical interface
- Multimode optical cables with SC or LC connectors
- Public or private arbitrated loop (FC-AL) or direct fabric attach

Even though the interface is Fibre Channel, this guide uses the term “SCSI disk” because disk array devices are defined to the host as SCSI disks.

Device emulation types

The XP family of disk arrays supports these device emulation types:

- **OPEN-3/8/9/E/L/V devices**: OPEN-x logical units represent disk devices. Except for OPEN-V, these devices are based on fixed sizes. OPEN-V is a user-defined size. Supported emulations include OPEN-3, OPEN-8, OPEN-9, OPEN-E, OPEN-L, and OPEN-V devices.

- **LUSE devices (OPEN-\(\times n\))**: Logical Unit Size Expansion (LUSE) devices combine 2 to 36 OPEN-x devices to create expanded LDEVs larger than standard OPEN-3/8/9/E/L/V disk devices. For example, an OPEN-x LUSE volume created from ten OPEN-x volumes is designated as OPEN-x*10.

- **CVS devices (OPEN-x CVS)**: Volume Size Configuration (VSC) defines custom volumes (CVS) that are smaller than normal fixed-sized logical disk devices (volumes). (OPEN-V is a CVS-based custom disk size that you determine. OPEN-L does not support CVS.)

- **LUSE (expanded) CVS devices (OPEN-x*n CVS)**: LUSE CVS combines CVS devices to create an expanded device. This is done by first creating CVS custom-sized devices and then using LUSE to combine from 2 to 36 CVS devices. For example, if three OPEN-9 CVS volumes are combined to create an expanded device, this device is designated as OPEN-9*3-CVS.

Failover

The XP family of disk arrays supports many standard software products that provide host, application, or I/O path failover and management.
SNMP configuration

The XP family of disk arrays supports standard Simple Network Management Protocol (SNMP) for remotely managing the disk array. The SNMP agent on the service processor (SVP) performs error-reporting operations requested by the SNMP manager. SNMP properties are usually set from the SVP but they can also be set remotely using Remote Web Console XP, Command View XP, or Command View XP Advanced Edition. Refer to the applicable user’s guide for procedures.

RAID Manager command devices

RAID Manager manages Business Copy (BC) or Continuous Access (CA) operations from a host server. To use RAID Manager with BC or CA, you use Remote Web Console, Command View, or Command View XP Advanced Edition to designate at least one LDEV as a command device. Refer to the applicable user’s guide for information about how to designate a command device.
Installation procedures

Perform these actions to install and configure the disk array:

1. Install and configure the disk array
   • Setting the host mode for the disk array ports
   • Setting the System Option Mode
   • Configuring the Fibre Channel ports

2. Install and configure the host
   • Loading the OS and software
   • Installing and configuring the HBAs
   • Fabric zoning and LUN security

3. Connect the disk array
   • Defining the paths

4. Configure disk devices
   • Writing signatures
   • Creating and formatting disk partitions
   • Verifying file system operations
Install and configure the disk array

The HP service representative performs these tasks:

- Assembling hardware and installing software
- Loading the microcode updates
- Installing and formatting devices

After these tasks are finished, use Remote Web Console, Command View, Command View XP Advanced Edition, or LUN Configuration and Security Manager to complete the remaining tasks listed below. If you do not have these programs, your HP service representative can perform these tasks for you.

Setting the host mode for the disk array ports

After the disk array is installed, you must set the host mode for each disk array port to match the host OS. Set the host mode using LUN Manager in Remote Web Console XP (shown), Command View XP, or Command View XP Advanced Edition. If these are not available, the HP service representative can set the host mode using the SVP.
The available host mode settings for Windows 2000/2003 are as follows:

<table>
<thead>
<tr>
<th>Host Mode (available on some array models)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2C</td>
<td>HP recommended. (For use with LUSE volumes when online LUN expansion is required or may be required in the future.)</td>
</tr>
<tr>
<td>0C</td>
<td>HP recommended. (Use if future online LUN expansion is not required or planned.)</td>
</tr>
<tr>
<td>08</td>
<td>For Agilent D8602B HBA only, with or without MSCS (clustering).</td>
</tr>
<tr>
<td>00</td>
<td>For Fibre Channel HBAs without MSCS (clustering). Not recommended by HP.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Volume name as seen on host</th>
<th>Volume name as seen on XP Array (examples)</th>
</tr>
</thead>
<tbody>
<tr>
<td>host mode = 00, 08, 0C</td>
<td>OPEN-E, OPEN-9, OPEN-9<em>2, OPEN-9</em>3-CVS</td>
</tr>
<tr>
<td>host mode = 2C</td>
<td>OPEN-E, OPEN-9, OPEN-9<em>2, OPEN-9</em>3-CVS</td>
</tr>
</tbody>
</table>

For the XP1024/XP128 arrays, the host mode can also be set at the port information window in Command View XP AE.

Setting the System Option Mode

The HP service representative sets the System Option Mode(s) based on the operating system and software configuration of the host.
Configuring the Fibre Channel ports

Configure the disk array Fibre Channel ports by using Remote Web Console (shown), Command View, or Command View XP AE. Select the settings for each port based on your storage area network topology. Use switch zoning if you connect different types of hosts to the array through the same switch.

Fibre address

In fabric environments, the port addresses are assigned automatically. In arbitrated loop environments, set the port addresses by selecting a unique arbitrated loop physical address (AL-PA) or loop ID for each port. For specific values, refer to the HP StorageWorks LUN Configuration and Security Manager XP User Guide applicable to your array.
Fabric and connection parameter settings

Set each array port to FABRIC ON or OFF with connections of POINT-TO-POINT or FC-AL as shown in the following table and figures. For detailed topology information, refer to the HP StorageWorks SAN Design Reference Guide on the www.hp.com website.

<table>
<thead>
<tr>
<th>Fabric Parameter</th>
<th>Connection Parameter</th>
<th>Provides</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFF</td>
<td>FC-AL</td>
<td>NL-port (private arbitrated loop)</td>
</tr>
<tr>
<td>ON</td>
<td>FC-AL</td>
<td>NL-port (public loop) for loop connection to a switch</td>
</tr>
<tr>
<td>ON</td>
<td>POINT-TO-POINT</td>
<td>N-port (fabric port) for connection to a switch</td>
</tr>
<tr>
<td>OFF</td>
<td>POINT-TO-POINT</td>
<td>Not supported</td>
</tr>
</tbody>
</table>
Install and configure the host

This section explains how to install and configure the host and host bus adapters (HBAs) that connect the host to the disk array.

Loading the OS and software

Follow the manufacturer’s instructions to load the operating system and software onto the host. Load all OS patches and configuration utilities supported by HP and the HBA manufacturer.

If you purchased multipath software, install it according to the manufacturer’s instructions.

Installing and configuring the HBAs

Install and configure the host bus adapters using the HBA manufacturer’s instructions.

HP supplies driver, firmware, and BIOS downloads for commonly available HBAs. These downloads contain HBA settings that are tested and approved by HP. To obtain a download, log onto the HP website at www.hp.com and search for the model name or number of your HBA. Download the file, and follow the installation instructions in the “readme” or documentation file supplied with each download.
Cross-referencing HBAs

The following table identifies both the HP part number and the HBA manufacturer’s number for common HBAs.

<table>
<thead>
<tr>
<th>HP Part</th>
<th>OEM Partner</th>
<th>OEM Adapter</th>
<th>Family (*1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>KGPSA-CB</td>
<td>Emulex</td>
<td>LP8000</td>
<td>1</td>
</tr>
<tr>
<td>FCA2355</td>
<td>Emulex</td>
<td>LP9002DC</td>
<td>1</td>
</tr>
<tr>
<td>FCA2101</td>
<td>Emulex</td>
<td>LP952</td>
<td>1</td>
</tr>
<tr>
<td>FCA2408 / A7298A</td>
<td>Emulex</td>
<td>LP982</td>
<td>2</td>
</tr>
<tr>
<td>FCA2404 / AB232A</td>
<td>Emulex</td>
<td>LP9802</td>
<td>2</td>
</tr>
<tr>
<td>FCA2404DC</td>
<td>Emulex</td>
<td>LP9802DC</td>
<td>2</td>
</tr>
<tr>
<td>A7388A / AB467A</td>
<td>Emulex</td>
<td>LP1050</td>
<td>3</td>
</tr>
<tr>
<td>A7387A / AB466A</td>
<td>Emulex</td>
<td>LP1050DC</td>
<td>3</td>
</tr>
<tr>
<td>A7560A</td>
<td>Emulex</td>
<td>LP1050EX</td>
<td>3</td>
</tr>
<tr>
<td>None</td>
<td>Emulex</td>
<td>LP10000</td>
<td>3</td>
</tr>
<tr>
<td>FCA2142/A8002A</td>
<td>Emulex</td>
<td>LPe11002</td>
<td>6</td>
</tr>
<tr>
<td>FCA2242/A8003A</td>
<td>Emulex</td>
<td>LPe1150</td>
<td>6</td>
</tr>
<tr>
<td>FCA2214</td>
<td>QLogic</td>
<td>QLA2340</td>
<td>4</td>
</tr>
<tr>
<td>FCA2214DC</td>
<td>QLogic</td>
<td>QLA2342</td>
<td>4</td>
</tr>
<tr>
<td>BL20p G2 (FC Mezzanine Card) BL20p G3 (FC Adapter Card)</td>
<td>QLogic Chipset</td>
<td>None</td>
<td>4</td>
</tr>
<tr>
<td>BL25p, BL45p (HPALCF 105)</td>
<td>QLogic Chipset</td>
<td>None</td>
<td>4</td>
</tr>
<tr>
<td>BL30p, BL35p (FC Balcony Card)</td>
<td>QLogic Chipset</td>
<td>None</td>
<td>4</td>
</tr>
<tr>
<td>394757–B2 (E-FC Adapter Card): BL20p G3</td>
<td>Emulex Chipset</td>
<td>None</td>
<td>5</td>
</tr>
</tbody>
</table>

Note *1: Family number shows which HBAs can use similar driver/BIOS/firmware.
Fabric zoning and LUN security

By using appropriate zoning and LUN security, you can connect various servers with various operating systems to the same switch and fabric:

- Storage port zones may overlap if more than one operating system needs to share an array port.
- Heterogeneous operating systems may share an XP array port if you use Secure Manager and set the appropriate host group and mode. All others must connect to a dedicated XP array port.
- Use Secure Manager for LUN isolation when multiple hosts connect through a shared array port. Secure Manager provides LUN security by allowing you to restrict which LUNs each host can access.
- QLogic and Emulex HBAs must be in separate zones (a QLogic zone and an Emulex zone) whether the HBAs are in the same or separate servers.
- If booting over the SAN, within a server, the booting HBAs must be from the same vendor. Additional data storage HBAs can be from a different vendor.
- If you plan to use clustering, install and configure the clustering software on the servers. Clustering is the organization of multiple servers into groups. Within a cluster, each server is a node. Multiple clusters compose a multi-cluster environment. The following example shows a multi-cluster environment with three clusters, each containing two nodes. The nodes share access to the disk array.
### Environment Configuration

<table>
<thead>
<tr>
<th>Environment</th>
<th>OS Mix</th>
<th>Fabric Zoning</th>
<th>LUN Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standalone SAN</td>
<td>homogeneous (a single OS type present in the SAN)</td>
<td>Not required</td>
<td>Must be used when multiple hosts connect through a shared port</td>
</tr>
<tr>
<td></td>
<td>heterogeneous (more than one OS type present in the SAN)</td>
<td>Required</td>
<td></td>
</tr>
<tr>
<td>Clustered SAN</td>
<td>homogeneous (a single OS type present in the SAN)</td>
<td>Not required</td>
<td>Must be used when multiple cluster nodes connect through a shared port</td>
</tr>
<tr>
<td></td>
<td>heterogeneous (more than one OS type present in the SAN)</td>
<td>Required</td>
<td></td>
</tr>
<tr>
<td>Multi-Cluster SAN</td>
<td>homogeneous (a single OS type present in the SAN)</td>
<td>Not required</td>
<td>Must be used when multiple cluster nodes connect through a shared port</td>
</tr>
<tr>
<td></td>
<td>heterogeneous (more than one OS type present in the SAN)</td>
<td>Required</td>
<td></td>
</tr>
</tbody>
</table>
Connect the disk array

The HP representative connects the cables between the array and the host or between the array and the SAN.

Defining the paths

Use Remote Web Console (shown), Command View, or Command View XP AE to define paths (LUNs) between hosts and volumes in the disk array.

This process is also called “LUN mapping.” In Remote Web Console and Command View, LUN mapping includes:

• Configuring ports
• Enabling LUN security on the ports
• Creating host groups
• Assigning host bus adapter WWNs to host groups
• Mapping volumes to host groups (by assigning LUNs

In Command View XP AE, LUN mapping includes:

• Configuring ports
• Creating storage groups
• Mapping volumes and WWN/host access permissions to the storage groups
For details see the *LUN Configuration and Security Manager User’s Guide* or *Command View XP Advanced Edition Device Manager Web Client User’s Guide*. Note the LUNS and their ports, WWNs, nicknames, and LDEVs for later use in verifying host and device configuration.

**NOTE:**

A LUN assigned a number greater than FF is outside the accepted range of numbers for a Windows server (00 to FE) and will not be recognized by the server or be visible for use.

*Windows 2003:* To see LUNs, you must create a LUN 0 when using the ScsiPort Miniport Driver. This is not necessary if using the StarPort Miniport Driver.

*Windows 2000:* A LUN 0 must be created to discover more than LUNs 0 to 7.

Verifying the host recognizes array devices

1. Log into the host as an administrator.
2. Right-click on the *My Computer* desktop icon, and click *Manage*.
3. Click *Device Manager*.
4. Click *SCSI* and *RAID Controllers*.
5. Click the host bus adapter to open it, and verify all devices are displayed.
6. Click each device, click *Properties*, and then click *Settings*.
7. Record the device information on the worksheet in Appendix A.
Configure disk devices

Disk arrays are configured using the same procedure for configuring any new disk on the host. This includes the following procedures:

- Writing signatures
- Creating and formatting disk partitions
- Verifying file system operations

Writing signatures

1. Right-click on the My Computer desktop icon and click Manage.

2. Click Disk Management. A message notifies you that disks have been added.

3. Click OK to update the system configuration and start the Write Signature wizard, which allows you to write signatures to the disks.

4. For each new disk, click OK to write a signature, or click No to prevent writing a signature.

5. When you have performed this process for all new disks, the Disk Management main window opens and displays the added disks.
Creating and formatting disk partitions

Dynamic Disk is supported with no restrictions for a disk array connected to a Windows 2000/2003 system. Refer to Microsoft’s online help for details.

⚠️ CAUTION:

Do not partition or create a file system on a device that will be used as a raw device (for example, some database applications use raw devices.)

1. In the Disk Management main window, select the unallocated area for the SCSI disk you want to partition.
2. Click the Action menu, and click Create Partition to launch the New Partition Wizard. Follow the Partition Wizard to create and format partitions and assign drive letters. Format partitions with the following settings and format options.
   File System: NTFS (enables Windows to write to the disk).
   Allocation unit size: “Default.” Do not change this entry.
   Volume label: Enter a volume label, or leave this field blank for no label.
   Format Options: Click Perform a Quick Format to decrease the time required to format the partition. Click Enable file and folder compression only if you want to enable compression.

3. Verify the Disk Management main window displays the correct file system (NTFS) for the formatted partition. The word “Healthy” indicates that the partition has been created and formatted successfully.
4. Repeat this procedure for each new disk device.
5. Exit Disk Management, clicking Yes to save your changes.

Verifying file system operations

1. Open My Computer and check that the new disks are present.
2. Right-click on each disk to view Properties and verify the properties are correct (label, type, capacity, and file system).
3. Copy a file from an existing drive to each new drive to verify the new drives are working, and then delete the copies.
2 Troubleshooting

This section includes resolutions for various error conditions you may encounter. If you are unable to resolve an error condition, ask your HP support representative for assistance. See Calling the HP support center.

Error conditions

Depending on your system configuration, you may be able to view error messages (R-SIMS) as follows:

• In Remote Web Console (Status tab)
• In Command View Advanced Edition (“Alerts” panel).
• In Command View (Event History or Event Notification panels)

<table>
<thead>
<tr>
<th>Error Condition</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The logical devices are not recognized by the host.</td>
<td>Verify that the READY indicator lights on the disk array are ON.</td>
</tr>
<tr>
<td></td>
<td>Verify that fiber cables are correctly installed and firmly connected.</td>
</tr>
<tr>
<td></td>
<td>Verify that the target IDs are properly configured. The LUNs for each TID must</td>
</tr>
<tr>
<td></td>
<td>start at 0 and continue sequentially without skipping any numbers.</td>
</tr>
<tr>
<td></td>
<td>Verify that the TIDs/WWNs on each bus are unique. Do not install two devices with</td>
</tr>
<tr>
<td></td>
<td>the same ID on the same bus.</td>
</tr>
<tr>
<td></td>
<td>Recheck the buses for new devices.</td>
</tr>
<tr>
<td></td>
<td>Verify that LUSE devices are not intermixed with normal LUNs on the same port.</td>
</tr>
<tr>
<td></td>
<td>Verify that the maximum number of LUSE devices per port has not been exceeded.</td>
</tr>
<tr>
<td></td>
<td>Verify that the disk array host mode is set correctly.</td>
</tr>
<tr>
<td>Error Condition</td>
<td>Recommended Action</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The host does not reboot properly after hard shutdown.</td>
<td>If you power off the host without executing the shutdown process, wait three minutes to allow the disk array’s internal timeout process to purge queued commands. If the host restarts while the disk array is processing queued commands, the host may not reboot successfully.</td>
</tr>
<tr>
<td>Physical volumes cannot be created.</td>
<td>Verify that the disk array logical devices are correctly formatted.</td>
</tr>
<tr>
<td>Logical volumes cannot be created.</td>
<td>Verify that the volume capacity for OPEN-x volumes is not greater than the maximum capacity allowed. See the Device Emulations Appendix. Verify that the capacity of the volume group is not less than the total capacity of the partitioned logical volume.</td>
</tr>
<tr>
<td>A file system is not mounted after rebooting.</td>
<td>Verify that the host was restarted correctly. Verify that the file system attributes are correct.</td>
</tr>
<tr>
<td>The disk array performs a self reboot because the disk array was busy or it logged a panic message.</td>
<td>Reboot the host.</td>
</tr>
<tr>
<td>The disk array responds “Not Ready” or the disk array has displayed “Not Ready” and timed out.</td>
<td>Contact HP.</td>
</tr>
<tr>
<td>The host detects a parity error.</td>
<td>Check the HBA and make sure it was installed properly. Reboot the host.</td>
</tr>
<tr>
<td>The host hangs or devices are declared and the host hangs.</td>
<td>Make sure there are no duplicate disk array TIDs and that disk array TIDs do not conflict with any host TIDs.</td>
</tr>
</tbody>
</table>
Calling the HP support center

If you are unable to resolve an error condition, contact the HP support center for assistance.

Contact Information

In North America, call technical support at 1-800-633-3600, available 24 hours a day, 7 days a week.

Outside North America, call technical support at the location nearest you. Telephone numbers for worldwide technical support are listed on the HP support web site: 
http://www.hp.com/support/. From this web site, select your country.

Before you call

Be sure to have the following information available:

• 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
<table>
<thead>
<tr>
<th>LDEV (CU:LDEV) (CU = control unit)</th>
<th>Device Type</th>
<th>SCSI Bus Number</th>
<th>Path 1</th>
<th>Alternate Paths</th>
</tr>
</thead>
<tbody>
<tr>
<td>0:00</td>
<td></td>
<td></td>
<td></td>
<td>TID: LUN:</td>
</tr>
<tr>
<td>0:01</td>
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<td>TID: LUN:</td>
</tr>
<tr>
<td>0:02</td>
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<td></td>
<td></td>
<td>TID: LUN:</td>
</tr>
<tr>
<td>0:03</td>
<td></td>
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<td></td>
<td>TID: LUN:</td>
</tr>
<tr>
<td>0:04</td>
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<td>TID: LUN:</td>
</tr>
<tr>
<td>0:05</td>
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<td>TID: LUN:</td>
</tr>
<tr>
<td>0:06</td>
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<td>TID: LUN:</td>
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<tr>
<td>0:07</td>
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<td>0:08</td>
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<td></td>
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<td>TID: LUN:</td>
</tr>
<tr>
<td>0:09</td>
<td></td>
<td></td>
<td></td>
<td>TID: LUN:</td>
</tr>
<tr>
<td>0:10</td>
<td></td>
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<td></td>
<td>TID: LUN:</td>
</tr>
<tr>
<td>0:11</td>
<td></td>
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<td></td>
<td>TID: LUN:</td>
</tr>
<tr>
<td>0:12</td>
<td></td>
<td></td>
<td></td>
<td>TID: LUN:</td>
</tr>
<tr>
<td>0:13</td>
<td></td>
<td></td>
<td></td>
<td>TID: LUN:</td>
</tr>
</tbody>
</table>
This appendix provides information about supported emulations and emulation specifications. Some parameters may not be relevant to your array. Consult your HP representative for information about supported configurations for your system.

## Supported emulations

<table>
<thead>
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<th>XP Model</th>
<th>Emulation Supported</th>
<th>LUSE</th>
<th>CVS</th>
<th>LUSE &amp; CVS</th>
</tr>
</thead>
<tbody>
<tr>
<td>XP128</td>
<td>OPEN-3</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>OPEN-8</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>OPEN-9</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>XP1024</td>
<td>OPEN-E</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>OPEN-K</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>OPEN-L</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>OPEN-M</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>OPEN-V</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
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</table>
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<table>
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<th>Emulation (Note 1)</th>
<th>Category (Note 2)</th>
<th>Blocks (512 bytes)</th>
<th>Sector Size (bytes)</th>
<th># of Cylinders</th>
<th>Heads</th>
<th>Sectors per Track</th>
<th>Capacity MB* (Note 3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPEN-3</td>
<td>SCSI disk</td>
<td>4806720</td>
<td>512</td>
<td>3338</td>
<td>15</td>
<td>96</td>
<td>2347</td>
</tr>
<tr>
<td>OPEN-8</td>
<td>SCSI disk</td>
<td>14351040</td>
<td>512</td>
<td>9966</td>
<td>15</td>
<td>96</td>
<td>7007</td>
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<tr>
<td>OPEN-9</td>
<td>SCSI disk</td>
<td>14423040</td>
<td>512</td>
<td>10016</td>
<td>15</td>
<td>96</td>
<td>7042</td>
</tr>
<tr>
<td>OPEN-E</td>
<td>SCSI disk</td>
<td>28452960</td>
<td>512</td>
<td>19759</td>
<td>15</td>
<td>96</td>
<td>13893</td>
</tr>
<tr>
<td>OPEN-L</td>
<td>SCSI disk</td>
<td>71192160</td>
<td>512</td>
<td>49439</td>
<td>15</td>
<td>96</td>
<td>34761</td>
</tr>
<tr>
<td>OPEN-V</td>
<td>SCSI disk</td>
<td>max=125827200</td>
<td>512</td>
<td>Note 5</td>
<td>15</td>
<td>128</td>
<td>Note 6</td>
</tr>
<tr>
<td><strong>LUSE</strong></td>
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<td></td>
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<td></td>
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<tr>
<td>OPEN-3*n</td>
<td>SCSI disk</td>
<td>4806720*n</td>
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</tr>
<tr>
<td><strong>CVS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPEN-3 CVS</td>
<td>SCSI disk</td>
<td>Note 4</td>
<td>512</td>
<td>Note 5</td>
<td>15</td>
<td>96</td>
<td>Note 6</td>
</tr>
<tr>
<td>OPEN-8 CVS</td>
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<td>15</td>
<td>96</td>
<td>Note 6</td>
</tr>
<tr>
<td><strong>CVS LUSE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td>512</td>
<td>Note 5</td>
<td>15</td>
<td>128</td>
<td>Note 6</td>
</tr>
</tbody>
</table>

*Capacity = (512 x number of blocks) ÷ 1024²
Note 1:
The availability of an emulation depends on the disk array.

Note 2:
The devices are defined to the host as SCSI disk devices, even though the interface is Fibre Channel.

Note 3:
The device capacity can sometimes be changed by the BIOS or host adapter board. This may make actual capacity different from that listed in the table.

Note 4:
The number of blocks for a CVS volume is calculated as follows:

\[ \text{# of blocks} = (\text{# of cylinders}) \times (\text{# of heads}) \times (\text{# of sectors per track}) \]

**Example**

For an OPEN-3 CVS volume with capacity = 37 MB:

\[ \text{# of blocks} = (53 \text{ cylinders}\text{–see Note 5}) \times (15 \text{ heads}) \times (96 \text{ sectors per track}) = 76320 \]

**Example**

For an OPEN-V CVS volume with capacity = 49 MB:

\[ \text{# of blocks} = (53 \text{ cylinders}\text{–see Note 5}) \times (15 \text{ heads}) \times (128 \text{ sectors per track}) = 101760 \]

Note 5:
The number of cylinders for a CVS volume is calculated as follows (↑...↑ means that the value should be rounded up to the next integer):

**OPEN-3/8/9/E:** The number of cylinders for a CVS volume = \( \text{# of cylinders} = \uparrow \text{(capacity (MB) specified by user)} \times 1024/720 \uparrow \)

**Example**

For an OPEN-3 CVS volume with capacity = 37 MB:

\[ \text{# of cylinders} \uparrow 37 \times 1024/720 \uparrow = \uparrow 52.62 \uparrow \]

(rounded up to next integer) = 53 cylinders

**OPEN-V:** The number of cylinders for a CVS volume = \( \text{# of cylinders} = \uparrow \text{(capacity (MB) specified by user)} \times 16/15 \uparrow \)
Example

For an OPEN-V CVS volume with capacity = 49 MB:
# of cylinders = \( \lceil 49 \times \frac{16}{15} \rceil = \lceil 52.26 \rceil \)
(rounded up to next integer) = 53 cylinders

OPEN-3/8/9/E: The number of cylinders for a CVS LUSE volume = # of cylinders = \( \lceil \) (capacity (MB) specified by user) \( \rceil \times 1024/720 \rceil \times n \)

Example

For a CVS LUSE volume with capacity = 37 MB and n = 4:
# of cylinders = \( \lceil 37 \times \frac{1024}{720} \rceil \times 4 = \lceil 52.62 \rceil \times 4 = 53 \times 4 = 212 \)

OPEN-V: The number of cylinders for a CVS LUSE volume = # of cylinders = \( \lceil \) (capacity (MB) specified by user) \( \rceil \times \frac{16}{15} \rceil \times n \)

Example

For an OPEN-V CVS LUSE volume with capacity = 49 MB and n = 4:
# of cylinders = \( \lceil 49 \times \frac{16}{15} \rceil \times 4 = \lceil 52.26 \rceil \times 4 = 53 \times 4 = 212 \)

Note 6:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AL</td>
<td>Arbitrated loop.</td>
</tr>
<tr>
<td>AL-PA</td>
<td>Arbitrated loop physical address.</td>
</tr>
<tr>
<td>array group</td>
<td>A group of 4 or 8 physical hard disk drives (HDDs) installed in an XP disk array and assigned a common RAID level. RAID1 array groups consist of 4 (2D+2D) or 8 HDDs (4D+4D). RAID5 array groups include a parity disk but also consist of 4 (3D+1P) or 8 HDDs (7D+1P). All RAID6 array groups are made up of 8 HDDs (6D+2P).</td>
</tr>
<tr>
<td>BC</td>
<td>HP StorageWorks Business Copy XP. BC lets you maintain up to nine local copies of logical volumes on the disk array.</td>
</tr>
<tr>
<td>CA</td>
<td>HP StorageWorks Continuous Access XP. CA lets you create and maintain duplicate copies of local logical volumes on a remote disk array.</td>
</tr>
<tr>
<td>Command View (CVXP)</td>
<td>HP StorageWorks Command View XP, a software product for managing XP arrays. Command View runs on a Windows-based management workstation.</td>
</tr>
<tr>
<td>Command View XP Advanced Edition (CVXP AE)</td>
<td>HP StorageWorks Command View XP Advanced Edition, installs on the user-provided Device Manager server and provides a browser-based platform from which you can manage the XP family of disk arrays—even globally distributed arrays.</td>
</tr>
<tr>
<td>command device</td>
<td>A volume on the disk array that accepts Continuous Access or Business Copy control operations which are then executed by the disk array.</td>
</tr>
<tr>
<td>CU</td>
<td>Control Unit. Contains LDEVs and is approximately equivalent to SCSI Target ID.</td>
</tr>
<tr>
<td>CVS</td>
<td>Custom volume size. CVS devices (OPEN-x CVS) are custom volumes configured using array management software to be smaller than normal fixed-size OPEN system volumes. Synonymous with volume size customization (VSC).</td>
</tr>
<tr>
<td>DKC</td>
<td>The array cabinet that houses the channel adapters and service processor (SVP).</td>
</tr>
</tbody>
</table>
DKU (disk cabinet unit)  The array cabinets that house the disk array physical disks.

emulation modes  The logical devices (LDEVs) associated with each RAID group are assigned an emulation mode that makes them operate like OPEN system disk drives. The emulation mode determines the size of an LDEV:

- OPEN-3: 2.46 GB
- OPEN-8: 7.38 GB
- OPEN-9: 7.42 GB
- OPEN-E: 13.56 GB
- OPEN-L: 36 GB
- OPEN-V: User-defined custom size

failover  Disconnecting a failed unit or path and replacing it with an alternative unit or path in order to continue functioning.

FC  Fibre Channel.

FC-AL  Fibre Channel arbitrated loop.

FCP  Fibre Channel Protocol.

GB  Gigabytes.

HBA  Host bus adapter.

host mode  Each port can be configured for a particular host type. These modes are represented as two-digit hexadecimal numbers. For example, host mode 08 represents an HP-UX host.

LDEV  Logical device. An LDEV is created when a RAID group is carved into pieces according to the selected host emulation mode (that is, OPEN-3, OPEN-8, OPEN-L). The number of resulting LDEVs depends on the selected emulation mode. The term LDEV is often used synonymously with the term volume.

LUN  Logical unit number. A LUN results from mapping a SCSI logical unit number, port ID, and LDEV ID to a RAID group. The size of the LUN is determined by the emulation mode of the LDEV and the number of LDEVs associated with the LUN. For example, a LUN associated with two OPEN-3 LDEVs has a size of 4,693 MB.

LUSE  A LUN is normally associated with only a single LDEV. The LUSE feature allows a LUN to be associated with 1 to 36 LDEVs. Essentially, LUSE makes it possible for applications to access a single large pool of storage. The LUSE feature is available when the HP StorageWorks LUN Configuration Manager product is installed.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFC</td>
<td>Open Fibre Control.</td>
</tr>
<tr>
<td>OPEN-*</td>
<td>A general term describing any one of the supported OPEN emulation modes (for example, OPEN-L).</td>
</tr>
<tr>
<td>OS</td>
<td>Operating system.</td>
</tr>
<tr>
<td>PA</td>
<td>Physical address.</td>
</tr>
<tr>
<td>path</td>
<td>“Path” and “LUN” are synonymous. Paths are created by associating a port, a target, and a LUN ID with one or more LDEVs.</td>
</tr>
<tr>
<td>port</td>
<td>A physical connection that allows data to pass between a host and the disk array. The number of ports on an XP disk array depends on the number of supported I/O slots and the number of ports available per I/O adapter. The XP family of disk arrays supports Fibre Channel (FC) ports as well as other port types. Ports are named by port group and port letter, such as CL1-A. CL1 is the group, and A is the port letter.</td>
</tr>
<tr>
<td>RAID</td>
<td>Redundant array of independent disks.</td>
</tr>
<tr>
<td>remote console PC</td>
<td>The PC running HP StorageWorks Remote Control XP.</td>
</tr>
<tr>
<td>Remote Control (RC)</td>
<td>HP StorageWorks Remote Control XP. A software product used for managing XP arrays.</td>
</tr>
<tr>
<td>Remote Web Console (RWC)</td>
<td>HP StorageWorks XP Remote Web Console. A browser-based program installed on the SVP that allows you to configure and manage the disk array.</td>
</tr>
<tr>
<td>R-SIM</td>
<td>Remote service information message.</td>
</tr>
<tr>
<td>SCSI</td>
<td>Small computer system interface.</td>
</tr>
<tr>
<td>SIM</td>
<td>Service information message.</td>
</tr>
<tr>
<td>SVP</td>
<td>Service processor, which is the PC built into the disk controller. The SVP provides a direct interface into the disk array. SVP use is reserved for HP support representatives only.</td>
</tr>
<tr>
<td>TB</td>
<td>Terabyte.</td>
</tr>
<tr>
<td>TID</td>
<td>Target ID.</td>
</tr>
<tr>
<td>Volume</td>
<td>On the XP array, a volume is a uniquely identified virtual storage device composed of a control unit (CU) component and a logical device (LDEV) component separated by a colon. For example 00:00 and 01:00 are two uniquely identified volumes.</td>
</tr>
</tbody>
</table>
volumes; one is identified as CU = 00 and LDEV = 00, and the other as CU = 01 and LDEV = 00; they are two unique separate virtual storage devices within the XP array.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>VSC</td>
<td>Volume size customization. Synonymous with CVS.</td>
</tr>
<tr>
<td>WWN</td>
<td>World Wide Name. A unique identifier assigned to a Fibre Channel device.</td>
</tr>
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