

Guided Procedures



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Introduction to Guided Procedures

Guided configuration, replacement, and troubleshooting procedures are software tools that help you manage and maintain system components. Guided procedures automate some of the steps in complex tasks and prompt you with detailed instructions to perform any required manual steps. Guided procedures include error recovery information and online help systems with detailed manual procedures.

Help available within each guided procedure is comprehensive and context-sensitive. Using this help, the user can decide what options or practical steps can be taken, especially if a procedure is not progressing as expected.

Guided Procedures in OSM Actions

Guided procedures are launched by OSM actions. Some guided procedures are automated programs that interact with the system, while others consist entirely of documentation. These OSM actions are displayed when you right-click a CRU or FRU in an OSM Service Connection view and select **Actions**.

Guided procedures for FRUs must be used only by HP authorized service providers, as indicated in the procedure or its online help.

Use this action...	To do this...
Replace	4PSE, Blade Element and its FRUs, CLIM and its FRUs (DIMM, fan, FC Card, hard disk, NIC, PCI riser, power supply, processor, SAS card, ServerNet interface PCIe card) FCSA, Fibre Channel disk module (FCDM) and its FRUs (blower, disk, EMU, FC-AL I/O module, power supply), IOAM Enclosure, IOMF, LSU and its FRUs (optics adapter, logic board) MSEB, PMF, P-Switch FRUs (ServerNet switch board, p-switch chassis, ServerNet plug-in cards (PICs), p-switch power supplies, p-switch fans), SAS disk enclosure and its FRUs (disk, fan, I/O module, power supply, power supply and fan [CG only]) SEB, server blade [called a Processor Blade in OSM] and its FRUs (DIMM [called a Memory Card in OSM], processor, ServerNet interface mezzanine card, system board, front panel display assembly, battery) ServerNet Switch Board, ServerNet switch, SNDA, S-series Power Supply, Switch Component, VIO enclosure [called a VIO module in OSM] and its FRUs (G4SA optical PIC, FCSA optical PIC, logic board.) On some platforms, memory upgrade is supported in addition to or instead of memory replacement.
Add Node to ServerNet Cluster	Configure a ServerNet node
Multi-Resource Actions dialog box	Update firmware on multiple resources
External Loopback Test	Troubleshoot a ServerNet fabric by testing the ServerNet PIC of an IOMF2 or an MSEB CRU
Update Topology	Add a switch using documented procedures
Firmware Update	Update firmware
Configuration Update	Update switch
Bring Up and Balance Storage Paths	Restore storage paths and the default active paths
Check Storage Dependence on ServerNet Fabric	Determine whether system components are dependent on a particular ServerNet fabric

The NonStop Blade Complex Firmware Update guided procedure and Replace actions for P-switch, Blade Element FRUs, Fibre Channel disk module (FCDM) FRUs, and LSU FRUs are available with H01 AAE and later versions of T0682.

The replace action for 4PSE is available with H02 AAN and later versions of T0682 for NonStop NS 14000 servers.

The replace action for a Power Supply in an NS1000 blade element, and the Bring Up and Balance Storage Paths and Check Storage Dependence on ServerNet Fabric guided procedures are available with T0682 H02 AAP and later versions of T0682.

The replace and firmware update actions for NS1000 blade element FRUs are available with T0682H02 AAU and later versions of T0682.

The replace actions for VIO FRUs are available with T0682H02 AAW and later versions of T0682.

The replace and firmware update actions for NS1200 blade element FRUs are available with T0682H02 ABE and later versions of T0682.

Replace actions for server blade FRUs and the ServerNet switch in a NonStop BladeSystem are available with ABI and later versions of T0682H02.

Although previously released online in NTL, the Replace actions for CLIM and SAS FRUs in a NonStop BladeSystem are available with ABP and later versions of T0682.

To get OSM software, order the following from Scout for NonStop Servers:

- HP NonStop System Console Installer S7X-SWV1 Update 4 CD or later which includes the following client components:
 - T0632 (OSM Notification Director)
 - T0633 (OSM Low-Level Link)
 - T0634 (OSM Console Tools)
 - T0682 (OSM Service Connection Suite)

Use Scout to identify required RVU as well as requisite and superseding SPRs.

See also *How OSM Replaces TSM and the Guided Procedures*.

WAN Wizard Pro and Guided Procedures Installed With TSM

Guided Replacement Tools, Guided Configuration Tools, and Guided Troubleshooting Tools program groups are installed with TSM applications and are available from the Start menu on the system console:

- For TSM client 2000A and later: Start>Programs>Compaq TSM
- For TSM client 10.0: Start>Programs>TSM Client

The Update Switch procedure and the Update SWAN Firmware procedure can be launched only from the TSM Service Application. No Start menu entry is available.

To get TSM software, order the latest S-Series System Console Installer CD as an Independent Product CD from SDRC.

See also *How OSM Replaces TSM and the Guided Procedures*.

Guided Replacement Tools

The following guided procedures are in the Guided Replacement Tools program group:

Guided Procedure	Earliest TSM Client Software Version	Minimum TSM Server Required	Guides You Through the Replacement of This CRU or FRU
Replace IOMF	2001C	T7945AAX	IOMF CRU
Replace PMF	2001C	T7945AAX	PMF CRU or FRU
Replace Power Supply	2001C	T7945AAX	Power supply
Replace SEB or MSEB	10.0	T7945AAS	SEB or MSEB
Replace SNDA	2001C	T7945AAX	ServerNet/DA

Guided Procedure	Earliest TSM Client Software Version	Minimum TSM Server Required	Guides You Through the Replacement of This CRU or FRU
Replace Switch Component	10.0	T7945AAS	ServerNet II Switch, AC transfer switch, or UPS
Guided Replacement Toolkit (GRT)	9.0	N/A	IOMF CRU, PMF CRU or FRU, power supply, or ServerNet/DA in a system running TSM server version T7945AAW (shipped with G06.12) or earlier

Guided Configuration Tools

The following guided procedures are in the Guided Configuration Tools program group. WAN Wizard Pro, however, is available in the HP WAN Wizard Pro program group for TSM 2003A and later.

Guided Procedure	Earliest TSM Client Software Version	Minimum TSM Server Required	Guides You Through
Add Switch	2001B	T7945AAW	Adding NonStop Cluster Switches and changing the topology of existing ServerNet clusters
Configure ServerNet Node	10.0	T7945AAS	Preparing a NonStop Sseries server to become a node in an HP NonStop ServerNet cluster
WAN Wizard Pro	9.0	N/A	Configuring SWAN concentrators, WAN subsystem devices, and LAN adapters

Guided Troubleshooting Tools

The following guided procedures are in the Guided Troubleshooting Tools program group:

Guided Procedure	Earliest TSM Client Software Version	Minimum TSM Server Required	Guides the Trained Service Provider Through
Troubleshoot ServerNet Fabric	2001C	T7945AAX	Diagnosing problems that affect ServerNet communications between enclosures within a system.

TSM Service Application Guided Procedures

The following guided procedures can be launched only from the TSM Service Application. No Start menu entry is available.

The following guided procedures are in the Guided Troubleshooting Tools program group:

Guided Procedure	Earliest TSM Client Software Version	Minimum TSM Server Required	Guides the Trained Service Provider Through
Update Switch	2001B	T7945AAW	Updating either the firmware or configuration for a cluster switch
SWAN Fast Firmware Update	2001C	T7945AAX	Updating the firmware for the CLIPs in a SWAN concentrator

For TSM software versions prior to T8154AAX and T7945AAX (the TSM client and server), see SUPPORT NOTE S02028: Securing Guided Procedures Guidelines for an explanation of how to avoid problems created by running guided procedures using different logons on different

occasions, which can result in an inability to run a guided procedure because it cannot overwrite or delete files created previously.

