

**Installation and
Troubleshooting
Guide**

hp StorageWorks backup sizing tool

Product Version: 4.1

Second Edition (November 2003)

Part Number: 339047-003

This document summarizes the installation and troubleshooting of the downloadable Backup Sizing Tool version 4.1. HP highly recommends the use of the online version whenever possible.

For the latest version of these Instructions and other backup sizing tool documentation, go to <http://h18004.www1.hp.com/products/storageworks/ebs/ebstoolsbackupsizing.html>.



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Backup Sizing Tool Installation and Troubleshooting Guide
Second Edition (October 2003)
Part Number: 339047-002

Installation Instructions

Before using the downloadable Backup Sizing Tool you must configure the following:

- Microsoft® Internet Information Services (IIS)
- Microsoft Internet Explorer
- Your Operating System (OS)

Note: HP recommends that you use the online version whenever possible.

Configuring IIS

Complete the following steps to configure IIS:

1. Make sure that IIS is installed on your system before beginning the installation.

Note: This HP StorageWorks Backup Sizing tool will not work without IIS installed.

2. To install IIS on your machine do the following:
 - a. Obtain your original Operating System CD-ROM that was used to install Windows.
 - b. Go to **Start > Settings > Control Panel > Add/Remove Programs**.
 - c. Select **Add/Remove Windows Components** from the left-hand menu.
 - d. Select **Internet Information Services (IIS)** from the **Components** list.
 - e. When prompted insert your Operating System CD-ROM, then click **OK**.

Note: If the Microsoft Windows 2000 CD window is displayed click Exit to close the window.

- f. When the Windows Components Wizard is completed, click **Finish**.
3. By default, this sizer will be installed in the “[OS Drive]:\inetpub\wwwroot” directory. You can change the location during installation.

4. After the setup is complete, please do the following:
 - g. Go to **Settings > Control Panel > Administrative Tools > Internet Information Services (Internet Services Manager in Windows 2000)**.
 - h. In the left panel of the screen, expand the tree by clicking the **plus sign (+)** next to your machine name.
 - i. Right-click **Default Web Site**.
 - j. Select **New > Virtual Directory**, and then click **Next**.
 - k. Enter SB as the Alias name and then click **Next**.
 - l. Click **Browse** and select the folder named SB from the location where you installed the application, and then click **Next**.
 - m. Click **Next**.
 - n. Click **Finish**
 - o. Close **Internet Information Services (Internet Services Manager in Windows 2000)**.
 - p. Copy and paste the link "<http://localhost/sb/SWBST/index.asp>" in your browser address bar to launch the tool.

Configuring Internet Explorer

Complete the following steps to configure Internet Explorer:

1. Open Internet Explorer
2. Click **Tools > Internet Options...** and then click the **Security** tab.
3. Click the **Custom Level...** button and verify that *Initialize and script ActiveX controls not marked as safe* is set to **Prompt** and click **OK**. This setting allows you to save the solutions you create in the tool.
4. If your system uses a proxy server complete the following steps:
 - a. Click the **Connections** tab in the Internet Options window.
 - b. Click the **LAN Settings...** button and check the *Bypass proxy server for local addresses* checkbox.
 - c. Click **OK** to close the **LAN Settings** dialog.
 - d. Click **OK** to close the Internet Options window.
5. Reboot your system if you loaded Internet Information Services. If you did not have to load Internet Information Services, you are not required to reboot.

Operating Systems

The following OS have specific steps to completing the installation process:

- Windows® 2000
- Windows XP

Windows 2000

If you are running on Windows 2000 the installation process is complete. You can access the Backup Sizing Tool by:

- Double-click on the **HP StorageWorks Backup Sizing Tool** icon on your desktop.
- Open Internet Explorer and enter <http://localhost/sb/SWBST/index.asp> as the URL.

Windows XP

If you are running Windows XP you need to configure Distributed COM permissions for the Interactive user. After completing the steps in the previous section, complete the following steps:

1. Click **Start > Run**, and enter `Dcomcnfg` in the **Run** dialog to launch DCOMCNFG.
2. In the **Component Services** window, double-click on **Component Services** under *Console Root*.
3. Double-click **Computers** under the *Component Services*.
4. Right-click **My Computer** under *Computers* and click **Properties** on the menu that displays.

Note: The following steps will need to be repeated for both Access Permission and Launch Permission.

5. Click the **Default COM Security** tab and then click **Edit Default** button in the *Access Permissions* frame. The **Access Permission** dialog is displayed.

6. Add the IUSR_ account:
 - a. Click the **ADD** button.
 - b. Click the **Advanced** button. This will open the **Select Users or Groups** dialog.
 - c. Click the **Location** button and select the *local computer name*.
 - d. Click **OK** and then click the **Find Now** button. A list of users and groups will be displayed.
 - e. Highlight the entry which starts with *IUSR* and click **OK** to add it to the **Select Users or Groups** dialog.
7. Repeat the same instructions in Step 6 to add the **INTERACTIVE** account.
8. Click **OK** to close the **Select Users or Groups** dialog.
9. Click **OK** to close the **Access Permission** dialog.
10. Click the **Default COM Security** tab and then click **Edit Default** button in the *Access Permissions* frame. The **Access Permission** dialog is displayed.

Note: Repeat steps 6 through 9 in the Launch Permission dialog to complete the Distributed COM permissions for the Interactive user.

11. Click **OK** to close the **My Computer** dialog.
12. Select **File > Exit** to close the **Component Services** window.
13. Security Setup (This step allows StorageWorks Backup Sizing Tool users on the local machine to save solutions on this local drive):

EXISTING DOMAIN MEMBERS:

 - a. Open Windows Explorer.
 - b. Right-click the drive letter of the local drive where solutions will be stored.
 - c. Select **Properties** and click the **Security** tab
 - d. Verify that the IUSR and INTERACTIVE users have access to **READ**, **WRITE** and **MODIFY** files on the drive.

- e. If these 2 users are not displayed, click the **ADD** button to view users for the local computer.
- f. Select IUSR and INTERACTIVE users and click **ADD**.
- g. Click **OK**. Check READ, WRITE and MODIFY options for the IUSR and INTERACTIVE accounts and click **OK**.

EXISTING WORKGROUP MEMBERS:

- a. Open Windows Explorer and click **Tools > Folder Options**. and select the **View** tab.
- b. Under **Advanced settings**, scroll down and locate "Use simple file sharing (Recommended)".
- c. Uncheck the box next to "Use simple file sharing (Recommended)."
- d. Click **OK**.
- e. Right-click the drive letter of the local drive where solutions will be stored.
- f. Select **Properties** and click the **Security** tab
- g. Verify that the IUSR and INTERACTIVE users have access to READ, WRITE and MODIFY files on the drive.
- h. If these 2 users are not displayed, click the **ADD** button to view users for the local computer.
- i. Select IUSR and INTERACTIVE users and click **ADD**.
- j. Click **OK**. Check READ, WRITE and MODIFY options for the IUSR and INTERACTIVE accounts and click **OK**.

Troubleshooting Guide

Problem(s): A blank screen appears or an error message Active Server Pages error 'ASP 0115' is seen when you click **Finish** on the **User Inputs** screen.

Resolution: Change the access permissions of the **ToolResults** directory.

1. Navigate to **Tool Results** folder. By default, this is located at [OS Drive]:\inetpub\wwwroot\SB\ToolResults, where [OS Drive] is the drive letter of the local drive.
2. Right-click the **ToolResults** folder and select **Properties** to open the **ToolResults Properties** dialog.
3. Select the **Security** tab and **Everyone** user.
4. Check the **Full Control** check box in the Allow column.
5. Click **Apply** and then **OK** to close the **ToolResults Properties** dialog.

Problem: An error message Contact your nearest HP salesperson or authorized reseller for assistance with this configuration. is seen when you click on the **Finish** button in the **Server_Info** screen.

Resolution: Refer to the article <http://support.microsoft.com/default.aspx?scid=kb;en-us;Q198432> for the settings required on your machine to resolve the problem.

Problem: An error message Initial Size Failed. is seen when you click the **Finish** button in the **Server Info** screen.

Resolution: Please refer to the article <http://support.microsoft.com/default.aspx?scid=kb;en-us;Q198432> for the settings required on your machine to resolve the problem.

Problem: An error message Automation Server can't create object . is seen when you click on the **Save** button in the **Save Solution** screen.

Resolution: Please refer to the article <http://support.microsoft.com/directory/article.asp?ID=KB;EN-US;Q195826> for the settings required on your machine to resolve the problem.

Problem: Nothing happens when you click the **Customize** button in the Solution Alternatives screen or a new window fails to open when you try and open a link in a new window.

Resolution: Please refer to the article <http://support.microsoft.com/directory/article.asp?ID=KB;EN-US;Q274696> for the settings required on your machine to resolve the problem.

Problem: A blank screen appears without any results when you click the **Finish** button on the **Interconnect Configuration** screen in EBS mode or **Server Configuration** screen in DAS Mode.

Resolution: Change the access permissions of the **ToolResults** directory.

1. Navigate to **ToolResults** folder. By default, this is located at *[OS Drive]:\inetpub\wwwroot\SB\ToolResults*, where [OS Drive] is the drive letter of the local drive.
2. Right-click the **ToolResults** folder, the **Context** menu is displayed
3. Select **Properties** option to open the **ToolResults Properties** dialog.
4. Select the **Security** tab and **Everyone** user.
5. Check the **Full Control** check box in the **Allow** column.
6. Click **Apply** and then **OK** to close the **ToolResults Properties** dialog.