

Novellano, Douglas [CCC-OT_IT]

From: Balasubramanian, Raja [CCC-OT_IT]
Sent: Thursday, August 04, 2011 1:37 PM
To: Hines, Kery [CCC-OT_IT]
Subject: RE: Element manager access

Thanks, Kery. After making changes to IE, EM is working now.

Thanks

Raja

SAN Support

Phone 908-563-3435

e-mail raja.balasubramanian@citi.com

VT queue: **cti-na-san-support**

RFC (Virtual Change) Approval class: **DCGDSUPM**

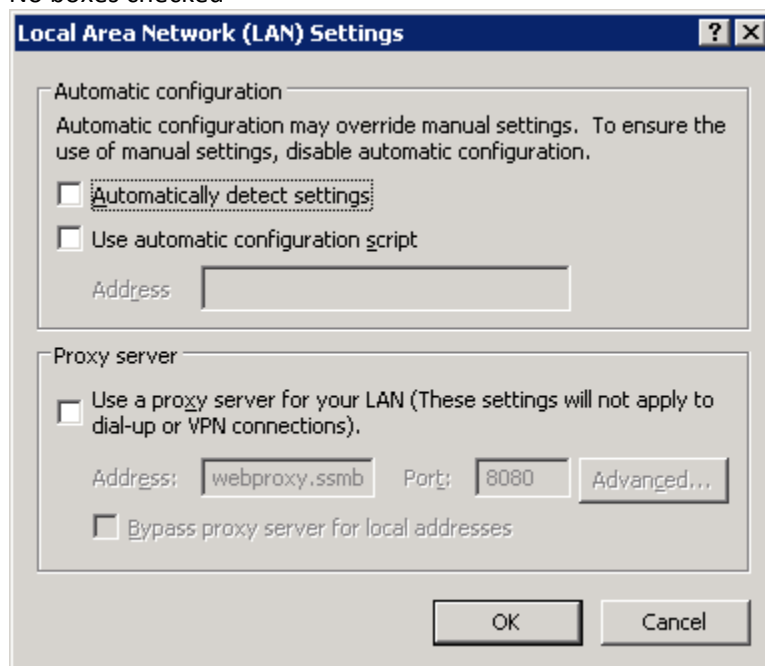
DSM URL <http://san.nam.nsroot.net>

From: Hines, Kery [CCC-OT_IT]
Sent: Thursday, August 04, 2011 11:38 AM
To: Balasubramanian, Raja [CCC-OT_IT]
Subject: RE: Element manager access

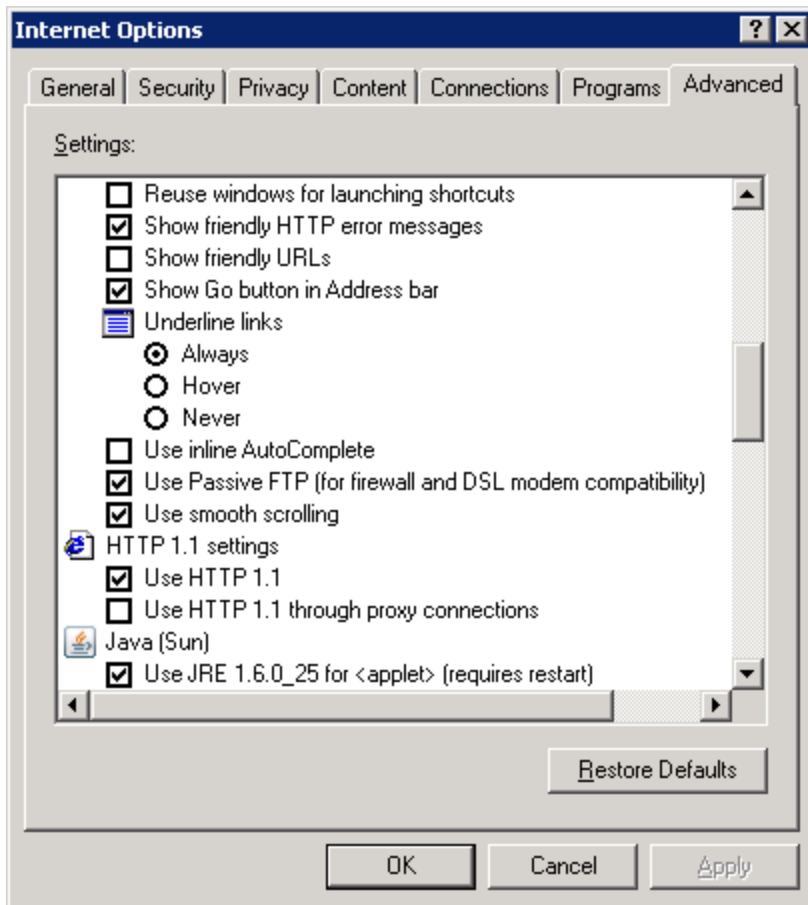
Raja,

I can launch EM just fine... Probably an IE setup issue... Make sure the following are set in IE...

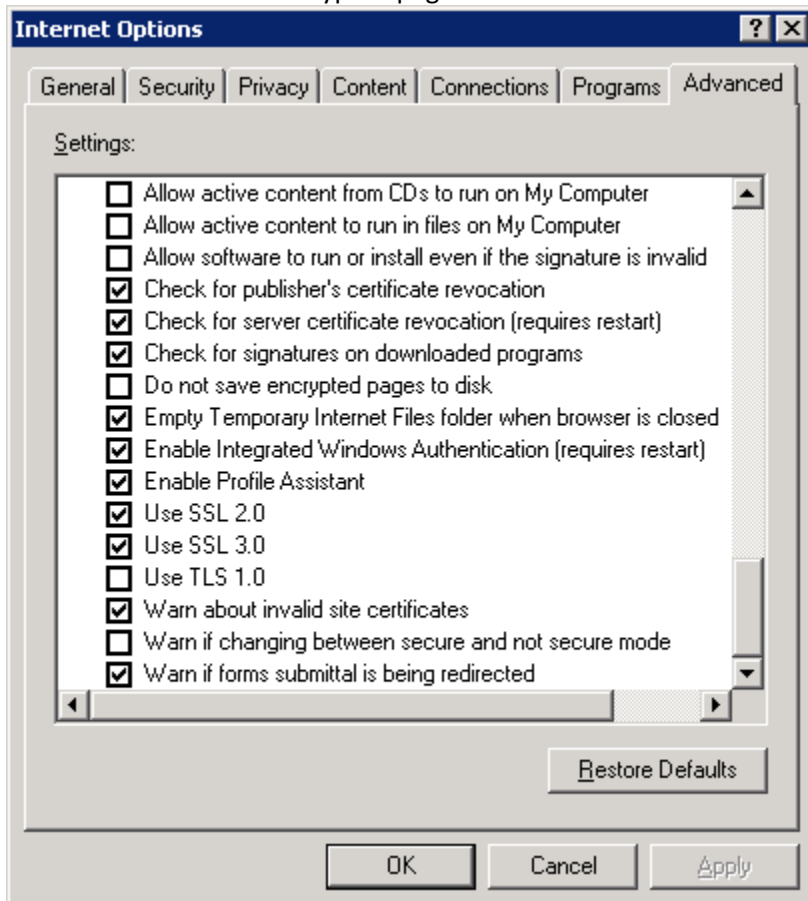
No boxes checked



Uncheck reuse windows



uncheck "do not save encrypted pages to disk"



Regards,

Kery Hines

From: Balasubramanian, Raja [CCC-OT_IT]
Sent: Thursday, August 04, 2011 8:12 AM
To: Hines, Kery [CCC-OT_IT]
Subject: Element manager access

Kery,

I see this download message, when trying to launch Element Manager from HCS 7.0 for arrays in Silver.

What should I do? What is the workaround?

Storage System	USPV_OSH061N8664	Open-Allocated Capacity	44.13 TB	Microcode SVP	60-05
Model	USP_V	Open-Unallocated Capacity	6.36 TB	Microcode DKC	60-05
Serial No.	18664	Open-Reserved Capacity	58.61 TB	Total Cache	96.00
IP Address	172.31.90.87	Mainframe-Unspecified Capacity	0 MB	Last Refreshed	2011-

Detailed Information

Group

[DP Pools](#)

[Parity Groups](#)

[Open-Allocated](#)

[Open-Unallocated](#)

[Open-Reserved](#)

[Mainframe-Unspecified](#)

[External Storage](#)

File Download

Do you want to save this file?

Name: LoginEx.jnlp
Type: JNLP File, 2.13 KB
From: 172.31.90.87

Save

Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not save this file. [What's the risk?](#)

Thanks

Raja

SAN Support

Phone 908-563-3435

e-mail raja.balasubramanian@citi.com

VT queue: **cti-na-san-support**

RFC (Virtual Change) Approval class: **DCGDSUPM**

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