IBM Electronic Services

IBM Electronic Services Web Portal
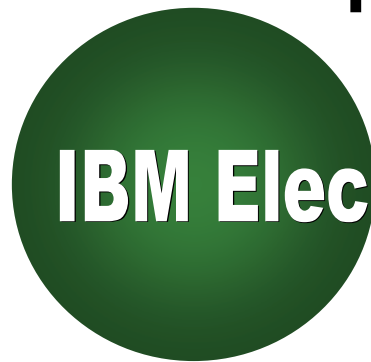
Powered By

IBM Electronic Service Agent ™

Service automation for your IBM system

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IBM Electronic Services featuring IBM Electronic Service Agent ™

Agenda

- **IBM Electronic Services overview**
- IBM Electronic Service Agent™
- IBM Electronic Services tools suite
- Question & Answer
- Bonus Section:
    - Sample Installations

IBM Electronic Services featuring IBM Electronic Service Agent ™

IBM Electronic Services Overview

IBM Electronic Services is comprised of two separate, but complementary, elements.
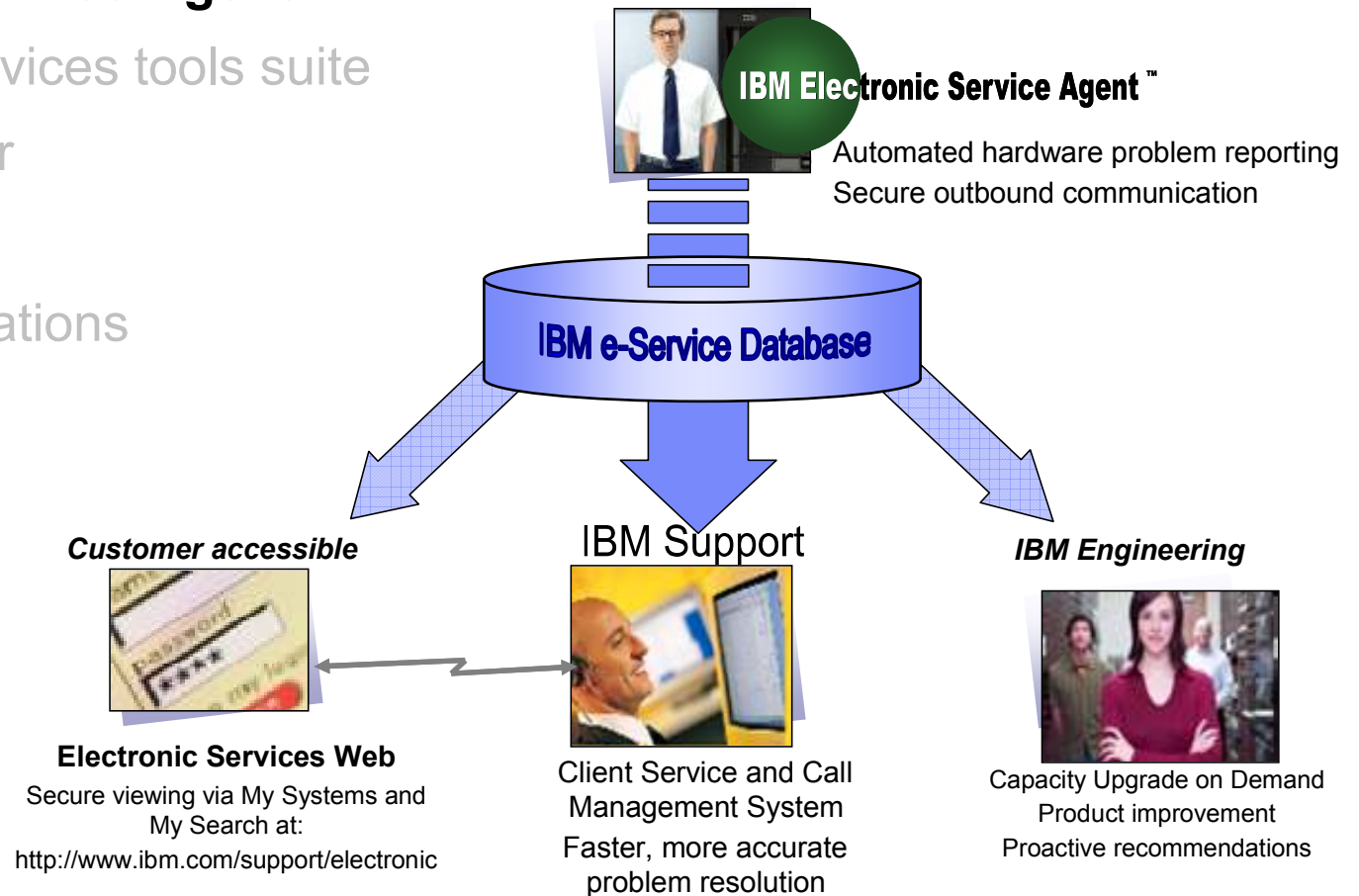
IBM Electronic Service Agent™ and IBM Electronic Services web portal

- IBM Electronic Service Agent ™
  - No-additional-charge software that resides on your IBM
  - 24 x 7 System Monitoring
  - Reports H/W error logs and performance information
  - Automatic H/W problem submission
  - Tracks system inventory
  - Automated Microcode PTF downloads
  - IBM CSR access to data whilst diagnosing problems
- IBM Electronic Services web
  - A single entry point for hardware and software support
  - 24-hour access to customized IT information
  - Access to web-delivered Premium Services
  - The ability to submit a hardware and/or software problem electronically
  - The ability to research technical problems
  - The ability to view Electronic Service Agent ™ information
  - More efficient IT operations.

IBM Electronic Services featuring IBM Electronic Service Agent ™

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IBM Electronic Service Agent ™

Automated hardware problem reporting
Secure outbound communication

IBM e-Service Database

Customer accessible

Electronic Services Web
Secure viewing via My Systems and
My Search at:
http://www.ibm.com/support/electronic

IBM Support

Client Service and Call
Management System

Faster, more accurate
problem resolution

IBM Engineering

Capacity Upgrade on Demand
Product improvement
Proactive recommendations

IBM Electronic Service Agent ™

Electronic Service Agent: secure tool resides on client systems and automatically reports problems to IBM Support. Also transmits system information to IBM upon installation and as the environment changes.

Reports errors and system inventory

IBM Support Center: analyzes problem details and inventory information and creates an action plan. If an onsite service call is required, the engineer will arrive with the necessary parts to quickly resolve the issue.
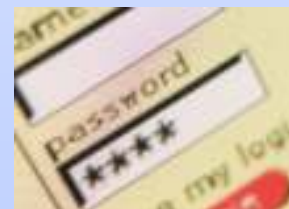
Superior support and service

Client: Using the IBM ID entered during activation, clients can view and search system information in the secure "My Search" section of the Electronic Services Web site at:
http://www.ibm.com/support/electronic

Client can view systems data online

IBM Electronic Services featuring IBM Electronic Service Agent ™   © 2008 IBM Corporation

Why? IBM Electronic Service Agent ™

High availability
- Automatic: Secure, 24x7 proactive monitoring; downtime avoidance
- Fast: less personnel time gathering information and reporting problems

Easy to use
- No-charge tool. Integrated in **HMC, AIX®, i5/OS®;** download for other OS
- Supports all IBM Systems (**x i p z**); **BladeCenter®; DS8000™; NSeries**

Secure routing
- Outbound only; Secure data transmission and storage
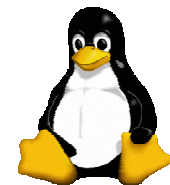- Intelligent: knowledge base filtering, routes problems to the experts

Accurate fixes
- Faster on-site response with parts, location, and problem info known before arrival
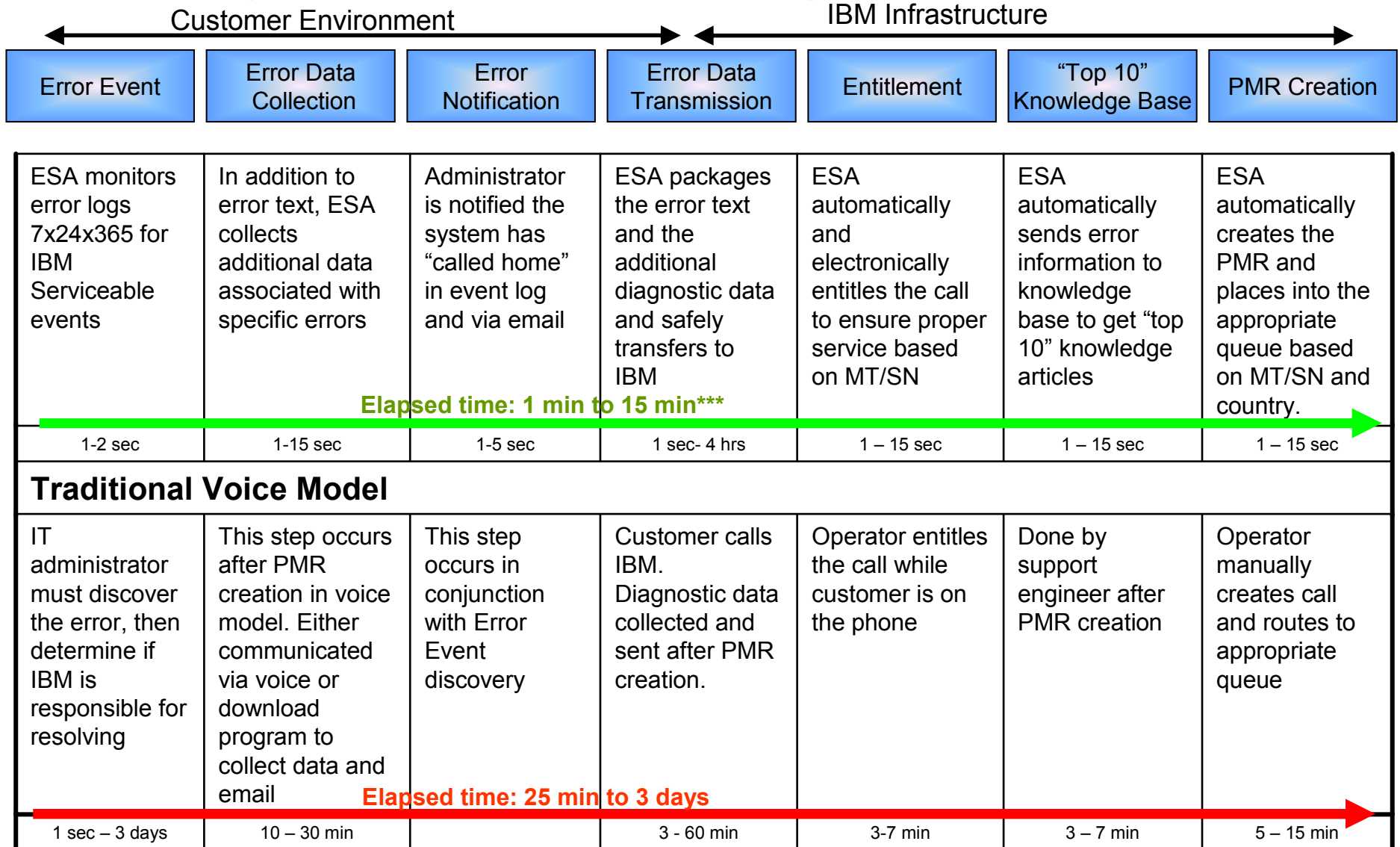- Solutions not requiring parts are handled remotely, eliminating travel

Additional client tools
- Enables Electronic Services tools suite that provides targeted and accelerated support ibm.com/support/electronic

HMC

AIX 6

AIX L

i5OS

Service Agent Problem Reporting Process Flow

Customer Environment ◄──────────► **IBM Infrastructure** ◄──────────►

Error Event	Error Data Collection	Error Notification	Error Data Transmission	Entitlement	"Top 10" Knowledge Base	PMR Creation
ESA monitors error logs 7x24x365 for IBM Serviceable events	In addition to error text, ESA collects additional data associated with specific errors	Administrator is notified the system has "called home" in event log and via email	ESA packages the error text and the additional diagnostic data and safely transfers to IBM	ESA automatically and electronically entitles the call to ensure proper service based on MT/SN	ESA automatically sends error information to knowledge base to get "top 10" knowledge articles	ESA automatically creates the PMR and places into the appropriate queue based on MT/SN and country.

Elapsed time: 1 min to 15 min***

1-2 sec	1-15 sec	1-5 sec	1 sec- 4 hrs	1 – 15 sec	1 – 15 sec	1 – 15 sec

Traditional Voice Model

IT administrator must discover the error, then determine if IBM is responsible for resolving	This step occurs after PMR creation in voice model. Either communicated via voice or download program to collect data and email	This step occurs in conjunction with Error Event discovery	Customer calls IBM. Diagnostic data collected and sent after PMR creation.	Operator entitles the call while customer is on the phone	Done by support engineer after PMR creation	Operator manually creates call and routes to appropriate queue

Elapsed time: 25 min to 3 days

1 sec – 3 days	10 – 30 min		3 - 60 min	3-7 min	3 – 7 min	5 – 15 min

*** dial connection speeds are starting to impact customers – effort to move to broadband started

IBM Electronic Service Agent™ benefits to customers

Proactive Support

➢ IBM warns me of potential problems *before* they cause unplanned downtime

➢ When I call IBM, I no longer hear, "we've seen that before"

Benefits:

Less unplanned downtime means higher availability

Customized Web Experience

➢ IBM's web site only shows me information relevant to the systems I have installed

Benefits:

Less time spent reading through data not relevant to me and more time finding what I need

Reactive Support

➢ IBM responds faster to my system problems and solves them faster

Benefits:

Faster access to key IBM resources
Faster problem resolution means higher availability

Client Self Assist

➢ I have access to knowledge and Intellectual capital based on systems I have installed

Benefits:

I can solve problems on my own because IBM's tools know what I have installed

Current Initiatives

IBM Electronic Service Agent

Continued 2008 focus on security, acceptance, usability

- ➢ Complimentary IBM installation/activation with high-end POWER6™ machines

- ➢ ESA on HMC install wizard improvements

- ➢ Updated HMC security & connectivity whitepaper

- ➢ ESA integrated with AIX 5.3 TL6 and AIX 6.1

- ➢ Business Partners communications

- ➢ Documentation updates

- ➢ Improved Electronic Services website

IBM Electronic Services featuring IBM Electronic Service Agent ™

Electronic Service Agent Components

- **Hardware problem reporting**
  - Indicates and prevents hardware errors by early detection of potential problems and automatically calls IBM Service when necessary.

  - Once inside IBM, a problem error data is run through TSKBS and knowledge articles are appended to the PMR.

- **System service information**
  - Collects and electronically sends system information to IBM to provide improved service.
  - The categories of information collected are:
    - Customer contact information
    - System utilization
    - Performance
    - System failure logs
    - Feature codes
    - Part numbers, serial numbers
    - Part locations
    - Software inventory
    - Operating system applications
    - Program temporary fix (PTF)
    - Maintenance levels
    - Configuration values

System inventory information is stored in a secure database which is protected behind IBM firewalls.

System inventory information is treated as confidential information. It is viewable only by the Client and IBM.

Client's Business Applications or Business-Data are never collected or transmitted.

Connectivity & Security

- **Internet SSL**
  Standalone p and HMC 5.2.0 and later
- **Internet SSL (with Proxy)**
  Standalone p and HMC 6.1.0 and later
- **Internet VPN**
  Standalone p and HMC
- **Modem**
  Standalone p and HMC

- Standalone servers or partitions can be connected directly and/or with the HMC
- The HMC can use an internet connection to connect to IBM. Communications are handled through TCP sockets and use Secure Sockets Layer (SSL) to encrypt the data.
- The HMC can also be enabled to connect to the internet through a proxy server.
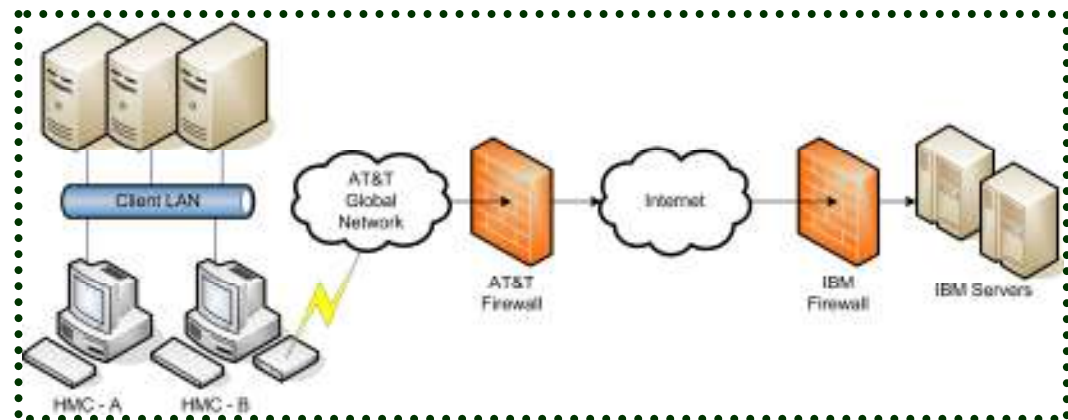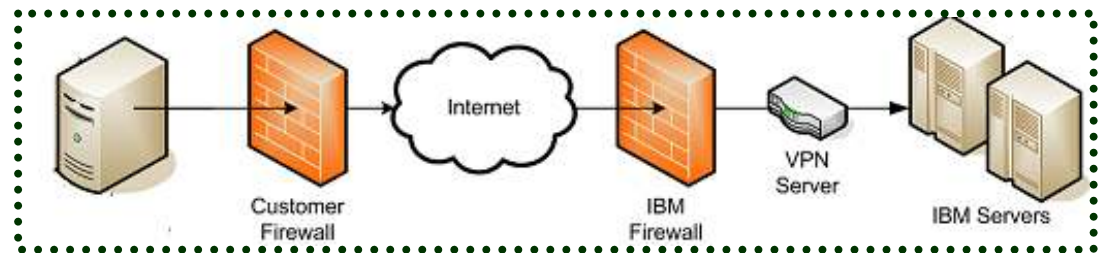
IBM Electronic Services featuring IBM Electronic Service Agent™

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- IBM Electronic Service Agent™

- **IBM Electronic Services tools suite**

- Question & Answer

- Bonus Section:

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Electronic Service Agent is the foundation of IBM's Electronic Services tools and resources. Clients with service agreements and ESA can leverage the inventory, monitoring and self-help resources "on-demand" while ensuring that IBM has the correct data to quickly and correctly respond to hardware issues.

Why IBM Electronic Services Web Portal

- Entry point to IBM support and service functions
- Single point to get access to:
  - View your installed inventory data – from anywhere regardless of systems status
  - Advanced Search integrating your inventory data collected by Service Agent
  - Be notified of issues that could impact or be of interest to you
    - pending support
    - Product end of service
    - Contract expirations
  - Compare installed fixes against all available fixes
  - Submit/Manage a Service Request – ALL products to anywhere from anywhere
  - Access other Premium Services
- Remote Sharing/Control and Chat
- Displays content/capabilities available in selected country
  - 82 Countries – 22 languages
  - Facilitate international countries
- Easy education of all function provided by "Site Tours"

Portal Home Page

- Entry point for Electronic Services
- Linked form IBM.COM pages
- Primary focus on explaining IBM Electronic Services
- Rotating verbiage next to picture highlighting major functions of IBM Electronic Services
  - Direct link to highlighted function
- Right Hand side provides modules on each of the major areas

- www.ibm.com/support/electronic

My Search using ESA inventory data

My Search using inventory data

- By checking two boxes you can filter the search using your system inventory – installed products, OS type and release, and installed fixes.
- This search goes against IBM's robust database of technical support information. Finding what you need and ignoring the rest is what My Search is designed to provide.
- The search results are reduced to the items that are relevant to your system and installed inventory – often up to 90%!
- **Benefit**
  - **Significantly reduce time searching for solutions**
  - **No need to understand IBM "lingo"**
    - **Ex**
  - **Faster problem resolution**
  - **Reduce downtime**

Search terms	ibm.com/support, all document types	ibm.com/support, Doctype = Troubleshooting/PTF or APAR	My Search using inventory, Doctype = Troubleshooting/PTF or APAR and eliminate installed PTFs	Improvement %
OS/400 websphere security servlets	558	2	1	50%
os/400 performance printer v5r3m0	174	57	4	93%
os/400 tcp/ip telnet performance v5r3m0	76	23	6	74%
atm times out	1,024	109	40	63%

Product Tour: https://www-304.ibm.com/jct03004c/support/electronic/resources/onex_premium_search_viewlet_swf.html

IBM Electronic Services featuring IBM Electronic Service Agent™

My Systems

My Systems

- This function provides you with easy access to your installed inventory using information collected from your systems using IBM Electronic Service Agent.

- The reports on My Systems include your installed hardware, software, maintenance and configuration values.

- Using My Systems you can display and compare the inventory on all your systems, print reports with customized headings and share your inventory with other users that you authorize including Partners

- **Benefits:**
  - **Eliminate need to manually document and track products and fixes**
  - **Latest inventory transmitted**
  - **Most accurate inventory available**
  - **Improved Systems Management**
  - **Compare fixes / configurations**
  - **Have soft and/or hardcopy of reports**

Product Tour: https://www-304.ibm.com/jct03004c/support/electronic/resources/my_systems_may2005_viewlet_swf.html

Open service requests

Open service requests

- **The one place in IBM you can go to be able to submit a service request on any product anywhere**
  - Select the country where the system resides that requires service
  - Select hardware or software
  - Select the product or type area for service
  - You will be directed to the right place to manage your service requests.

- **Benefits:**
  - **One SINGLE place to initiate a service request on any product**
  - **Ability to submit a Service Request across country boundaries**

All worldwide software customers with an active IBM Passport Advantage software support contract can use ESR.

Product Tour: https://www-304.ibm.com/jct03004c/support/electronic/resources/upr_navigation_esc_v32005_viewlet_swf.html

My Notifications

This page allows you to retrieve messages by topic or that are sent directly to you.

My Recommendations				Edit | ? | – | ⊐
Delete	Priority ▼▲	Description	Category	Date ▼▲
☐	⚠	Welcome to the Prototype Portal More →		11/1/07
☐	ⓘ	Nous suggérons de prêter attention au groupe de PTFs qui est downlevel sur vos systèmes i5/OS400 More →	Maintenance	10/15/07
☐	ⓘ	Achtung: der electronic Service Agent hat die Kommunikation gestoppt More →	Maintenance	10/15/07
☐	ⓘ	Verifier le bas niveau d'Operating System sur vos systèmes More →	Maintenance	10/16/07
☐	ⓘ	My Search – give it a try! More →		10/16/07
ⓧ Delete				← More

My Notifications

- Notifications to review HIPER, PE, backlevel code and consider installing the new version.
- Based on installed product levels and fixes (ESA software inventory)
- Notifications are prioritized and categorized
- Web delivery of recommendations – plus user can edit profile to provide email address by category
- **Benefits:**
  - **True proactive support**
    - **Support relevant to them, not all customers**
  - **Based on your installed inventory and knowledge we have of you**
  - **prevent outages/Improve uptime**

Subscription services also provides technical information for IT professionals who maintain Power Systems. As support bulletins are released, you receive email containing links to the bulletins. Clients can select one or more operating systems, topics and categories.

Subscription Services: http://www14.software.ibm.com/webapp/set2/subscriptions/pqvcmjd

Performance Management (PM)

- **PM for System p Servers is an automated service that helps you plan for and manage the growth and performance of your system. This offering provides:**

  - Performance and capacity utilization reports and graphs providing key system / partition level data on demand

  - "PM" data integration with the **IBM Systems Workload Estimator** to size: future requirements, growth possibilities, server consolidations, or the impact of adding new workloads, new operating systems and LPARs, etc

- **Two levels of service**

  - No charge: Summary level reports updated monthly. Requirement to be under warranty or on IBM hardware maintenance

  - Nominal charge: Full service detailed reports (30+ reports) many updated daily, customer access collected data to 'redraw the graphs' to time period desired and available as stand alone service offering or as part of Enhanced Technical Support offering.

- **How it works: PM uses automated data collection, data management, data transmission to IBM providing performance and capacity graph/reports on the Internet**

Product Tour: http://www-03.ibm.com/systems/p/support/pm/pdf/pm_tour.pdf

PM for System p: Executive Summary Service Complementary Reports

- The executive summary service is a no additional charge service that is easy to implement for both servers and LPARs
- It provides Internet access to 2 easy-to-read reports that allow for quick evaluation of the status of multiple IBM System p servers within the organization. The reports identify:
  - Current resource constraints
  - Marginal conditions that could lead to a constraint
- Platform Performance Report
  - Provides a high level review of the status of servers using colored icons to indicate whether a resource is acceptable (green check), marginal (yellow triangle), or critical (red box).
- Server Trend Report
  - Provides a 6 month historical view of the utilization for Process, Memory, and Disk.
  - The actual utilizations are shown along with a colored icon indicating the status of the resource.

Platform Performance Report

	Platform Performance Rules in Effect: Performance						

Enterprise: My Enterprise
Sub Client ID 2: All
Shift: All

Customer: Our Company
OS: All
Period: ◀ July, 2006

Sub Client ID 1: All
Frequency: Monthly

▲ Server	OS	Status	Processor	Memory	Disk Disk Utilization	Attributes
mypserver20	Linux	⚠	✔	✔	⚠	-
mypserverak	Linux	⚠	✔	✔	⚠	-
mypserver27	Linux	⚠	✔	✔	⚠	-
mypserverac	AIX	⚠	⚠	✔	✔	-
mypserver22	AIX	✔	✔	✔	✔	-
mypserveras	AIX	⚠	⚠	✔	✔	-
mypserver26	AIX	✔	✔	✔	✔	-
mypserversp	AIX	✔	✔	✔	✔	-
mypserver10	AIX	✔	✔	✔	✔	-
mypservertv	AIX	✔	✔	✔	✔	-
mypserverw0	AIX	✔	✔	✔	✔	-

Server Trend Report

Server Trend Report
Rules in Effect: Performance

Enterprise: My Enterprise Customer: My Company Sub Client ID 1: All
Sub Client ID 2: All OS: All Unix Frequency: Monthly
Shift: All Period: ◀ August, 2006

▲ Server	OS	Processor % Average			Mem Average %			DASD % Used		
		Jun 2005	Jul 2005	Aug 2005	Jun 2005	Jul 2005	Aug 2005	Jun 2005	Jul 2005	Aug 2005
mypserver20	AIX	-	6.04% ✔	8.64% ✔	-	84.37%	88.38%	-	65.95% ✔	67.02% ✔
mypserverak	AIX	-	3.26% ✔	6.44% ✔	-	58.89%	85.68%	-	43.11% ✔	43.89% ✔
mypserver27	AIX	-	8.31% ✔	11.82% ✔	-	98.22%	98.05%	-	75.11% ✔	75.89% ✔
mypserverac	AIX	-	1.62% ✔	4.31% ✔	-	94.57%	95.24%	-	68.30% ✔	69.01% ✔
mypserver22	AIX	-	0.15% ✔	0.09% ✔	-	23.30%	24.05%	-	70.53% ✔	70.53% ✔
mypserveras	AIX	-	0.34% ✔	0.17% ✔	-	24.12%	24.87%	-	70.53% ✔	70.53% ✔
mypserver26	AIX	-	0.18% ✔	0.41% ✔	-	24.14%	24.88%	-	80.41% ✔	80.40% ✔
mypserversp	AIX	-	0.19% ✔	0.42% ✔	-	51.40%	52.08%	-	80.41% ✔	80.40% ✔
mypserver10	AIX	-	0.04% ✔	0.11% ✔	-	23.89%	25.09%	-	73.97% ✔	73.96% ✔
mypservertv	AIX	-	0.16% ✔	0.28% ✔	-	25.19%	26.11%	-	73.97% ✔	73.96% ✔
mypserverw0	AIX	-	32.18% ✔	38.70% ✔	-	98.68%	98.67%	-	81.86% ✔	81.97% ✔
mypservervb	AIX	-	67.63% ✔	31.85% ✔	-	97.23%	96.42%	-	79.62% ✔	79.82% ✔
mypserverww	AIX	23.85% ✔	23.75% ✔	21.58% ✔	97.65%	97.49%	98.22%	81.80% ✔	93.13% ⚠	93.48% ⚠
mypserverdb	AIX	-	19.45% ✔	26.83% ✔	-	98.71%	98.57%	-	82.59% ✔	82.97% ✔
mypserver03	AIX	-	1.56% ✔	5.14% ✔	-	88.78%	86.44%	-	56.04% ✔	82.86% ✔
mypserver15	AIX	-	0.76% ✔	2.17% ✔	-	98.32%	98.64%	-	91.96% ⚠	92.47% ⚠
mypserverpl	AIX	60.38% ✔	86.17% ✔	14.86% ✔	97.92%	98.58%	98.37%	65.55% ✔	73.72% ✔	72.78% ✔

Enterprise View & WLE (workload estimator) w/ESA Data

Server Information Page

PM for System p provides you with cross enterprise management of your servers through the Server Information Page. The user can view the summary usage statistics for multiple servers of LPARS and easily determine which systems need further investigation.

Example server consolidation through integration of PM for System p data with the IBM Systems Workload Estimator.

The PM data from 2 smaller systems was 'passed' to WLE to size a new two LPAR configuration with the workloads running in separate LPARs. The workload growth rate is based on the historical PM data.
Immediate Solution: This represents a hardware configuration that will handle the workload from the 2 systems and be within good performance guidelines.
Growth Solution: This represents the configuration that would be required at the end of the specified growth interval (default 12).

Reference Materials

- **2008 HMC Communications Security whitepaper:** "Reference Guide" section of http://www.ibm.com/support/electronic or directly at http://www14.software.ibm.com/webapp/set2/sas/f/best/home.html

- **HMC Best Practices:** http://www14.software.ibm.com/webapp/set2/sas/f/best/home.html

- **2007/2008 eTools Brochure:** https://www-304.ibm.com/jct03004c/support/electronic/resources/2007_2008-final_etool_brochure.pdf

- **Product information, downloads, userguides and whitepapers:** http://www.ibm.com/support/electronic

- **Transaction/connection security whitepaper:** https://www-304.ibm.com/jct03004c/support/electronic/resources/2006_sa_transactionsecurity_v1.pdf

- **Additional whitepapers are available at:** http://www.ibm.com/servers/eserver/support/unixservers/bestpractices.html

- **Redbook - IBM Electronic Services: Support for Business in an On Demand World** http://www.redbooks.ibm.com/abstracts/sg246323.html?Open

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Setup samples

Environments supported

- Electronic Service Agent for HMC-managed Power™ Systems servers
  - HMC managing POWER5™ and POWER6 processor-based systems
  - HMC managing POWER4™ processor-based systems
- Electronic Service Agent for non-HMC-managed Power Systems servers
  - ESA v6 for AIX 5.3 TL6+, AIX 6.1+
  - ESA v3.3 for AIX 4.3.3 TL11+, AIX 5.1, 5.2, 5.3

Notes:
- For HMC controlled environments, ESA must be activated on the HMC for hardware error reporting.
- For system inventory reporting, Resource Management and Control (RMC) must be configured to the partition.
- Activation of ESA on the partitions will send back OS-specific and software inventory data.
- For non-HMC controlled systems, activating ESA on the AIX or Linux® system will send back hardware errors, hardware inventory, *and* OS-specific and software inventory information.
- To obtain an IBM ID for use on many IBM Web sites including to view and use Service Agent inventory, go to: https://www.ibm.com/account/profile/us?page=reg

Setting up *Electronic Service Agent*™ on HMC v7

Note:

For HMC controlled environments, ESA **must** be activated on the HMC for hardware error reporting. For system inventory reporting, **RMC** must be configured to the partition. Additional activation of ESA on the partitions will send back OS-specific and software inventory data.

For **non**-HMC controlled systems, activating ESA on the AIX system will send back hardware errors, hardware inventory, *and* OS-specific and software inventory information.

Electronic Service Agent for HMC V7 supporting Power Systems POWER5 & POWER6

Activating Electronic Service Agent for hardware problem reporting

- Log in to the HMC interface and click the Guided Setup wizard.
- The wizard enables automatic hardware problem reporting for all AIX and Linux partitions managed by the HMC (i5/OS partitions use unique call home connectivity)
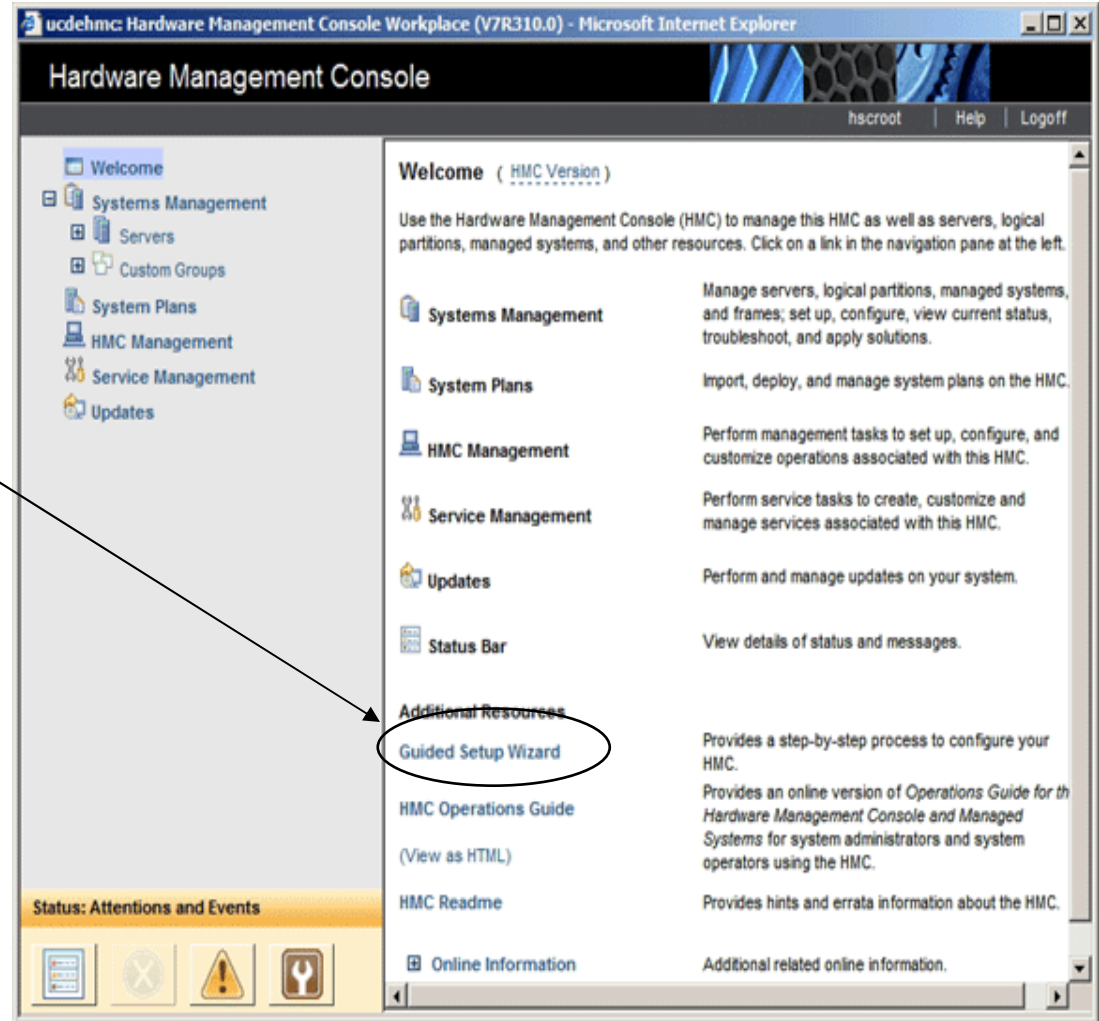
Electronic Service Agent for HMC V7 supporting Power Systems POWER5 & POWER6

Configuring hardware inventory submittal

- Select Service Management on the HMC Menu
- Select Transmit Service Information
- Screen is pre-populated with default settings. Press OK to confirm settings and enable periodic transmittal.

Hardware Management Console

Service Management (HMC Version)

Create Serviceable Event	* Create a serviceable event to report a problem
Manage Serviceable Events	* View, report, repair, or close serviceable events
Load Serviceable Events	* Load or reload serviceable events from an XML file
Manage Remote Connections	* View, prioritize, hold, or cancel call-home connections
Manage Remote Support Requests	* View or cancel call-home requests submitted by this HMC
Format Media	* Format a DVD, diskette, or high speed memory key
Manage Dumps	* Copy, call-home, and delete dumps
Transmit Service Information	* Schedule transmissions or offload service information for your service provider

Connectivity

Manage Systems Call-Home	* Control whether call-home requests may be created for the HMC or a managed system
Manage Outbound Connectivity	* Configure call-home connections between the HMC and your service provider
Manage Inbound Connectivity	* Initiate temporary access to the HMC or managed systems for your service provider
Manage Customer Information	* View and change administrator, system, and account information
Authorize User	* Authorize an IBM ID to access service information using the Electronic Services Web site
Manage Serviceable Event Notification	* Configure information to enable customer notification when serviceable events occur
Manage Connection Monitoring	* Configure timers to detect outages and monitor connections for selected machines
Manage POWER4 Service Agent	* Enable and configure Service Agent Connection Manager for POWER4 systems
Call-Home Setup Wizard	* Guided Setup Wizard to set up call-home for your system

Welcome / Systems Management / System Plans / HMC Management / Service Management / Updates

Electronic Service Agent for HMC V7
supporting Power Systems POWER 5 & POWER6

Hardware Management Console

Service Management (HMC Version)

Create Serviceable Event	Create a serviceable event to report a problem
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Manage Outbound Connectivity	Configure call-home connections between the HMC and your service provider
Manage Inbound Connectivity	Initiate temporary access to the HMC or managed systems for your service provider
Manage Customer Information	View and change administrator, system, and account information
Authorize User	Authorize an IBM ID to access service information using the Electronic Services Web site
Manage Serviceable Event Notification	Configure information to enable customer notification when serviceable events occur
Manage Connection Monitoring	Configure timers to detect outag
Manage POWER4 Service Agent	Enable and configure Service A
Call-Home Setup Wizard	Guided Setup Wizard to set up c

Left menu:
- Welcome
- Systems Management
- System Plans
- HMC Management
- Service Management
- Updates

Authorize User

IBM provides customized web tools and functions that use information collected by IBM Electronic Service Agent. The access to these functions is managed by an association between your IBM IDs and the Electronic Service Agent information from your systems. The association is made using this panel. To obtain an IBM ID, which is used by many IBM web sites, go to https://www.ibm.com/account/profile.

Provide the IBM IDs to be associated with information sent by Electronic Service Agent.

Authorize users
IBM ID 1   *[   ]
IBM ID 2 (optional) [   ]

To view and use the customized web tools and functions, go to IBM Electronic Services at http://www.ibm.com/support/electronic.

[OK] [Cancel] [Help]

Add IBM ID

•Select Service Management,
on HMC Menu
•Select Authorize User, under
Connectivity
•Complete the field(s) with at
least one IBM ID
-Press 'OK'

Setting up *Electronic Service Agent*™ v6 integrated with AIX 6.1, AIX 5.3 TL6 and later

Note:

For HMC controlled environments, ESA **must** be activated on the HMC for hardware error reporting. For system inventory reporting, **RMC** must be configured to the partition. Additional activation of ESA on the partitions will send back OS-specific and software inventory data.

For **non**-HMC controlled systems, activating ESA on the AIX system will send back hardware errors, hardware inventory, *and* OS-specific and software inventory information.

Accessing the Electronic Service Agent Main Screen in AIX

```
Electronic Service Agent relevant filesets


bos.esagent              6.1.0.0    COMMITTED Electronic Service Agent


bos.ecc_client.rte       5.3.0.70   COMMITTED Electronic Customer Care


Java5.sdk                5.0.0.100  COMMITTED Java SDK 32-bit



#   smit esa_main
```

to access main screen, type command "smit esa_main"

Configuring Electronic Service Agent™

AIXL AIX 6

- *Simplified, 1-step process*

```
           Electronic Service Agent


Move cursor to desired item and press Enter

     Configure Electronic Service Agent

     Configure Service Connectivity

     Start Electronic Service Agent

     Stop Electronic Service Agent
```

Configuring Electronic Service Agent

```
          Configure Electronic Service Agent

Type or select values in entry fields.
Press Enter AFTER making all desired changes.


                                             [Entry Fields]
*  Company name                             [IBM Corp.]
*  Name of the contact person              [Kent Eastley]
*  Telephone number of the contact person  [512-838-8636]
*  Email address (myuserid@mycompany.com)  [eastley@us.ibm.com]
*  Country or region of contact person      United States
*  Telephone number where the system is located  [512-838-8636]
*  Country or region where the system is located  United States
   IBM ID                                   [kent@email.com]


Operational setting
*  Port number on which to receive connections   [5024]
```

enter required contact information and press Enter

for web user interface

Electronic Service Agent Activated!

•*Verifies connectivity by sending "heartbeat" to IBM via Internet connection*

```
Command: OK     stdout: yes     stderr: no


Before command completion, additional instructions may appear
below.


Performing Connectivity Test ... SUCCESS

0513-071 The IBM.ESAGENT Subsystem has been added.

0513-059 The IBM.ESAGENT Subsystem has been started. Subsystem PID
is 401548
```

Setup and registration is complete!

ESA v6 Web User Interface

View and administer:

• *Service request status*

• *Problem information*

• *Settings*

• *Logs*

• *Automated inventory collection/submission*

• *On demand collection/submission*

https://<yoursystemname>:5024