## **Customer Installation Instructions**

# IBM

TS7520 Patch Update for 3954-CV6 Virtualization Engine

update-ve138236– Install update-ve138236, 2.2.6.36 patch fixing issues with the Tape

TS7520 Software Version 2.1 (Build 1382) Patch update-ve138236

update-ve138236 Page 1 of 18 2.2.6.36					
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## TS7520 Patch Update for 3954-CV6 Virtualization Engine

update-ve138236– Install update-ve138236, 2.2.6.36 patch fixing issues with the Tape

TS7520 Software Version 2.1 (Build 1382) Patch update-ve138236

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update-ve138236 2.2.6.36	Page 2 of 18						
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## **Before Installation (Section 1 through 5)**

#### Warning:

Throughout this documentation, there are occurrences of service passwords and sudo commands that are used to manage and configure the product. Improper use of these commands and passwords poses significant risk to the product and your data. It is imperative that these commands and passwords are used only as documented.

## **1.0 Machines Affected**

This is a field patch installation instruction for the TS7520 3954-CV6 Virtualization Engine.

This patch should be installed on all TS7520 systems, with software version 2.1 that do not have patch update-ve138236.

#### **Important Note:**

Technical Bulletin Regarding TS7500 and Removing Failover Configurations

If a machine is in a failed-over state or a take-over state, **you must NOT attempt to remove failover**. In addition, if failover must be removed to change configurations of the machine (such as IP addresses, etc.) then it must be ensured that the system is not in a failed-over state, a take-over state, or a failover-suspended state. If any of these cases are true, call IBM support immediately.

## 1.1 Check Software version of TS7520

You can check the version of TS7520 software and determine whether or not the patch is already installed, using the VE Console *Version Info* tab.

- 1. If necessary, start the TS7500 Virtualization Engine management console (VE console) workstation by performing one of the following:
  - If there is a desktop shortcut for the VE for Tape Console application, double-click it.
  - If there is not a desktop shortcut for the VE for Tape Console application, click Start → All Programs → IBM → VE for Tape → VE for Tape Console.
    - **Note:** This is the default installation location for the **VE for Tape Console** application. The location of the application might differ for you.

update-ve138236 2.2.6.36	Page 3 of 18						
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- 2. Double-click VE for Tape Servers to expand the TS7500 list.
- 3. Double-click any server icon.
- 4. In the VE for Tape User Login window, enter the following user name and password:

Userid: vetapeuser Password: veuserpassword

Note: The user name and password are case-sensitive

5. Click on the VE Console *Version Info* tab (refer to Figure 1) to see what patches you have installed. If you see "2.2.6.36" mentioned in the version info, then you already have Patch 36 installed. Please close the VE Console after you have verified this information.

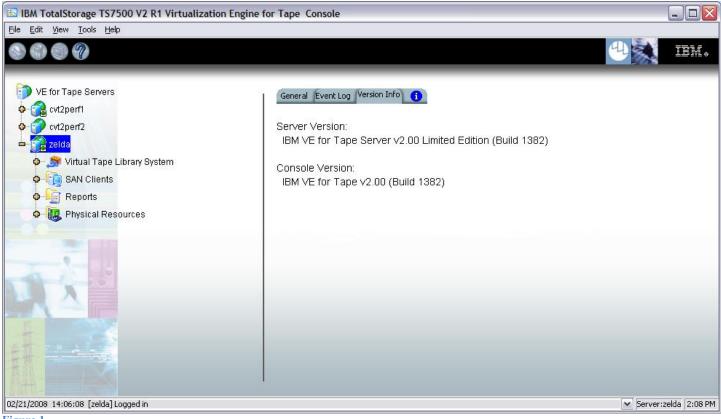


Figure 1

update-ve138236 2.2.6.36	Page 4 of 18					
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## 2.0 Prerequisites

If using a 64-bit Windows host, ensure the installed level of the IBMTape driver is at a minimum of 6.1.8.2 or higher.

You may also require the following software CDs if your system is not at the required levels for this patch (steps to verify this are provided in the document referenced in section 2.1 Patch 36 Prerequisite).

- TS7500 Software Upgrade Disk Version 2.2.2 (LCD8-0689-02) http://www.elink.ibmlink.ibm.com/publications/servlet/pbi.wss
- TS7520 CVT Console Installation Disk v2.2.3 1382-06 (EC L30806 Part number 45E2071)

#### Attention:

#### Special notes for HA (High Availability) configurations

In each step, there will be times when the servers are required to be restarted or rebooted. Since this will trigger a failover, it is required that failover is suspended. Instructions on how to suspend failover can be found in section 3.1 Suspend Failover (Only for systems with Failover configured).

Removing failover is **not recommended** and should never be done unless directed by IBM support prior to doing so.

If failover has been not configured yet, it is IBM's advice to first install the upgrades and patches outlined in this document prior to configuring HA. After failover has been suspended, it is important to allow enough time for the systems to activate their Primary Server IPs. While in most cases, it takes only 2 to 3 minutes for the server IP to become active, it can take a bit longer. If after 20 minutes, the server IP access has not been restored, please call IBM support for assistance.

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update-ve138236 2.2.6.36	Page 5 of 18			
2.2.0.30				

# 2.1 Patch 36 Prerequisite; update-ve138235

Patches up to and including level update-ve138235 are a prerequisite to this patch. Please check if this patch is installed by referring to section 1.1 Check Software version of TS7520. If you see "install update-ve138235" mentioned in the version info, then you already have the prerequisite levels installed. Please close the VE Console after you have verified this information. If you do not have this level installed, please locate the Installation Instructions and apply these patches prior to applying update-ve138236.

http://www-01.ibm.com/support/search.wss?rs=1174&tc=HW29K&q=ssg1\*&dc=D420&dtm

Download the latest patch by completing the following steps:

Using the VE console workstation, go to the following Virtualization Engine patch download page: <a href="http://www-01.ibm.com/support/search.wss?rs=1174&tc=HW29K&q=ssg1\*&dc=D420&dtm">http://www-01.ibm.com/support/search.wss?rs=1174&tc=HW29K&q=ssg1\*&dc=D420&dtm</a>

- 1. Select the following patch level file and save it to a directory on the VE console workstation.
  - update-ve138236.zip

## **3.0 Preparation**

Installation of this patch is disruptive to normal TS7520 operation. Application of the patch will cause the 3954-CV6 server software to shutdown and restart. Application of the patch also requires the CV6 server itself to be rebooted. Schedule time when the TS7520 system can be taken out of normal operation.

### Attention:

Ensure that all host jobs to the TS7520 are quiesced, and complete all pending TS7520 operations.

# 3.1 Suspend Failover (Only for systems with Failover configured)

For HA configurations (FC-7420 Failover/Failback Enable), use the **VE for Tape Console** application to Suspend Failover on both 3954-CV6 servers in the frame. Refer to Figure 2 and Figure 3, and use the following procedure to Suspend Failover on each server in the frame (both the upper and lower server if in an HA environment).

1. If necessary, repeat steps 1 through 4 in section 1.1 Check Software version of TS7520, to start the **VE for Tape Console** application and login to the VE for Tape server (Figure 2), or highlight the VE for Tape server if already connected, using the following userid and password:

Userid: vetapeuser Password: veuserpassword

- 2. From the VE for Tape Console application, right-click the TS7520 Server.
- 3. Click Failover  $\rightarrow$  Suspend Failover. Refer to Figure 3.

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update-ve138236	Page 7 of 18			
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BM TotalStorage TS7500 V2 R1 Virtualization Er File Edit View Tools Help	ngine for Tape Console	
		eu 🔪 IBM.
	General       1         Name       Server Name         Login Machine Name       IP Address Connected         Login User Name       IP Address Connected         Login User Name       Image: Complexity of the server login information         VE for Tape Server: cvt2perf1       User Name: vetapeuser         Password:       Image: vetapeuser         OK       Cancel	Value cvt2perf1 cvt2perf1.storage.tucson.ibm.com 9.11.210.190 vetapeuser ot logged in
09/26/2007 16:01:25 [cvt2perf1] Logged out Figure 2		Local:ibm-u3warovz6ta 4:05 PM

#### WARNING:

You must choose **Suspend Failover** and not Remove Failover Server or any of the other options, otherwise unpredictable results may occur.

update-ve138236 2.2.6.36	Page 8 of 18			

Virtual Tape Library System     Server Name     cvtroll       SAN Clients     Login Machine Name     cvtroll.storage.tucson.ibm.com       Reports     IP Address Connected     9.11.202.30       Physical Resources     Login User Name     vetapeuser       Processor 1 - 4     Intel(R) Xeon(TM) CPU 3.00GHz 3000 MHz       Disconnect     eth0 - mtu 1500 inet 9.11.203.206 mac 0.dt60:6f.83:eth	vtrock		Name		Value	
SAN Clients       Login Machine Name       cvtroll.storage fucson.ibm.com         Physical Resources       IP Address Connected       9.11.202.30         Login User Name       vetapeuser         Processor 1 - 4       Intel(R) Xeon(TM) CPU 3.000Hz 3000 MHz         Network Interface       eth0 - mtu 1500 inet 9.11.203.206 mac 0.d:60:6f83:e7         Administrators       Network Interface       eth1 - mtu 1500 inet 9.11.203.206 mac 0.d:60:6f83:e7         Change Password       Administrators       Protocol(s)       Fibre Channel         Administrators       Network Interface       eth1 - mtu 1500 inet 9.11.30.206 mac 0.d:60:6f83:e7         Protocol(s)       Fibre Channel       Administrators         Change Password       Protocol(s)       Fibre Channel         Administrators       Remove Fallover Server       7 minutes 9 seconds         Event Log       Remove Fallover Server       7 minutes 42 seconds         Statt Takeover cvtrock       N       21-01-00-0d-77-1a-74-66 [target]         License       Statt Takeover cvtrock       N       21-01-00-0d-77-3a-74-66 [initiator]         System Maintenance       Suspend Falover       N       21-01-00-0d-77-3a-74-66 [initiator]         Options       Resume Falover       N       21-00-00-e0-8b-1a-de-66 [inititator]         WewyUpdate Falover Optio	Virtual Tape l	Library System			1 01110	
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Physical Resources       Login User Name       vetapeuser         Processor 1 - 4       Intel(R) Xeon(TM) CPU 3.00GHz 3000 MHz         Disconnect       eth0 - mtu 1500 inet 9.11.203.206 mac 0:d:60:6f:83:e7         Administrators       Protocol(s)       Fibre Channel         Administrators       Administrators       Protocol(s)         Falover       Falover Setup Wzard       Online         Palover Setup Wzard       Online         Biagnostic Summary Data       Start Takeover cvtrock       21-01-00-00-77-1a-74-66 [target]         CalHome       Start Takeover cvtrock       21-01-00-00-77-3a-74-66 [initiator]         System Maintenance       Suppend Falover       N       21-01-00-00-77-3a-74-66 [initiator]         Options       Properties       Falover Options       N       21-01-00-00-8b-1a-de-66 [initiator]         Fibre Channel WWWPN       21-01-00-00-8b-1a-80-66 [initiator]       Fibre Channel WWWPN       21-01-00-00-8b-3a-80-66 [initiator]	Reports		IP Address Conne	cted	9.11.202.30	
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License     Stop Takeover     N     21-01-00-0d-77-1a-74-c6 [target]       System Maintenance     Suspend Falover     N     21-01-00-0d-77-3a-74-c6 [initiator]       Options     Resume Falover     N     21-01-00-0e-8b-1a-de-c6 [initiator]       Properties     Fibre Channel WWPN     21-00-00-e0-8b-1a-80-c6 [initiator]	Diagnost	ic Summary Data				
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System Maintenance     Suspend Fallover     N     21-00-00-e0-8b-1a-de-c6 [initiator]       Options     Resume Fallover     N     21-01-00-e0-8b-3a-de-c6 [initiator]       Properties     View/Update Fallover Options     N     21-00-00-e0-8b-1a-80-c6 [initiator]	License		Stop Takeover			
Options         N         21-00-00-e0-8b-3a-de-c6 [initiator]           Properties         Wew/Update Falover Options         N         21-01-00-e0-8b-3a-de-c6 [initiator]           Fibre Channel VWVPN         21-01-00-e0-8b-3a-80-c6 [initiator]         100-00-e0-8b-3a-80-c6 [initiator]	System P	Maintenance	Suspend Failover			
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Properties Fibre Channel WWPN 21-01-00-e0-8b-3a-80-c6 [initiator]	Options	•	View/Update Failover Options			
	Properties					
	X		System Drive	Usage		

## 4.0 Purpose and Description

This patch should be installed on all TS7520 systems, with software version 2.1 that do not have patch update-ve138236 installed.

# **5.0 Installation Time**

The average time to install this patch on a HA configuration is 1.0 hour. The number of persons required to install the patch is 1.

update-ve138236 2.2.6.36	Page 9 of 18					
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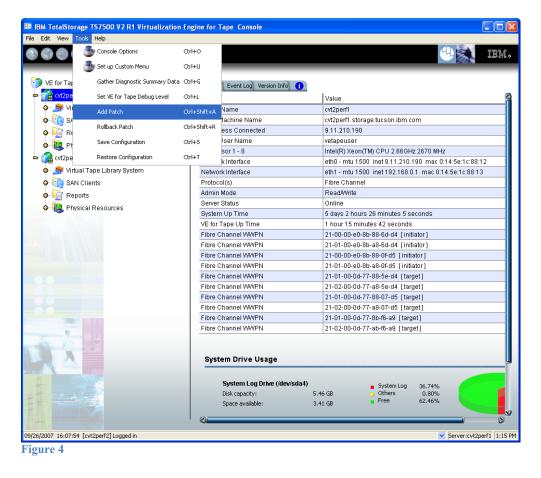
## 6.0 Details of Installation

Perform the steps outlined in section 6.1 Patch Installation **on each server** present before proceeding to section 6.2 Resume Failover. You should always start with the lower server in the frame and proceed to the upper server.

# 6.1 Patch Installation

Use the following procedure to install the patch on each 3954-CV6 VE for Tape server (both the upper and lower server if in an HA environment). Refer to Figure 4 through Figure 11.

- 1. Use a zip utility program to extract the contents of update-ve138236.zip to a directory on your hard drive. Note this location as you will require this information in Step 5.
- 2. If necessary, repeat steps 1 through 4 in section 1.1 Check Software version of TS7520 to start the VE for Tape Console application.
- 3. Highlight the VE for Tape server and click *Tools*  $\rightarrow$  *Add Patch* (Figure 4).

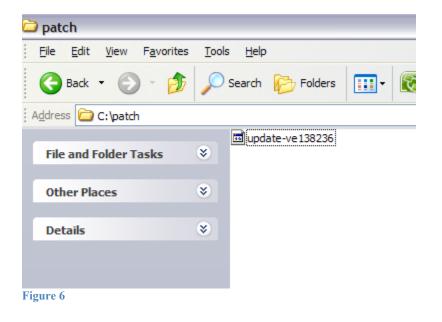


update-ve138236 2.2.6.36	Page 10 of 18						
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4. Select "OK" when presented with the following Warning Message (Figure 5).

Add Pat	tch to VE for Tape Server "cvt2perf1"
1	Warning: Applying a server patch may cause the server to restart. Please make sure there is no critical operation running on the server before proceeding. Applying the wrong patch may make the server inoperable. OK CANCEL
Figure 5	

5. When presented with the Select Patch File window (Figure 6), index to the VE Console workstation directory where you unzipped the *update-ve138236* patch file and select the file.



6. When presented with the confirmation window, type "YES" to confirm (Figure 7)

update-ve138236 2.2.6.36	Page 11 of 18			



7. If the "Add Patch to VE for tape Server" window appears, click OK (Figure 8).

Note: The server software will shutdown and restart.

Add Pat	tch to VE for Tape Server "cvt2perf1"
į)	Add patch job has been submitted successfully. Depending on the patch, you may be logged out of this VE for Tape server. Please log in after a while.
	OK
Figure 8	

8. The VE for Tape Console application will be disconnected from the VE for Tape server (Figure 9).

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VE for Tone Servers		
VE IOI Tape Jervers	General	
<mark>fractorerf1</mark>	Name	Value
🗊 cvt2perf2	Server Name	cvt2perf2
	Server Name	cvt2perf2 cvt2perf2.storage.tucson.ibm.com
	Login Machine Name	cvt2perf2.storage.tucson.ibm.com

update-ve138236 2.2.6.36	Page 12 of 18			

9. Once the server software has completed the restart (approximately 2 to 5 minutes) you will be able connect to the VE for Tape server from the **VE for Tape Console** application (Figure 10).

Edit View 1			
VE for Tape	e Servers	General 👔	
🕜 cvt2g	<i>и</i>	Name	Value
ovt2p	Connect	Server Name	cvt2perf1
<b>_</b>	Connect As	Login Machine Name	cvt2perf1.storage.tucson.ibm.com
	M Delete	IP Address Connected	9.11.210.190
	Administrators	Login User Name	vetapeuser
		Status	Not logged in
	Change Password		
	Failover 🕨		
	Event Log 🕒		
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10. Check the TS7520 Event Log of each server, using the **VE for Tape Console** application *Event Log* tab, to confirm the successful installation of the patch (refer to Figure 11). There should be an Event Log entry stating the "Patch update-ve138236 installation completed successfully".

**Note**: You may have to scroll through the log in order to find this entry depending on the configuration of your TS7520.

	11/24/2009	09:18:32	40000	TLE Module Started
	11/24/2009	09:18:25	7000	Patch update-ve138236 installation completed successfully.
	11/24/2009	09:19:16	1.14	VE for Tape Server has been shut down.
	11/24/2009	09:18:18	40001	TLE Module Stopped
Figure	11			

11. After patch installation has been verified, the server must be rebooted.

update-ve138236 2.2.6.36	Page 13 of 18					
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Open a PuTTY Session by performing the following steps from the PuTTY console:

- **Note:** If PuTTY is not installed, refer to "Install PuTTY on VE Console" in the TS7520 User's Guide (GC27-2068-02) and return to this point once complete.
- a. Click Start.
- b. Click All Programs.
- c. Click PuTTY.
- d. Click PuTTY.
- e. Enter IP Address of the server you are connecting to where specified.
- f. Select **Open**.
- g. Enter the following userid and password. The userid and password are case-sensitive. Login: vetapeservice Password: service4u
- h. At the command prompt, enter the following command: sudo shutdown -r now
- 12. Repeat the above steps (section 6.1) on the second server if in an HA configuration.
- 13. After the server reboots in 5-10 minutes, continue to the next section.

Contact IBM support for assistance if the patch installation did not complete successfully.

# 6.2 Resume Failover (Only for systems with Failover configured)

#### Attention:

Only perform this step if section 6.1 Patch Installation has been successfully performed on both the upper and lower servers in the failover pair. If you have not already done so, perform the steps in section 6.1 Patch Installation on the other member of the failover pair.

For HA configurations (FC-7420 Failover/Failback Enable), use the **VE for Tape Console** application to Resume Failover on both 3954-CV6 servers. Refer to the following procedure to Resume Failover **on each server present (both the upper and lower server if in an HA environment).** 

 If necessary, repeat steps 1 through 4 in section 1.1 Check Software version of TS7520 to start the VE for Tape Console application and login to the VE for Tape server, or highlight the VE for Tape server if already connected, using the following userid and password:

> Userid: vetapeuser Password: veuserpassword

- 2. From the VE console, right-click the TS7520 Server.
- 3. Click Failover →*Resume Failover*.
- 4. Repeat for upper server if in an HA environment.

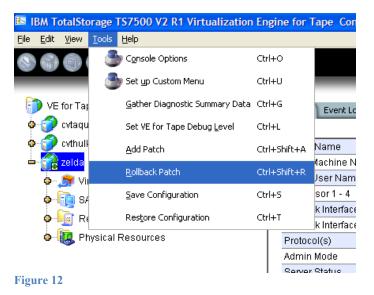
update-ve138236 2.2.6.36	Page 15 of 18			

## 7.0 Rolling Back Patches

Warning: Patch rollback should be done only as per recommendation of your Technical Support Representative. Improper rollback of a patch may cause damage to your system.

Follow the procedures in section 3.1 Suspend Failover (Only for systems with Failover configured) to suspend failover before rolling back any patches.

- 1. If necessary, repeat steps 1 through 4 in section 1.1 Check Software version of TS7520 to start the VE for Tape Console application.
- 2. Highlight the VE for Tape server and click  $Tools \rightarrow Rollback Patch$



3. Select "OK" when presented with the following Warning Message.

	Rollbac	k Patch on VE for Tape Server "zelda"	
	!	Warning: Rollback a server patch may cause the server to restart. Please make sure there is no on the server before proceeding. Selecting the wrong patch to rollback may make the s OK CANCEL	
]	Figure 13		

update-ve138236 2.2.6.36	Page 16 of 18			
2.2.0.30				

4. Select the patch you want to rollback from the list and click Ok.

Warning: Patch rollback should be done only as per recommendation of your Technical Support Representative. Improper rollback of a patch may cause damage to your system.

Available patch to rollback:		
Name	Description	Detail
update-ve138231	Identification: 2.2.5.31 patch adding a s	
update-ve138235	Identification: 2.2.6.35 patch fixing issue	
update-ve138232	Identification: 2.2.5.32 patch adding a ch	
update-ve138233	Identification: 2.2.5.33 patch fixing multi	
update-ve138234	Identification: 2.2.5.34 patch adding a s	
update-ve138236	Identification: 2.2.6.36 patch fixing issue	
Warning: Patch rollback shou	ld be done only as per recommendation of your Techni	ical Support

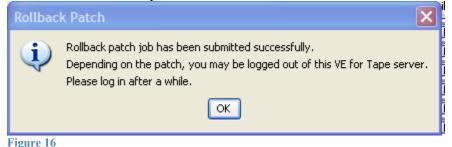
5. Type "YES" to confirm the patch rollback



Figure 15

update-ve138236 2.2.6.36	Page 17 of 18			
2.2.0.00				

6. Click on OK after the patch has been removed.



- 7. A server reboot is required after you have removed the patch.
  - a. Open a PuTTY Session by performing the following steps from the PuTTY console:

**Note:** If PuTTY is not installed, refer to "Install PuTTY on VE Console" in the TS7520 User's Guide (GC27-2068-02) and return to this point once complete.

- b. Click Start.
- c. Click All Programs.
- d. Click **PuTTY**.
- e. Click **PuTTY**.
- f. Enter IP Address of the server you are connecting to where specified.
- g. Select Open.
- h. Enter the following userid and password. The userid and password are case-sensitive. Login: vetapeservice Password: service4u
- i. At the command prompt, enter the following command: sudo shutdown -r now
- 8. After the server reboots in 5-10 minutes, refer to section 6.2 Resume Failover. Contact IBM support for assistance if the patch removal did not complete successfully.

update-ve138236 2.2.6.36	Page 18 of 18			
2.2.0.30				