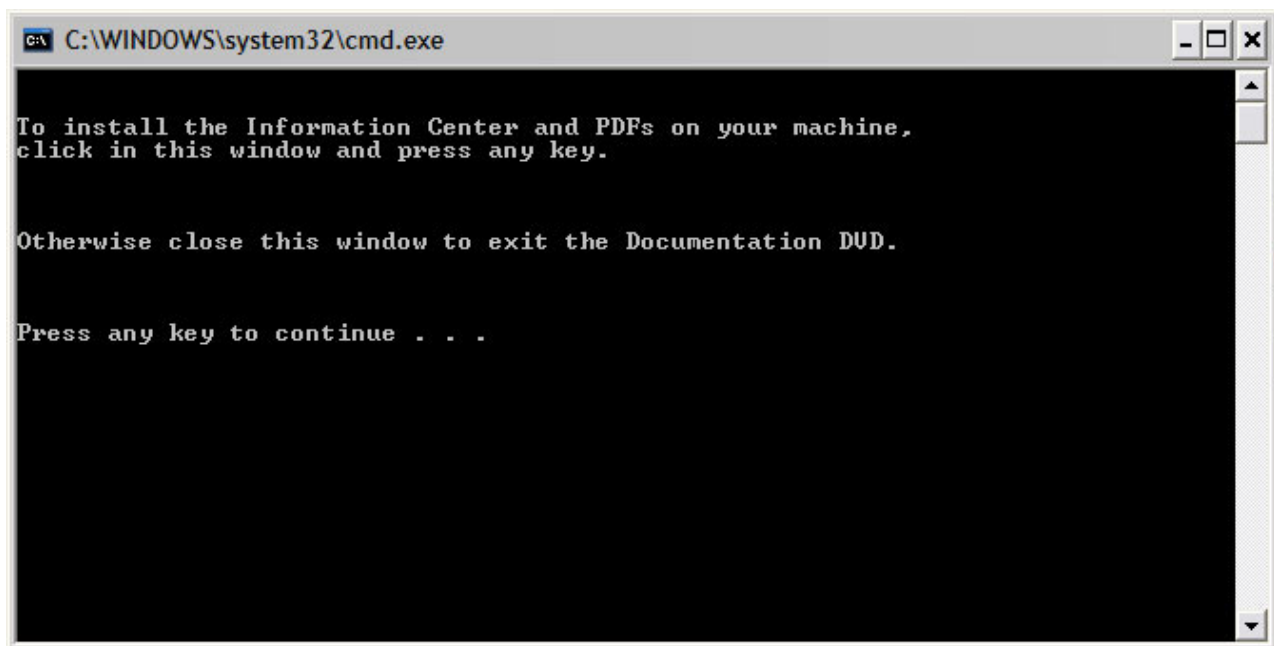# Installing and using the Storwize V7000 Unified Information Center

This document describes how to install and use the Information Center and the PDFs that the Storwize V7000 Unified installation program creates on your hard drive. This document describes using both the web installer and the DVD-based installer program. The first few steps are for using the web installer only.

Procedure

To install the Storwize V7000 Unified Information Center, complete these steps:

1. **Web-installer only:** Click the installation program for Storwize V7000 Unified to open a download page.
2. **DVD-installer only:** When installing from the DVD, a command window opens, where you must click within the command window *and* press a key to start the installer:

```
C:\WINDOWS\system32\cmd.exe

To install the Information Center and PDFs on your machine,
click in this window and press any key.


Otherwise close this window to exit the Documentation DVD.


Press any key to continue . . .
```

3. When the installation utility opens, click **Next** to continue.
4. Accept the license terms in the Software License Agreement window to continue, then click **Next** to continue.
5. Choose an installation location in the Choose Install Folder window, then click **Next** to continue.

   The default installation directory is the `C:\Program Files\Storwize V7000 Unified 1.3.2 IC` directory. This document sometimes refers to the disk drive and directory where you choose to install the Information Center as the *installation_root_directory*.
6. Review the selections you have made in the Pre-Installation Summary window, then click **Install** to continue.

The Storwize V7000 Unified Information Center requires over 2 GB on the disk due to the size of the IBM User Interface Help System built on Eclipse, eLearning modules, previous versions, and their translations.

7. As the installation proceeds, you can see various files being installed in the status line of the Installing Storwize V7000 Unified 1.3.2 IC window.

   A progress bar exists at the bottom of the window. The PDFs are installed in the PDFs folder in the installation root directory.

   An uninstall program is created and provided as a menu selection on the Start menu.

   You can view the installation log in the `Storwize_V7000_Unified_1.3.2_IC_InstallLog.log` file in the installation root directory.

   A successful completion panel is displayed after all the code is installed.

8. Click **Done** on the Installation Complete window to close the program.

9. Click **Start** > **All programs** > **Storwize V7000 Unified 1.3.2 IC** to access the options.

10. Verify that the installation is complete by viewing the Information Center entries in the Start menu list of programs.

    The Start menu has options for the Storwize V7000 Unified 1.3.2 IC to perform the following tasks:

    Storwize V7000 Unified 1.3.2 IC
    - Launch shared Information Center
    - Launch stand-alone Information Center
    - Stop shared Information Center
    - Stop stand-alone Information Center
    - Uninstall the Information Center
    - View a Storwize V7000 Unified PDF

    Whenever you start the Information Center, Eclipse performs many processes at startup that it does not need to perform later, as it runs. You'll notice a processor spike in your performance monitor as it starts. From the time it begins to the completion of the starting phase can take as long as 8 minutes on slower machines. You can tweak some of the memory parameters to match your server's capabilities. In particular, edit the IC_start.exe or IC_restart.exe command scripts and change these values if you want to tune performance:

    `-Xms256m -Xmx256m -XX:PermSize=64m -XX:MaxPermSize=128m`

    Try increasing the value of -Xmx until a failure to create the Java virtual machine occurs at startup. Then back off the amount of memory until the Java virtual machine starts. This memory is related to the machine's total RAM, but is a subset of contiguous, available virtual memory that is always much less than the total RAM amount.

    The options indicate the two ways of accessing the Storwize V7000 Unified Information Center:
    - Stand-alone mode, which is ideal for a laptop and personal use
    - Information center mode, which is referred to as shared mode in this document and in the Start menu

    Information Center mode is ideal for a server that everyone in a company might access. The Storwize V7000 Unified Information Center has more information about each mode.

    Stand-alone mode opens the Storwize V7000 Unified Information Center automatically in a browser window using a loopback port and web address.

Access the shared-mode Information Center by entering the web address into a browser window. Unlike stand-alone mode, a browser window does not automatically open.

The default web address for the Storwize V7000 Unified Information Center is this address:

```
http://server_name_or_IP:9999/help/index.jsp
```

The port is 9999, which a later step shows how to change, if necessary.

Another menu option lets you view the product PDFs. You can also view the PDFs directly without going through the Start menu by changing directories to the PDFs directory in the installation root directory and clicking the `start.html` file.

The page that opens when you choose to view a PDF is a simple HTML page that is not part of the Information Center. Simply close the page when you are done.

11. You can start the shared Information Center immediately on port 9999, or you can change the port to a port that works for your workstation or your server.

   To change the port, open the *installation_root_directory*\ `unified_132_information_center\customization_iehs`.properties file in a flat-file editor, and change **9999** to the port of your choice, then save and close the file.

12. Double-click the `IC_start.bat` command file directly to start the Storwize V7000 Unified Information Center, or choose to start the shared Information Center from the Windows Start menu.

   Anyone who can access the server or workstation by its IP address or fully qualified DNS name can access the Information Center at the `http://server_name_or_IP:9999/help/index.jsp` web address.

13. If you changed the port number, access the information center using the following information from the IBM User Interface Help System that is built on Eclipse documentation in the Information Center:

   a. Open the browser in which you want to run the information center.

   b. Enter the following syntax as the web address:

   ```
   http://server_name_where_you_installed:port/help
   ```

   For example, if you installed the Information Center on `server_abc` using port 3737, your web address is: http://server_abc:3737/help

   c. After typing the web address in the browser, press **Enter** to access the Information Center.

   d. Anyone who has access to your server can access the Information Center at that address.

14. After the Information Center starts, you can find more information about stopping, starting, and using the Information Center in the information container that is labeled **Tips and techniques: Limit search results to a specific release**.

   This set of topics describes these items:
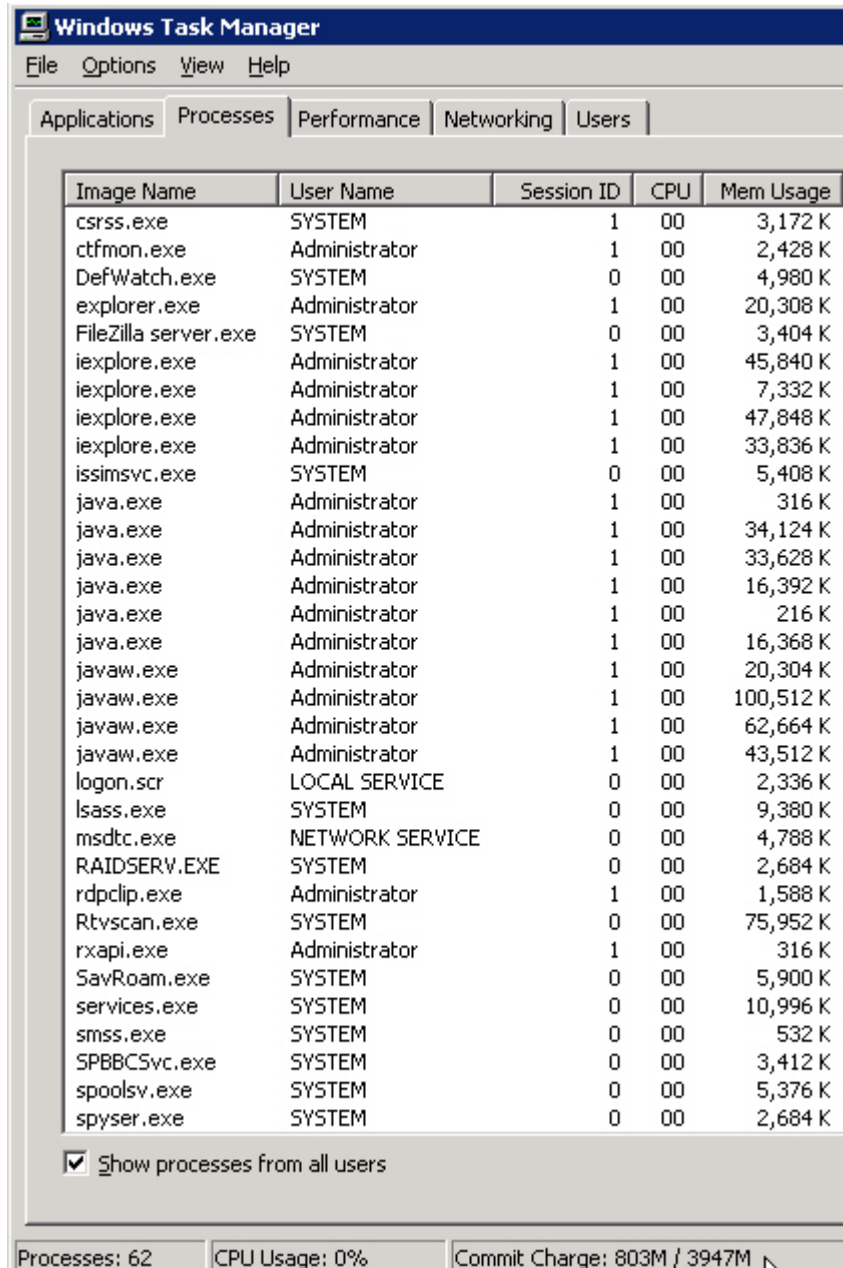
   • Starting and stopping the help system in stand-alone mode, which is how you might do it when you want to run the Information Center just for yourself

   • Starting and stopping the help system in information-center mode, which is how you do it on a server that you want many people to be able to access

   • Navigating in the help system

   • Searching in the help system

- Printing in the help system
- Accessibility and keyboard shortcuts in the help system

15. To stop the Information Center, double-click the **IC_end.bat** command file directly or choose to stop the shared Information Center from the Windows Start menu.

16. You can end the stand-alone Storwize V7000 Unified Information Center javaw instance by selecting **Stop the stand-alone IC** from the Windows Start menu.

17. If you have problems starting or stopping a shared or stand-alone Information Center, perform this step.

    The IBM User Interface Help System runs under an Eclipse javaw instance.

    When you stop the shared Information Center, the Eclipse instance is ended. Sometimes, Eclipse leaves a javaw instance running after you end it from the **Start** menu.

    Troubleshoting tip: If you stop an Information Center instance, then later, cannot start the Information Center in a new instance, the reason is probably that the original javaw instance never ended.

    If you have a stubborn javaw instance, open the Task Manager with Ctrl-Alt-Del to view processes. Sort them alphabetically and select a javaw instance to stop. Right-click a javaw instance, then click **Properties** to make sure the javaw is the one that you need to stop. You can always restart any Java programs that you inadvertently shut down.

Windows Task Manager

File   Options   View   Help

| Applications | Processes | Performance | Networking | Users |

Image Name	User Name	Session ID	CPU	Mem Usage
csrss.exe	SYSTEM	1	00	3,172 K
ctfmon.exe	Administrator	1	00	2,428 K
DefWatch.exe	SYSTEM	0	00	4,980 K
explorer.exe	Administrator	1	00	20,308 K
FileZilla server.exe	SYSTEM	0	00	3,404 K
iexplore.exe	Administrator	1	00	45,840 K
iexplore.exe	Administrator	1	00	7,332 K
iexplore.exe	Administrator	1	00	47,848 K
iexplore.exe	Administrator	1	00	33,836 K
issimsvc.exe	SYSTEM	0	00	5,408 K
java.exe	Administrator	1	00	316 K
java.exe	Administrator	1	00	34,124 K
java.exe	Administrator	1	00	33,628 K
java.exe	Administrator	1	00	16,392 K
java.exe	Administrator	1	00	216 K
java.exe	Administrator	1	00	16,368 K
javaw.exe	Administrator	1	00	20,304 K
javaw.exe	Administrator	1	00	100,512 K
javaw.exe	Administrator	1	00	62,664 K
javaw.exe	Administrator	1	00	43,512 K
logon.scr	LOCAL SERVICE	0	00	2,336 K
lsass.exe	SYSTEM	0	00	9,380 K
msdtc.exe	NETWORK SERVICE	0	00	4,788 K
RAIDSERV.EXE	SYSTEM	0	00	2,684 K
rdpclip.exe	Administrator	1	00	1,588 K
Rtvscan.exe	SYSTEM	0	00	75,952 K
rxapi.exe	Administrator	1	00	316 K
SavRoam.exe	SYSTEM	0	00	5,900 K
services.exe	SYSTEM	0	00	10,996 K
smss.exe	SYSTEM	0	00	532 K
SPBBCSvc.exe	SYSTEM	0	00	3,412 K
spoolsv.exe	SYSTEM	0	00	5,376 K
spyser.exe	SYSTEM	0	00	2,684 K

☑ Show processes from all users

Processes: 62 | CPU Usage: 0% | Commit Charge: 803M / 3947M

18. Uninstall the Information Center by clicking **Uninstall the Information Center** from the Start menu.

What to do next

Enjoy your new Information Center!