IBM

Customer Installation Instructions

TS7530 Service Pack for 3954-CV7 Virtualization Engine

> **update-ve146502** – Fixes issues with the file used to communicate with BRMS not being properly updated at the end of export jobs, and a function to move a tape from the virtual tape drive to the vault before the job starts and then move it back to the drive when the job was finished with any status.

> TS7530 Software Version 3.1 (Build 1465)
> Service update-ve146502

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Before Installation (Section 1 through 5)

Warning:

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

1.0 Machines Affected

This is a field service installation instruction for the TS7530 3954-CV7 Virtualization Engine.

This service pack should be installed on all TS7530 systems, with software version 3.1 that do not have service update-ve146502 installed. TS7530 systems without this service pack will not have a fix for the file used to communicate with BRMS not being properly updated at the end of export jobs, and a function to move a tape from the virtual tape drive to the vault before the job starts and then move it back to the drive when the job was finished with any status.

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 TS7530

You can check the version of TS7530 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.

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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:

    User Name: **vetapeservice**
    Password: **service4u**

    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 maintenance levels you have installed. If you see update-ve146502 mentioned in the version info, then you already have service pack 2 installed. Please close the VE Console after you have verified this information.
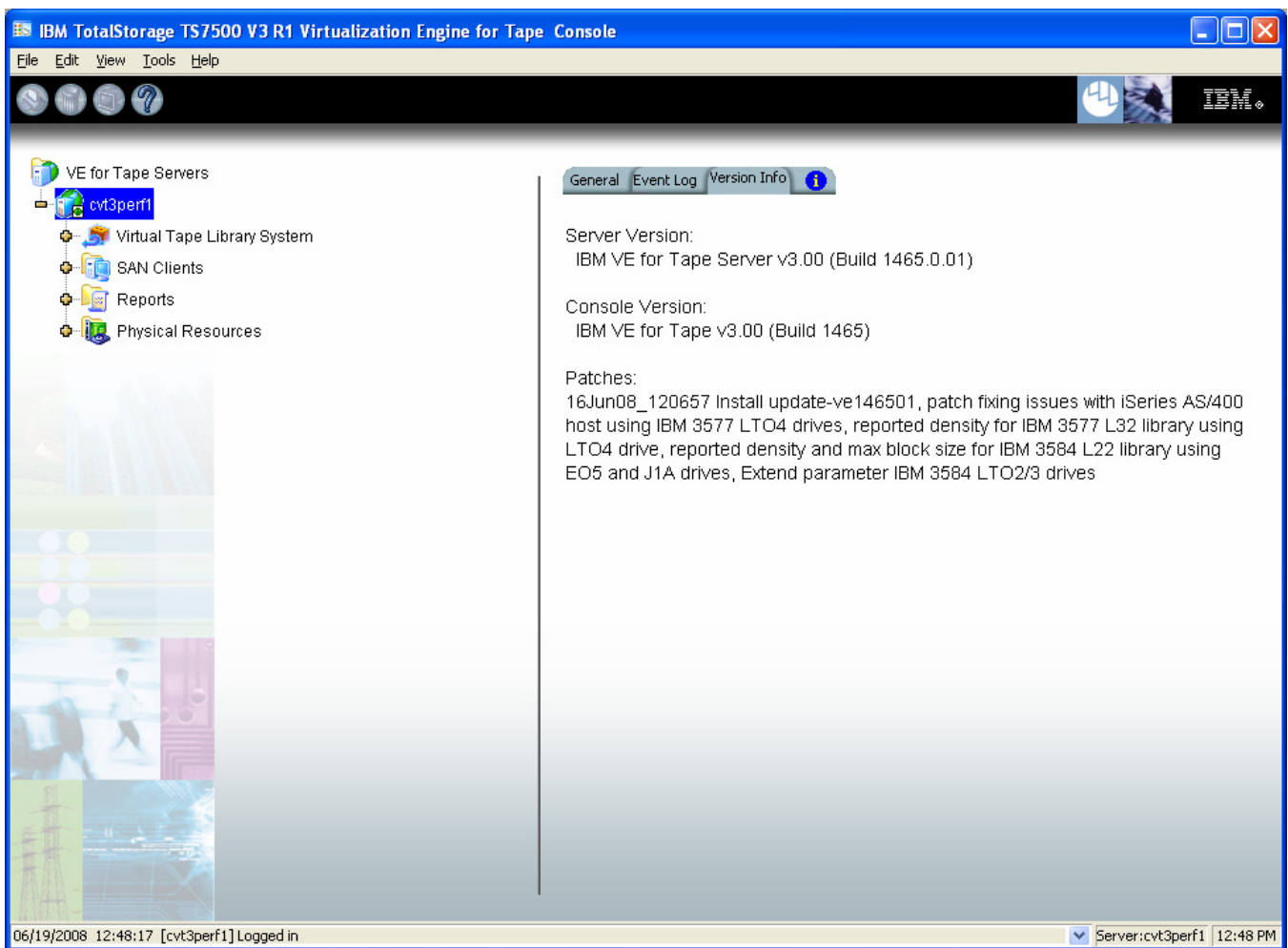

Figure-1

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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.

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 **suspend**ed. Instructions on how to suspend failover can be found in section 3.1 of this document.

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 service pack 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.

Service Pack 1 (update-ve146501) must be installed before continuing the installation of Service Pack 2. If it has not been installed, please download it from the following URL and follow its installation instruction before continuing with this installation instruction:

http://www-1.ibm.com/support/search.wss?rs=1310&tc=STST5U&dc=D400&dtm

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2.2 Obtain the latest Installation Instruction and Service Pack

Download the latest service pack by completing the following steps:

1. Using the VE console workstation, go to the following Virtualization Engine service pack level download page:

    http://www-1.ibm.com/support/search.wss?rs=1310&tc=STST5U&dc=D400&dtm

2. Select the following service pack file and save it to a directory on the VE console workstation:

    *   **update-ve146502server.zip**

3.0 Preparation

Installation of this patch is disruptive to normal TS7530 operation. Application of the patch will cause the 3954-CV7 server software to shutdown and restart. Schedule time when the TS7530 system can be taken out of normal operation.

Attention:

Ensure that all host jobs to the TS7530 are quiesced, and complete all pending TS7530 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-CV7 servers in the frame. Refer to Figure-3 and Figure-4, 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 1.0 to start the **VE for Tape Console** application and login to the VE for Tape server (Figure-4), or highlight the VE for Tape server if already connected, using the following userid and password:

    Userid: **vetapeuser**
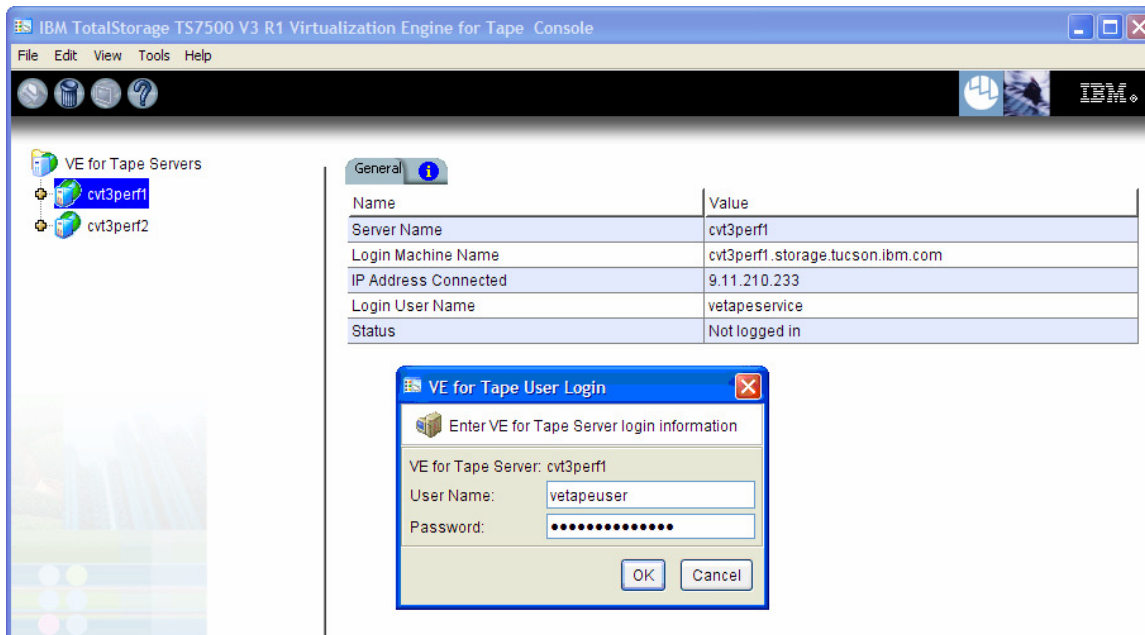   Password: **veuserpassword**

Figure-4

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2. From the **VE for Tape Console** application, right-click the TS7530 Server.
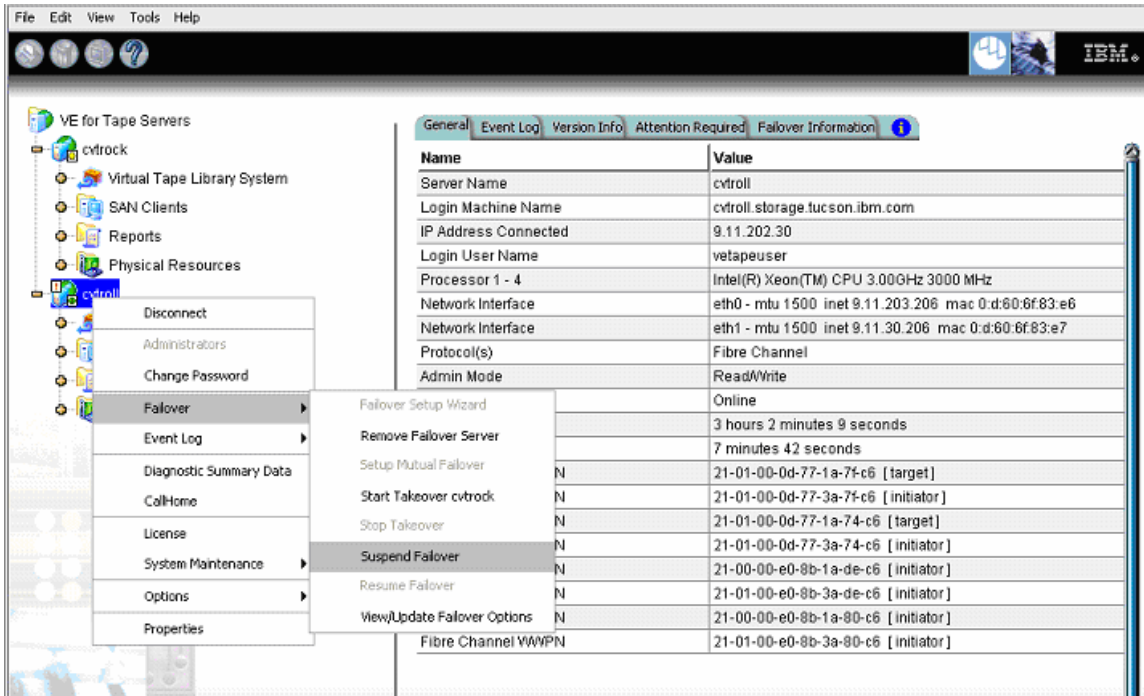3. Click **Failover → Suspend Failover**. Refer to Figure-5.

Figure-5

WARNING:

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

4.0 Purpose and Description

This service pack should be installed on all TS7530 systems, with software version 3.1 that do not have service update-ve146502 installed. TS7530 systems without this service pack will not have a fix for the file used to communicate with BRMS not being properly updated at the end of export jobs, and a function to move a tape from the virtual tape drive to the vault before the job starts and then move it back to the drive when the job was finished with any status.

5.0 Installation Time

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

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Installation (Section 6 through 7)

6.0 Details of Installation

Perform the steps outlined in sections 6.1 and 6.2 on each server present. You should always start with the lower server in the frame and proceed to the upper server.

6.1 Service Pack Installation

Use the following procedure to install the service pack on each 3954-CV7 VE for Tape server (both the upper and lower server if in an HA environment). Refer to Figure-6 through Figure-8.

1. Use a zip utility program to extract the contents of update-ve146502server.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 1.0 to start the **VE for Tape Console** application.
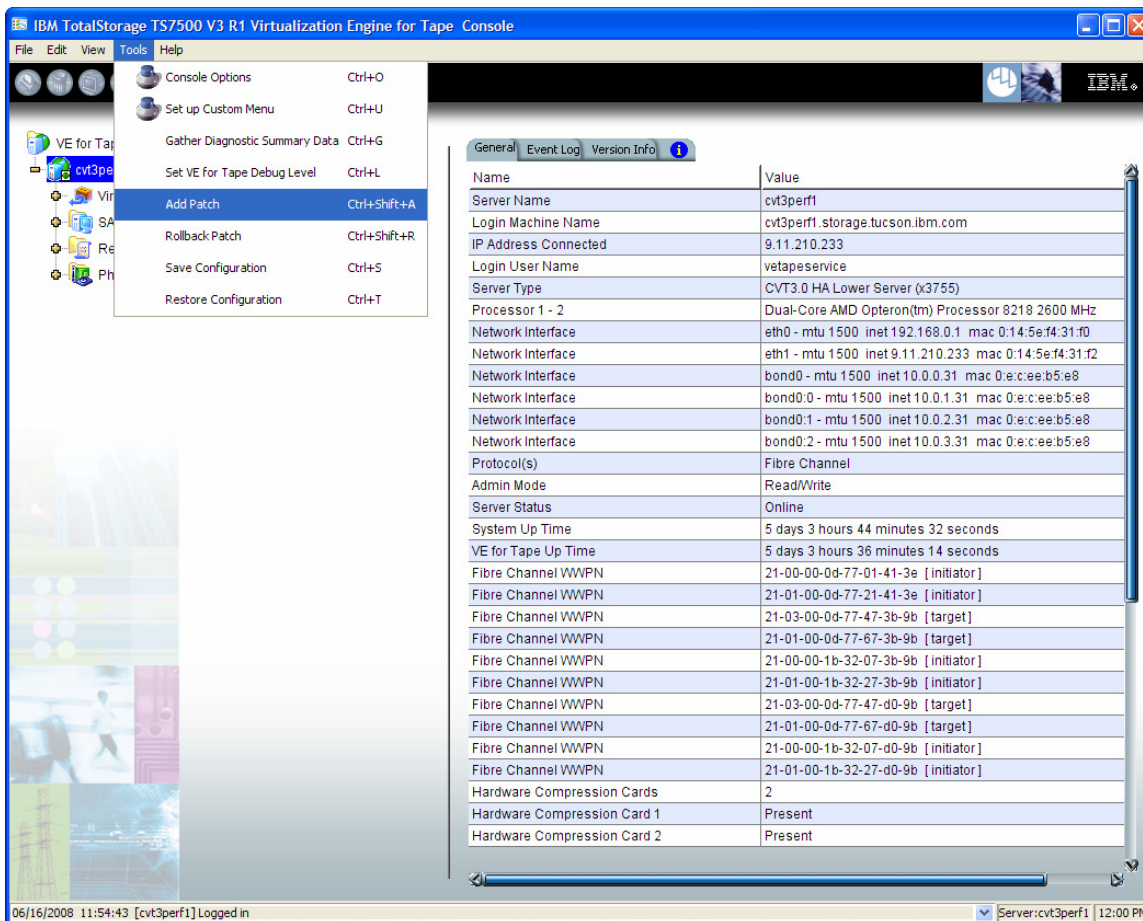3. Highlight the VE for Tape server and click ***Tools → Add Patch*** (Figure-6)

Figure-6

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4. Select "OK" when presented with the following Warning Message (Figure-7).
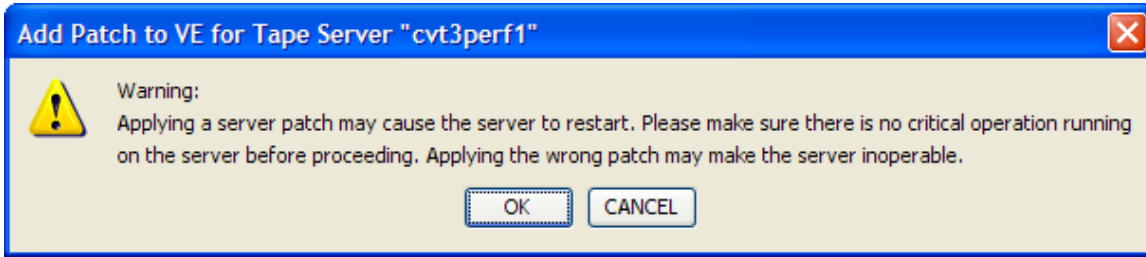

Figure-7

5. When presented with the Select Patch File window (Figure-8), index to the VE Console workstation directory where you unzipped the *update-ve146502* service pack file and select it.
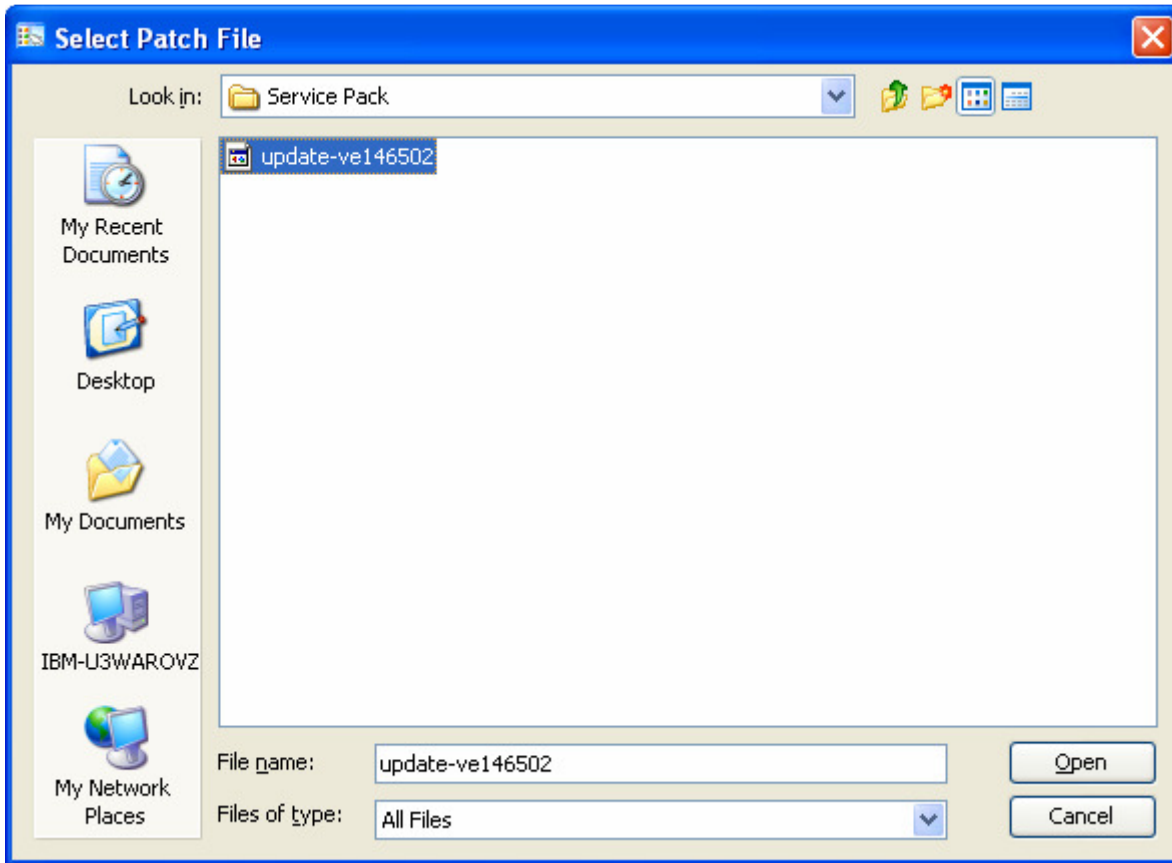

Figure-8

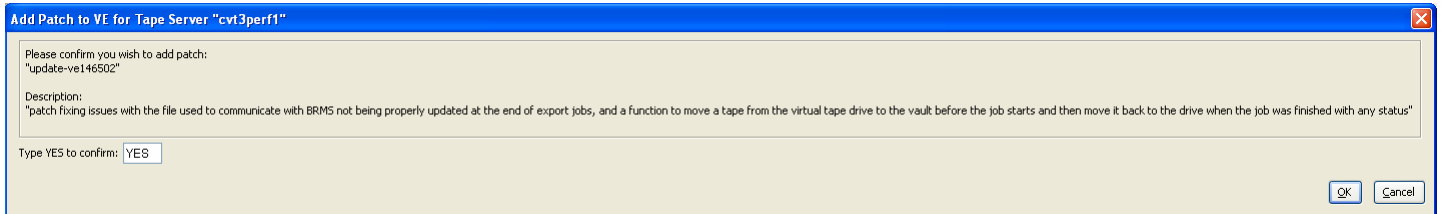6. When presented with the confirmation window, type "YES" to confirm (Figure-9)

Figure-9

7. If the "Add Patch to VE for tape Server" window appears, click OK. Figure-10

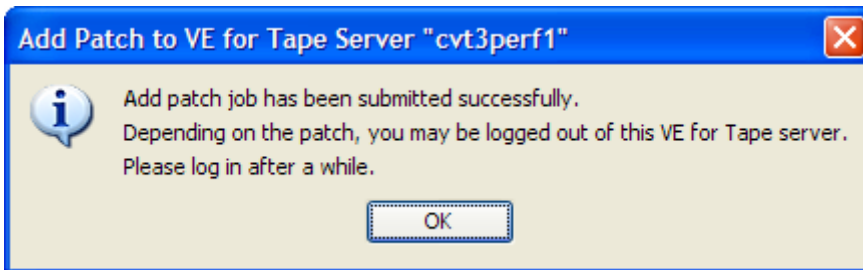   **Note:** The server software will shutdown and restart.

Figure-10

8. The **VE for Tape Console** application will be disconnected from the VE for Tape server (Figure-11).
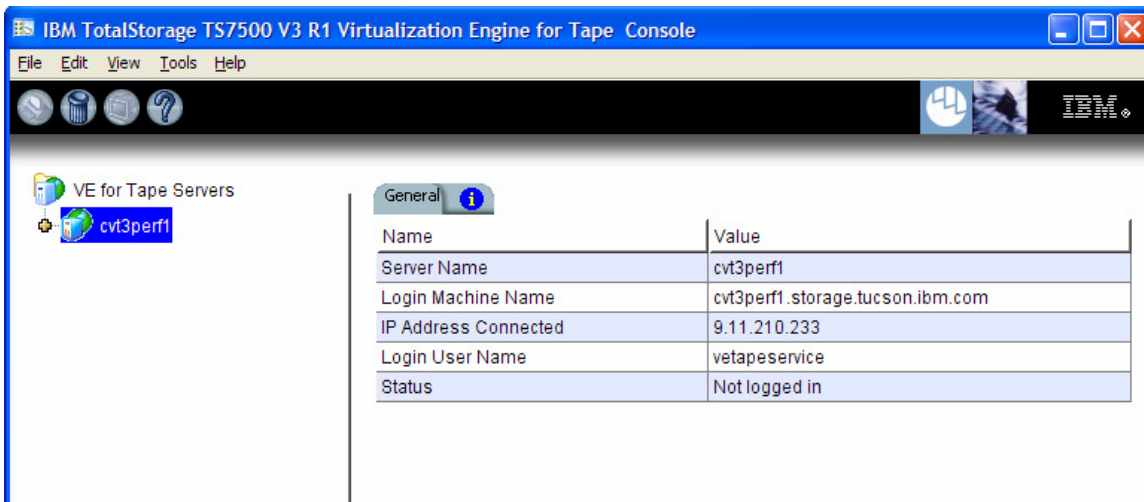

Figure-11

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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-12).
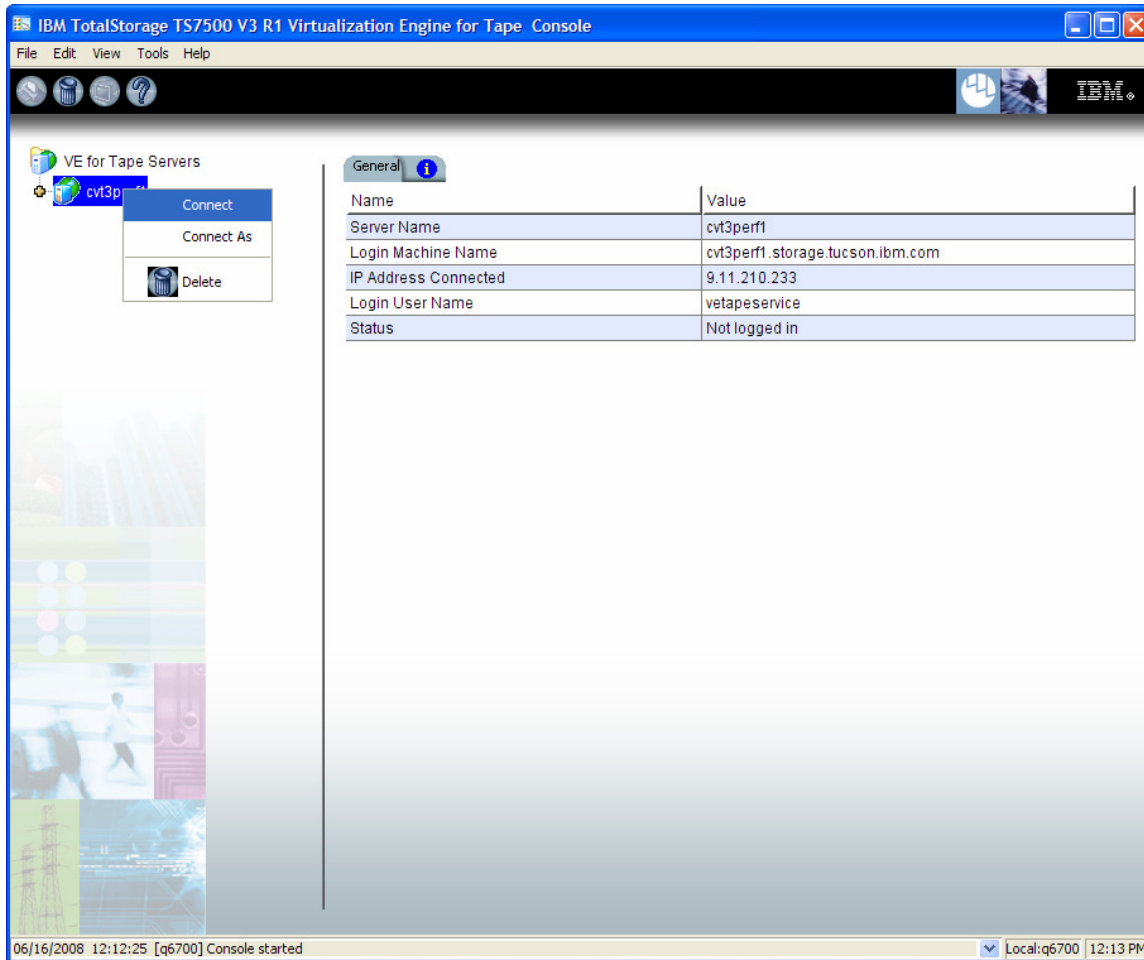

Figure-12

10. Check the TS7530 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-13). There should be an Event Log entry stating the "Patchinstallation completed successfully".

     Note: You may have to scroll through the log in order to find this entry depending on the configuration of your TS7530.
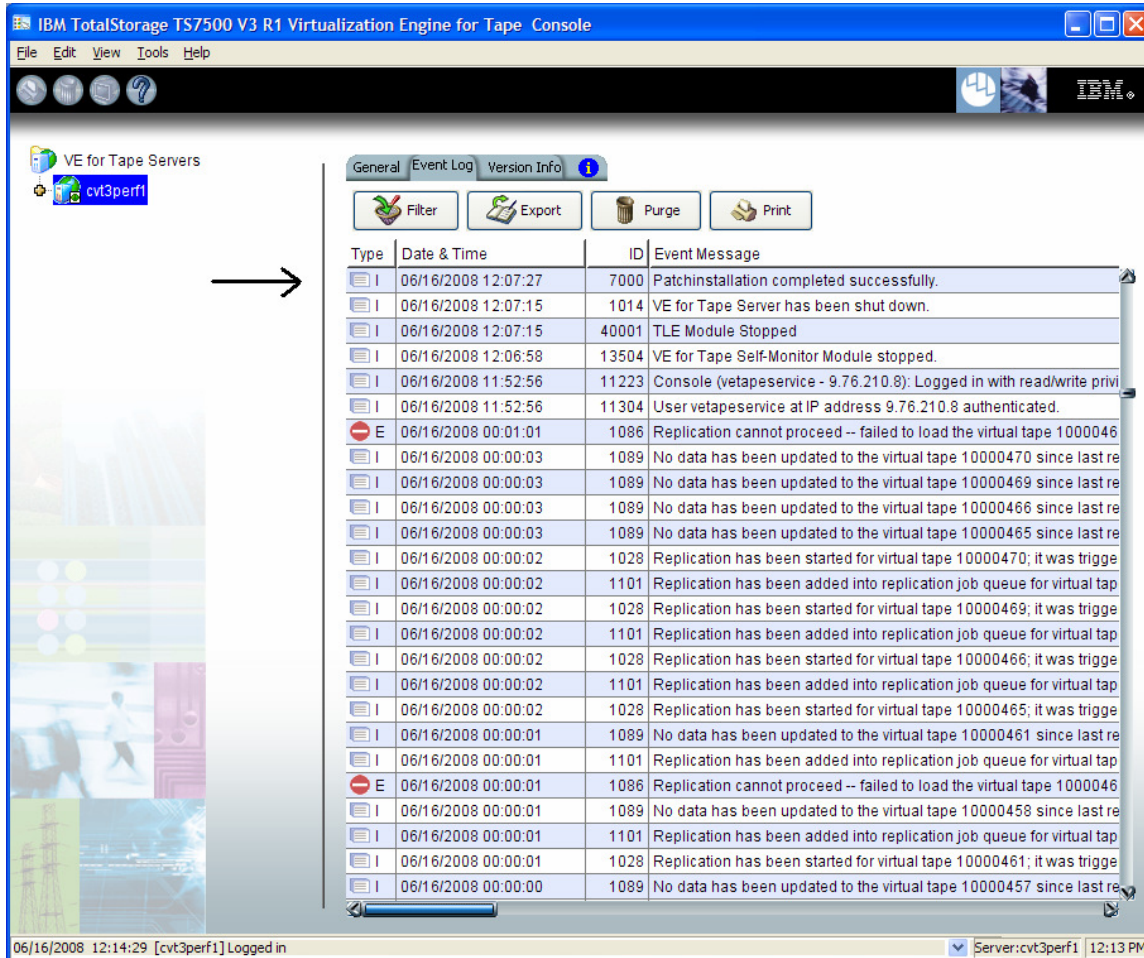

Figure-13

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6.2 Resume Failover (Only for systems with Failover configured)

Attention:
Only perform this step if step 6.1 has been successfully performed on both the upper and lower servers in the failover pair. If you have not already done so, perform step 6.1 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-CV7 servers. Refer to Figure-3 and the following procedure to Resume Failover **on each server present (both the upper and lower server if in an HA environment).**

1. If necessary, repeat steps 1 through 4 in section 1.0 to start the **VE for Tape Console** application and login to the VE for Tape server (Figure-3), 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 TS7530 Server.

3. Click **Failover →Resume Failover**.