IBM Remote Support Manager for Storage

Compatibility Guide

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This document may extend the list of supported servers, modem and operating systems listed in *RSM for Storage Planning, Installation and User's Guide.* Refer to that document for additional planning considerations.

Servers

IBM internal databases that support for RSM for Storage use the IBM Machine Type and Serial Numbers of the servers, and therefore a System x server must be used.   The following servers have been tested with the RSM for Storage software, and installation instructions are available for configuring and using them with RSM for Storage software.

IBM 4364	x3250
IBM 8849	x306m
IBM 7978	x3550
IBM 7946	x3550m2
IBM 7944	x3550m3

Note that the hard disk drive is an option that typically must be ordered in addition to the server

The *RSM for Storage – Installation Hints and Tips* document contains specific information about the BIOS configuration and device drivers that may be required to install the Linux OS on the above servers.

You may use any IBM System x servers that meet the requirements listed below. To use servers other than those specifically tested with RSM for Storage, you will need to refer to the System x server support website for technical information about BIOS configuration and device drivers that may be required to install the Linux OS or configure the server's internal RAID capability.

Minimum Server requirements:
- 512MB of memory
- 20 GB HDD.
- Serial Port   Optional for remote access via a modem.
                        If remote access via SSH is to be permitted, this is not required.

For use with an external modem, the serial port must be on the server system board. Some servers have a build-in Remote Supervisor Adapter (RSA) that also includes a serial port. The serial port on the RSA can not be accessed by the RSM for Storage software.
- Ethernet Port
- Processor speed has not been found to be critical.

To find additional support information for System x servers:
- Go to http://www.ibm.com/support
  - Under "Support by product", click Servers
  - Under Product Support, click System x
  - Under Popular Links, click Software and device drivers
  - Click your system type

Also note that the OS installation instructions in the RSM documentation will not have been tested with other servers and there may be some slight differences. The click by click instructions in the RSM for Storage Planning, Installation and User's Guide may not apply and should therefore be viewed as a guide.

If you need assistance in completing the BIOS setup or Linux OS install for your server, you will need to contact System x support or support for the Linux OS. Depending on the terms of your support contracts, additional fees may apply.

Installing RSM for Storage in a VMware™ Virtual Client

RSM for Storage has been tested for operation in a VMware™ virtual client. Please refer to the RSM for Storage Compatibility Guide for specific configurations.

Installation in a VMware environment is intended for users that have prior experience with setup and configuration of VMware systems.   RSM for Storage Support can not provide assistance with installation, setup or configuration of a VMware environment beyond what is described here.

Virtual Client Configuration

In setting up the virtual client allocate the following resources:

- Storage: 20 GB
- Memory: 512MB
- If using an external modem, assign exclusive physical ownership of the host system's first serial port to the virtual client as /dev/ttyS0

The client must be configured to automatically start when the host reboots.

RSM for Storage Configuration

When a VMware environment is detected, by the RSM for Storage software two additional fields must be configured. You will be prompted to enter the IBM Machine Type (Product ID) and Serial number of the hosting system on the RSM for Storage Connections configuration page.   This is required in order to properly register heartbeat records from the RSM for Storage system in IBM tracking databases.

Host Servers

RSM for Storage has been tested on both SLES 10, SLES 11 and RHEL 5 running on an System x server with
- VMware Server 1.05, 2.0
- VMware ESX Server 3

Modems

Modem requirements for RSM for Storage are minimal and any V.92 56K external modem supporting the common AT command set should work. Refer to the *RSM for Storage Planning, Installation and User's Guide* for a list of the AT commands sent to the modem by the RSM software. The RSM for Storage software has been tested with the following external modems and will automatically configure them for the country of installation.

Multi-tech MultiModem ZBA	MT5634ZBA
Multi-tech MultiModem® II	MT5600BA

If you choose to use a U.S. Robotics modem, refer the to the *RSM for Storage - Installation Hints and Tips* document for special configuration procedures.

RSM for Storage has been tested with the following internal modem, which will work without requiring a special device driver.

Linux Operating Systems

Once installed, the RSM for Storage software turns the server into a single purpose appliance. Because the RSM for Storage installation modifies configuration files and interacts with several other processes, the software must be installed and run in a known environment. The RSM for Storage application has been tested with and is supported on:

Novell SUSE SLES 11.0, 11.1, 11.2

Available from Novell at http://www.novell.com/products/server/
Note: Additional software must also be dowloaded. See the *RSM for Storage Installation Hints and Tips* document.

Novell SUSE SLES 10.0, 10.1, 10.2 , 10.3 or 10.4

Available from Novell at http://www.novell.com/products/server10/

SLES 10 can be ordered with or without telephone support. Depending on your experience with
Linux, you may wish to consider options that provide telephone support.
Note: Additional software must also be dowloaded for SLES 10.4. See the *RSM for Storage Installation Hints and Tips* document.

Novell SUSE SLES 9 (Service Pack 3 or 4 only)

Available from Novell at http://www.novell.com/products/server9/

Note 1: Service Pack 3 CD's are only available as a download from Novell using the registration number that comes with the SLES 9 base installation package.

Red Hat RHEL 6.0, 6.1, 6.2, 6.3 or 6.4

Available from Red Hat at http://www.redhat.com/products/enterprise-linux/server/compare.html

For installation instructions for RHEL6, refer to the *RSM for Storage – Hints and Tips* document.

Red Hat RHEL 5.0, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8 or 5.9

Available from Red Hat at http://www.redhat.com/products/enterprise-linux/server/compare.html

For installation instructions for RHEL5, refer to the *RSM for Storage – Hints and Tips* document.

Red Hat RHEL 4 AS (Update 4, 5 or 6 only)

Depending on how you ordered the Linux OS, you may need to use your certificate number to download the RHEL 4, Update CD's.

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