IBM

Customer Installation Instructions
TS7520/TS7530 Call Home Uninstallation Procedure using the Call Home Utility
Disk for 3954-CV6/CV7 Virtualization Engine

Call Home Utility Disk– Disk for uninstalling the TS7520/TS7530 Call Home
function if it is an undesired function.

TS7520 Software Version 2.1 (Build 1382)
TS7530 Software Version 3.1 (Build 1465)
call_home_utility_disk.zip

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Before Installation (Section 1 through 5)

Warning:
Throughout this documentation, there are occurrences of service passwords and sudo commands that are used to manage and configure the product. Improper use of these commands and passwords poses significant risk to the product and your data. It is imperative that these commands and passwords are used only as documented.

1 Machines Affected

This is an uninstallation procedure for the TS7520/TS7530 3954-CV6/CV7 Virtualization Engine.

This procedure should be applied to TS7520 systems with software version 2.2 or TS7530 systems with software version 3.1 that have Call Home on them. It should only be applied if Call Home is not a desired functionality.

2 Prerequisites

For more information on the Call Home functionality and its benefits, please cosult the *TS7520 Call Home Function Installation and Setup Guide* or the *TS7530 Call Home Setup Guide*.

Call Home should be installed on the desired TS7520/TS7530 in which the Call Home function is undesired.

3 Purpose and Description

This procedure should be applied to all TS7520 systems with software version 2.2 or TS7530 systems with software version 3.1 that have Call Home. It should only be applied if Call Home is not a desired functionality.

4 Procedure Time

The average time to apply this procedure on an HA configuration is 30 minutes. The average time required to verify Call Home uninstallation on an HA configuration is 10 minutes. The number of persons required to apply this procedure is one.

5 Details of Performing the Call Home Uninstallation Procedure

Perform the steps outlined in sections 5.1 and 5.2 on all servers with Call Home. The following programs will be uninstalled:

1. IBM Electronic Service Agent (eSA)
2. IBM Director Core Services

> **Note**: It is not necessary to suspend failover during this procedure because it does not require a system shutdown or a system reboot.

5.1 Performing the Call Home Uninstallation Procedure

Use the following procedure to uninstall the Call Home functionality.

1. Insert the **Call Home Utility Disk** TS7520/TS7530 server's CD-ROM drive.
2. Log in to **PuTTY** by selecting **Start > Programs > PuTTY > PuTTY**. The user id is **vetapeservice** and the password is **service4u**. Refer to Appendix A in the Call Home documentation for information on logging into the server using PuTTY.
3. To mount the CD-ROM, on the command line enter the command:
    sudo mount /dev/hda /media/cdrom
4. To start the recovery script, on the command line, enter the command:
    /media/cdrom/Call_Home_Uninstall.sh
5. When the recovery process finishes, unmount the CD-ROM, on the command line enter the command:
    sudo umount /dev/hda

5.2 Call Home Uninstallation Verification

Use the following procedure to verify Call Home functionality uninstallation.

6. Log in to **PuTTY** by selecting **Start > Programs > PuTTY > PuTTY**. The user id is **vetapeservice** and the password is **service4u**. Refer to Appendix A in the Call Home documentation for information on logging into the server using PuTTY.
7. To verify eSA uninstallation on the command line enter the command
    ls /home/esadmin/ServiceAgent
    a. Result: **/bin/ls: /home/esadmin/ServiceAgent: No such file or directory**
8. To verify Director Core Services uninstallation on the command line enter the command:
    ls /opt/ibm/director
    a. Result: **.   .. bin cimom**
    b. These are residual directories that may be left behind, but all the other directories are removed and Director Core Services will no longer function.