

# SANworks by Compaq

## Release Notes

## SANworks Director Connectivity Manager (SDCM)

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First Edition (February 2002)

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**SANworks Director Connectivity Manager (SDCM)**  
**Release Notes**  
**Second Edition (February 2002)**  
**Part Number: AA-RQZJB-TE**

These release notes describe the contents of the SANWorks Director Connectivity Manager (SDCM) software kit, and any last-minute additions or notes on the configuration or use of SDCM software. Be sure to read these notes before installing the SDCM. This information is periodically updated and available on the World Wide Web at:

<http://www.compaq.com/products/storageworks/director64>

## Contents

These release notes cover the following topics:

- [Features \(Software Version 04.02.00 build 40\)](#)
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## Features (Software Version 04.02.00 build 40)

The software version 04.02.00 build 40 is the latest software released with SDCM. The features of this software version are described in the manuals accompanying every StorageWorks SAN Director 64 (refer to *StorageWorks SAN Director 64 Documentation Kit CD*, part number AG-RQZTB-BE).

The SDCM laptop server is delivered with the latest version of the SDCM software installed. A copy of the latest version of the software, 04.02.00 build 40 as of this date, is contained on the *SDCM Management Applications CD*, part number AG-RQZFB-BE.

## Manuals

Every StorageWorks SAN Director 64 comes with a set of manuals. The manuals detail installation and operation of the SDCM laptop server and its applications for managing Directors. For more information, refer to the *StorageWorks SAN Director 64 Documentation Kit CD* (part number AG-RQZTB-BE).

## CD-ROM Directory Structure

The SDCM Software Kit includes two CDs. One is the *SDCM Management Applications CD* (part number AG-RQZFB-BE), which contains the files necessary to install the SDCM Management Applications. The other is the *SDCM Server Restore/Boot CD* (part number AG-RQZEA-BE), which is a bootable CD that contains the files required to restore a SDCM laptop server to its original factory configuration.

The *SDCM Management Applications CD* (part number AG-RQZFB-BE) contains the following items at the root level directory:

- SDCM\_ServerInstall.exe - (Install file for SDCM applications)
- version.txt - (contains the version number of the SDCM Management Applications)

The `compaqClients` directory is also at the root level. This directory contains the remote client install files for the operating system platform noted by the name of the directory in which it resides.

- Unix- (directory containing the remote client install file for UNIX platforms)
  - aix - (directory containing the remote client install file for AIX)
    - compaqClientInstall.bin - (the remote client install file for AIX)
  - hpux - (directory containing the remote client install file for HPUNIX)
    - compaqClientInstall.bin - (the remote client install file for HPUNIX)
  - Linux - (directory containing the remote client install file for Linux)
    - compaqClientInstall.bin - (the remote client install file for Linux)
  - Solaris - (directory containing the remote client install file for Solaris)
    - compaqClientInstall.bin - (the remote client install file for Solaris)
- Windows - (directory containing the remote client install file for Windows)
  - compaqClientInstall.exe - (the remote client install file for Windows)

The *SDCM Server Restore/Boot CD* (part number AG-RQZEA-BE) contains the following items

- BOOTCAT.BIN - (file required for server restore)
- BOOTIMG.BIN - (file required for server restore)
- COMPAQ.PQI - (file required for server restore)
- README.TXT - (instructions for performing a SDCM Server restore using this CD)
- VERSION.TXT - (contains the version number of the SDCM Server configuration)

## Known Issues

This section describes the known issues related to SDCM software.

### Duplicated Call-home Events When Configuration Is Modified

Under specific conditions, the Remote Notify Server (RNS) can send duplicate call-home notifications to the Compaq Services Gateway (CSG). The following steps illustrate the problem:

1. In the `rns.properties` file, the `CSGIpAddress` property is configured to something other than the desired and correct CSG IP address.
2. One or more call-home events occur, either real or test events.
3. The `CSGIpAddress` property is configured to the correct IP address.
4. Another call-home event occurs, either real or test event. That event, along with all previous events, will be sent to the CSG. (This is correct behavior).
5. Another call-home event occurs, either real or a test event. This event, along with the previous events, will be sent. This is where duplicate notifications occur. When working correctly, the previous events do not need to be sent.

If the `CSGIpAddress` property is configured correctly at the beginning, this problem will not occur.

### Workaround

After receiving the duplicate events, clear the NT Application event log on the SDCM Server.

## Open Systems Management Server

Under the SDCM **Product Manager > Hardware View** menus, the **Configure > Management Server. . .** menu option will result in a pop-up dialog. This dialog states "This feature has not been installed. Please contact your sales representative." This feature is not currently available.

## Firmware Download Times Out

During high Ethernet traffic periods, it is possible for firmware downloads from the SDCM Server to the SAN Director 64 to time out. The SDCM Server application displays the following error message:

Firmware download timed out.

If this occurs, attempt downloading the firmware again.

### Workarounds

Use one of the following methods to prevent timeouts during firmware downloads:

- Complete firmware updates during periods of low Ethernet traffic.
- Alternatively, reduce the Ethernet traffic by temporarily placing the SDCM Server and director(s) on a private LAN segment (e.g. interconnection of only the SDCM Server and director(s) through an Ethernet hub). Or, use a direct connection from the SDCM Server to a director with an Ethernet crossover cable.

## Anti-Virus Software Recommendations

Performing a full virus scan of SDCM drives can cause occasional, temporary disruption of Ethernet connections to managed director(s). Connections are re-established automatically in approximately 20 seconds.

### Workaround

If anti-virus software is installed on the SDCM Server, Compaq recommends limiting its use to Shield scans of incoming files on the SDCM Server only. Because the SDCM Server is dedicated only to managing directors, it is not exposed to downloads of various files or email delivered viruses, and full drive scans are unnecessary.

**NOTE:** Anti-virus software is recommended for the SDCM Server if it is exposed to a network where vulnerability to viruses exists. Compaq recommends Norton 2002 and McAfee 4.5.1.

## SDCM Client Session on a Remote PC May Lock up when Ethernet Connection is Lost

The SDCM client application running on a remote pc can lock up when the Ethernet connection from the pc to the SDCM Server is lost. This behavior is encountered when an SDCM client session is open, and another unrelated Windows application is running simultaneously. If the Ethernet connection to the SDCM Server is lost, then the following message displays:

Connection to SDCM Server lost. Click OK to exit application.

However, this error message may not appear over the active application window. If the window for the SDCM client session is then selected, it becomes the active window on top, covering the pop-up error message window. The SDCM client session window will not respond to any user inputs, because it is waiting for the user response to the pop-up error message box.

### Workaround

Close the SDCM client session by using the Windows taskbar function "Minimize all windows" (taskbar button, or via pop-up menu from right-clicking the Windows taskbar), and then restoring another application window. The pop-up error message should reappear in front of the SDCM client window, and can then be closed. Alternatively, the Windows Task Manager can be used to invoke "End Task" for the SDCM client application.

This issue will be resolved in a future version of the SDCM software.

