

---

# Installing and using the SAN Volume Controller Information Center

This document describes how to install and use the Information Center and the PDFs that the SAN Volume Controller installation program creates on your hard drive.

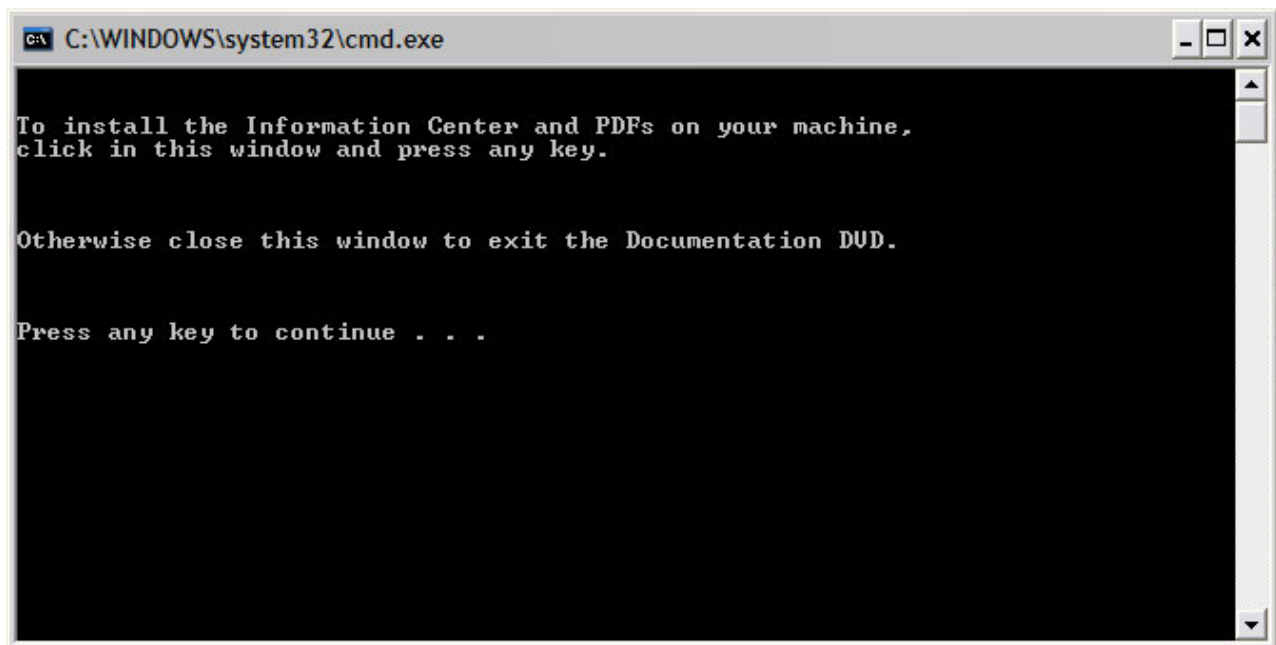
## About this task

This document describes using both the web installer and the DVD-based installer program.

## Procedure

To install the SAN Volume Controller Information Center on your workstation, complete these steps:

1. **Web-installer only:** Click the web installation program for SAN Volume Controller to open a download panel.
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:



3. Read and accept the license terms to continue, then click **Next**.
4. When the Installation utility opens the Introduction panel, click **Next** to continue.
5. Choose an installation location; then click **Next**.
6. Review the selections you have made on the Pre-Installation Summary panel, then click **Install**.

The SAN Volume Controller Information Center requires over 1.6 GB of data space on your hard disk. The space required for the several releases of SVC included in this installation is for the IBM User Interface Help System built on Eclipse and the previous translations of the earlier versions of SVC and its eLearning.

7. As the installation proceeds, you can monitor the installation of various components of the Information Center, as well as the PDFs, at the bottom of the Installing SAN Volume Controller x.x IC panel.

A progress bar at the bottom of the window indicates the progress of the installation. 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 Windows Start menu. The InstallAnywhere program names the uninstaller **Change SAN Volume Controller x.x IC installation.exe**. The uninstaller is the last component that is installed.

A successful completion is indicated on the Installation Complete panel after all the code is installed.

8. Click **Done** on the Installation Program window to close the program.
9. Click **Start > All programs > SAN Volume Controller x.x IC** to access the options.
10. Verify that the installation is complete by viewing the Information Center entries in the Windows Start menu list of programs.

The Start menu has options for **SAN Volume Controller x.x IC** to perform the following tasks:

SAN Volume Controller x.x IC

- Launch shared Information Center
- Launch shared IC minimized<sup>1</sup>
- Launch shared IC in background<sup>2</sup>
- Launch stand-alone Information Center
- Stop shared Information Center
- Stop stand-alone Information Center
- Uninstall the Information Center
- View a SAN Volume Controller PDF

Two ways of running and accessing the SAN Volume Controller Information Center exist:

- Stand-alone mode is ideal for a laptop and personal use. A personal-use only Information Center opens automatically.
- Information Center mode, which is referred to as shared mode in this document and in the Windows Start menu, does not open an Information Center automatically. You must open a browser window to point to the URL of the new Information Center.

Information Center mode is ideal for a server that everyone in a company might access. The SAN Volume Controller Information Center has more information about each mode, in this plug-in: **Tips and techniques: How to limit search**, which emphasizes how to limit search results to a specific release.

---

1. New as of 7.1, this option starts the Information Center in a minimized window.

2. New as of 7.1, this option starts the Information Center as a background process with no persistent command window.

You can also find information in the plug-in labelled, **Managing your Information Center**.

Stand-alone mode opens the SAN Volume Controller Information Center automatically in a browser window by using a loopback port and web address.

Access the shared-mode Information Center by entering the web address of the Information Center into a browser window. The default for the SAN Volume Controller Information Center is this address:

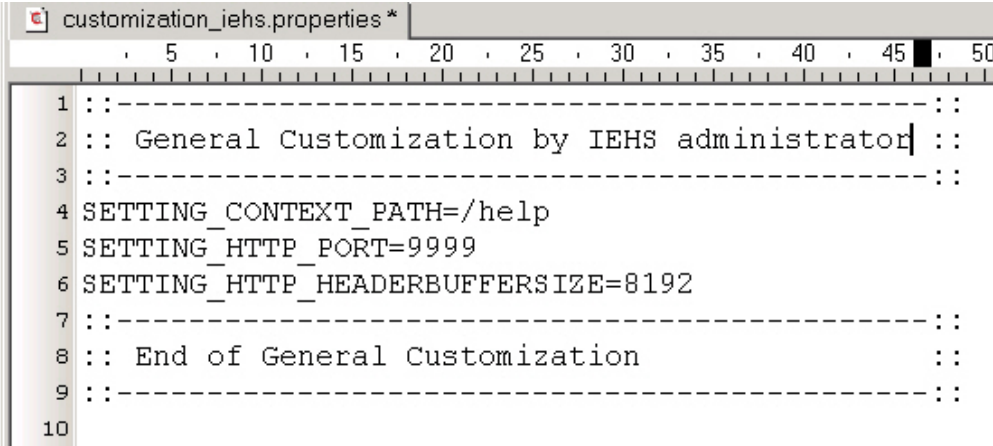
`http://server_name_or_IP:9999/help/index.jsp`

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

You can 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 select this option 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 Information Center immediately on port 9999, or you can change the port to a port that works for your workstation.  
To edit the port, open the `installation_root_directory\SAN Volume Controller x.x IC\svc_information_center\customization_iehs.properties` file in a flat file editor. Change the port from **9999** to a port that works for your workstation or server.
12. Search for **9999** to change the port to a value that works for your organization and save the file.



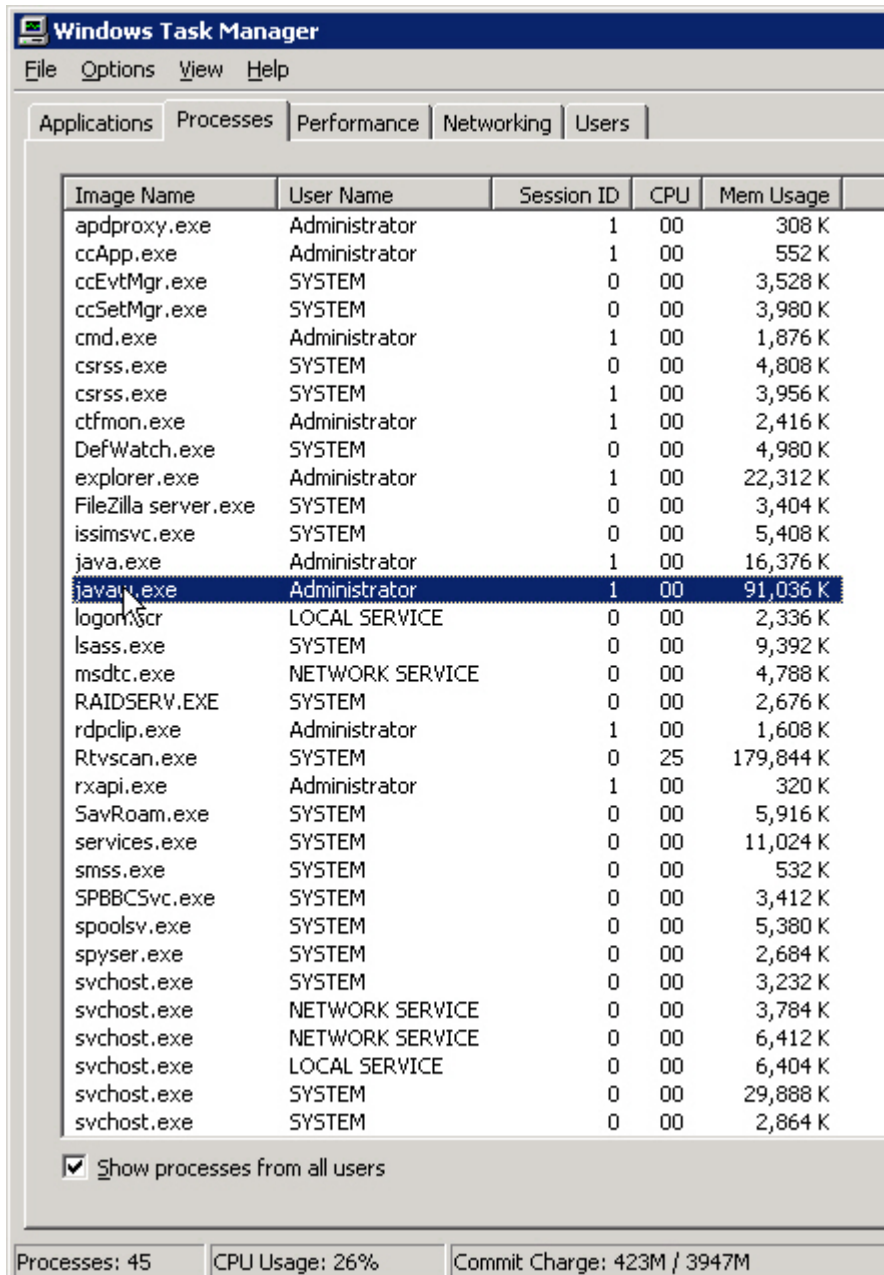
```
customization_iehs.properties *
 5 10 15 20 25 30 35 40 45 50
1  ::-----:
2  :: General Customization by IEHS administrator ::
3  ::-----:
4  SETTING_CONTEXT_PATH=/help
5  SETTING_HTTP_PORT=9999
6  SETTING_HTTP_HEADERBUFFERSIZE=8192
7  ::-----:
8  :: End of General Customization ::
9  ::-----:
10
```

13. To start the SAN Volume Controller Information Center (IC), double-click the **IC\_start.bat** command file, the **min\_IC\_start.bat** command file, or the **background\_IC\_start.bat** command file directly, or select the **Start shared IC** option, the **Start shared IC minimized** option, or the **Start shared IC in background** option from the Start menu.  
To stop the Information Center, double-click the **IC\_end.bat** command file directly or stop the shared Information Center from the 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.
14. If you change the port number, access the information center as described in the **Tips and techniques: How to limit search** documentation:

- 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`  
*server\_name\_where\_you\_installed* represents the name of the host or IP address of the system where the Information Center is installed.  
*port* represents the port that the information center uses, which is either 9999 or a port that you choose.  
 For example, if you installed the Information Center on serverabc, using port 3737, your URL is: `http://serverabc: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.
15. 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: How to limit search**. Set the search scope to drop out of sight and drop from the search results all but your own version of the SAN Volume Controller product information. This handy function is well worth the time it takes to learn how to use it. Other topics in the **Tips and techniques: How to limit search** plug-in describe 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 (including setting the scope to limit search to a specific release)
  - Printing in the help system
  - Accessibility and keyboard shortcuts in the help system
16. 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.

**Troubleshooting 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-Delete to view running processes. Sort the processes alphabetically and select a javaw instance to stop. Right-click to select **properties** to verify that the task you are stopping is your runaway javaw instance and not another program. You can always restart any Java programs that you inadvertently shut down.



- Uninstall the Information Center by clicking **Uninstall the Information Center** from the Windows Start menu, if necessary, such as before installing the Information Center in a new location.

## What to do next

Enjoy your own SAN Volume Controller Information Center!