

Power Systems Virtualisation from IBM - Technical Webinar User Group

Today


Electronic Service Agent Starting at 10:00 am UK time by Steve Harnett



Smart Meeting → Put questions into the Chat box
or AT&T Toll Free phone for better audio

- ⑩ 0800-368-0638 = UK Toll Free
- ⑩ 0203-059-6451 = UK but you pay for the call
- ⑩ Then 6403785# Participant Code
- ⑩ Other countries see chat box for the website
- ⑩ Please Mute with *6



 Twitter:
 Steve Harnett @neverfishagain
 Jyoti Dodhia @JyotiDodhia

 AIXpert Blog →
<http://tinyurl.com/AIXpert>

 5 new movies on Shared Storage Pools →
<https://www.ibm.com/developerworks/community/blogs/aixpert/?lang=en>

What next?

Future Sessions : <http://tinyurl.com/newUK-PowerVM-VUG>

- June 12th: Active and Dynamic Systems Optimizer ASO/DSO
- June 19th: Shared Storage Pools Phase 3
- July 31st: Whole POWER Machine Monitoring



IBM Electronic Service Agent



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Agenda

- IBM Electronic Service Agent – what is it ?
- Business benefits, why use ESA ?
- How ESA works
- How is it configured and maintained (demo)
- Questions



IBM Electronic Service Agent – What is it ?

- Secure, integral component of IBM's Electronic Services support strategy.
- Fully supported, free software tool that resides on customer systems to monitor events and system service information. Automatically and electronically sends error information to IBM to aid in problem resolution.
- Provides inventory and configuration information through "My Systems" which can be used in searching the IBM knowledge base through "My Search" (formerly Premium Search).
- It shows "zero latency" inventory data to support engineers to ensure the support engineer has the latest inventory and configuration information even if the system is down.
- Designed to be flexible and proactive:
 - Automatically detects and submits hardware problems to IBM support
 - Secure transmission via internet (HTTPS) or modem
 - Clients available for all IBM Systems (IBM I, P, Z & X, including HMC environments and DS8000 Storage)
 - Communicates securely through gateways to provide customers a single point of exit from the customer site
 - Fully customizable by customer



Why should my business use it ?

'Free of Charge'
with IBM
warranty/ maintenance

Deeply integrated into
hardware, software
and management

Can you
afford

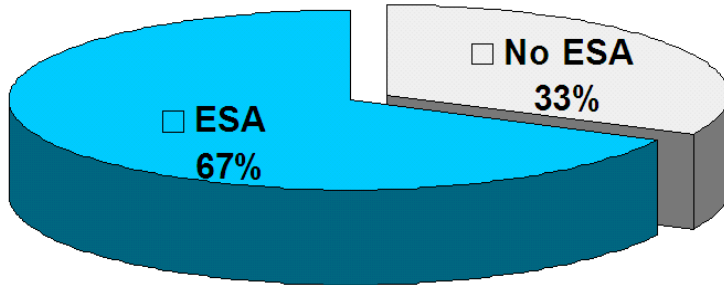


Fully automated
24 x 7 x 365 system and
environment monitoring
and call placement

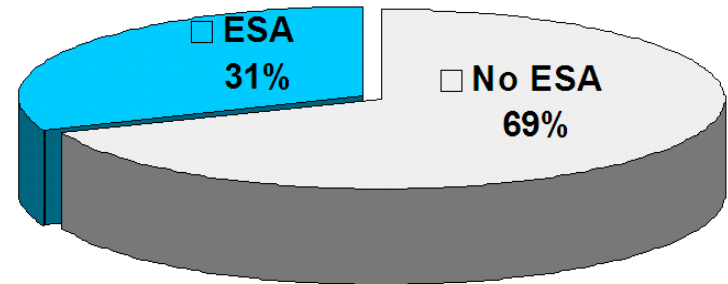
Highly Secure
EAL4+ certified

IBM Electronic Service Agent™ systems have less unplanned outages

9119-FHA: Electronic Service Agent usage



9119-FHA: Unplanned outages



What can ESA do for me ?

Higher availability

- Secure, 24x7 proactive monitoring: downtime avoidance
- Less personnel time gathering information and reporting problems

Accurate fixes

- Faster on-site response with parts, location, and problem information
- Automatic sending of system logs for problem determination and resolution

Enables proactive tools

- My Notifications: customized, proactive recommendations
- Performance Management: manage system capacity
- My Systems: compare firmware levels across your datacenter

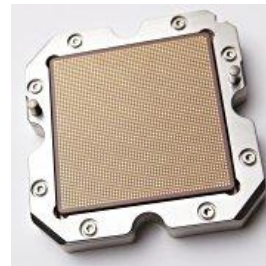
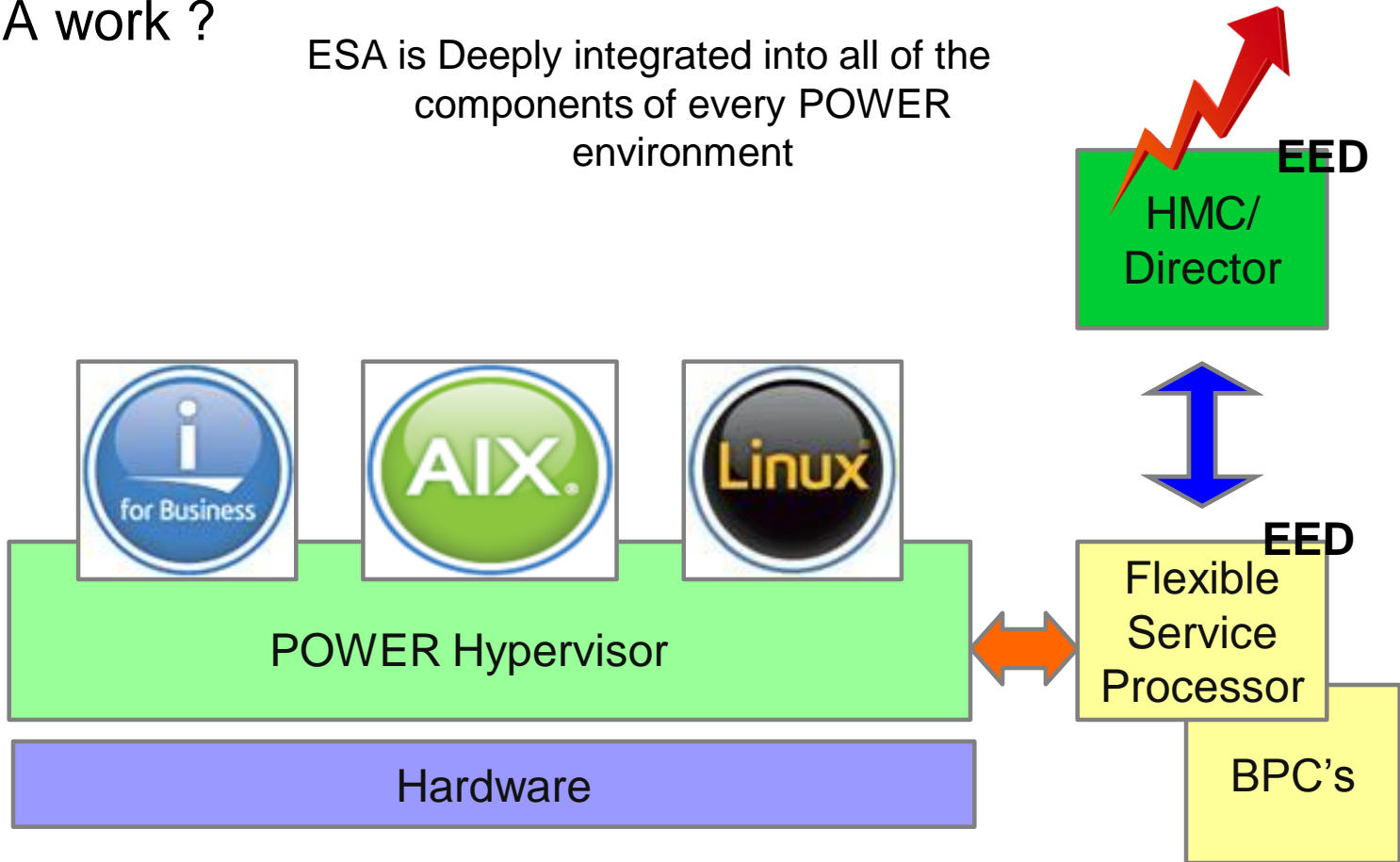


How does ESA work ?

ESA is Deeply integrated into all of the components of every POWER environment

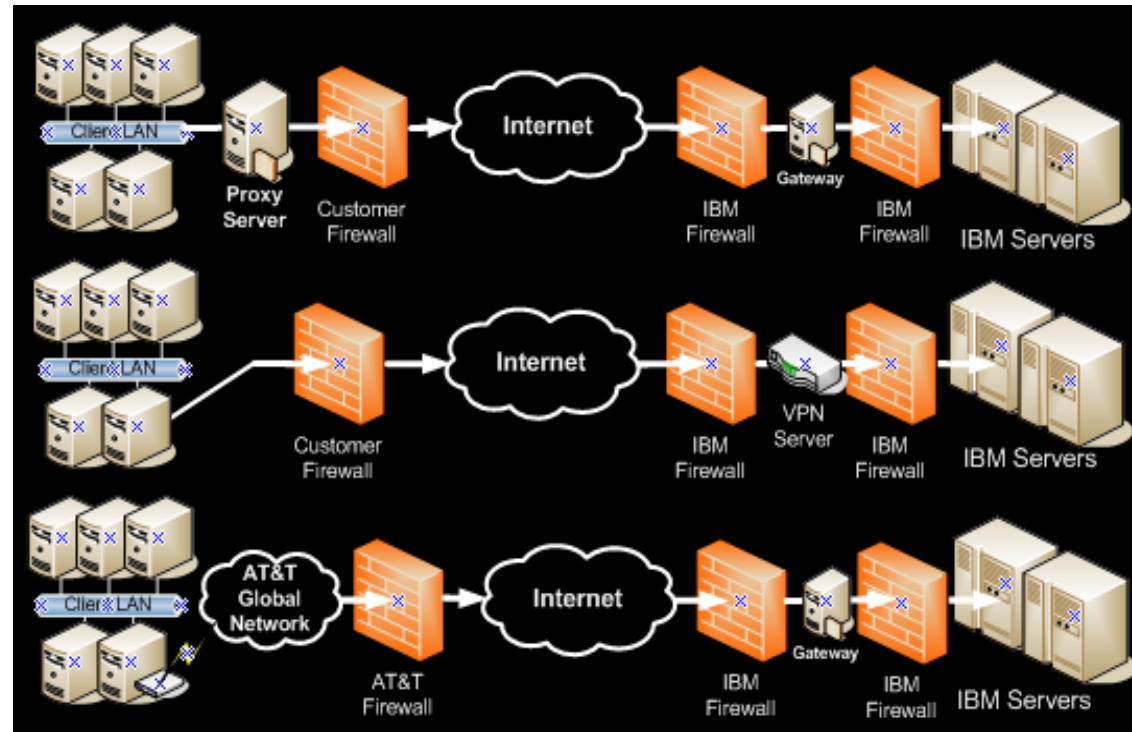
First Failure Data Capture 'FFDC'

Extended Error Data 'EED'



Connectivity

- Three main methods of connectivity :
 - SSL – ‘Internet’
 - Most simple to configure
 - VPN
 - Secure VPN ‘tunnelling’
 - Modem – Not recommended
 - Can be slow to call IBM and to offload EED



<http://www-01.ibm.com/support/docview.wss?uid=isg3T7000236&aid=1> HMC security whitepaper



How do I configure ESA ?

- HMC / Systems Director – ESA guided setup wizard
 - Completed once the HMC networking has been configured

- AIX
 - 'Smit ESA_main'
Menu driven very simple and straight forward but not necessary in most typical HMC managed POWER environments.

- IBM I
 - 'Go Service'

- Linux
 - 'esacli activate'

Note* None of these are necessary in most typical HMC managed environments



Sources of information

Electronic Service Agent Website :

<http://www-01.ibm.com/support/esa/>

Security whitepaper :

<http://www-01.ibm.com/support/docview.wss?uid=isg3T7000236&aid=1>

HMC

<http://www-01.ibm.com/support/docview.wss?uid=isg3T7000235&aid=1>

AIX and VIOS

<http://www-304.ibm.com/support/docview.wss?uid=isg3T7000557&aid=1>

Linux and Windows

IBM POWER Systems Infocenter :

<http://pic.dhe.ibm.com/infocenter/powersys/v3r1m5/index.jsp>

IBM Support portal :

[http://www-947.ibm.com/support/entry/portal/overview/software/software_support_\(general\)](http://www-947.ibm.com/support/entry/portal/overview/software/software_support_(general))



