

Power Systems

Common service procedures

IBM

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IBM

Note

Before using this information and the product it supports, read the information in “Safety notices” on page v, “Notices” on page 107, the *IBM Systems Safety Notices* manual, G229-9054, and the *IBM Environmental Notices and User Guide*, Z125-5823.

This edition applies to IBM Power Systems servers that contain the POWER8 processor and to all associated models.

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Safety notices

Safety notices may be printed throughout this guide:

- **DANGER** notices call attention to a situation that is potentially lethal or extremely hazardous to people.
- **CAUTION** notices call attention to a situation that is potentially hazardous to people because of some existing condition.
- **Attention** notices call attention to the possibility of damage to a program, device, system, or data.

World Trade safety information

Several countries require the safety information contained in product publications to be presented in their national languages. If this requirement applies to your country, safety information documentation is included in the publications package (such as in printed documentation, on DVD, or as part of the product) shipped with the product. The documentation contains the safety information in your national language with references to the U.S. English source. Before using a U.S. English publication to install, operate, or service this product, you must first become familiar with the related safety information documentation. You should also refer to the safety information documentation any time you do not clearly understand any safety information in the U.S. English publications.

Replacement or additional copies of safety information documentation can be obtained by calling the IBM Hotline at 1-800-300-8751.

German safety information

Das Produkt ist nicht für den Einsatz an Bildschirmarbeitsplätzen im Sinne § 2 der Bildschirmarbeitsverordnung geeignet.

Laser safety information

IBM® servers can use I/O cards or features that are fiber-optic based and that utilize lasers or LEDs.

Laser compliance

IBM servers may be installed inside or outside of an IT equipment rack.

DANGER: When working on or around the system, observe the following precautions:

Electrical voltage and current from power, telephone, and communication cables are hazardous. To avoid a shock hazard:

- If IBM supplied the power cord(s), connect power to this unit only with the IBM provided power cord. Do not use the IBM provided power cord for any other product.
- Do not open or service any power supply assembly.
- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- The product might be equipped with multiple power cords. To remove all hazardous voltages, disconnect all power cords.
 - For AC power, disconnect all power cords from their AC power source.
 - For racks with a DC power distribution panel (PDP), disconnect the customer's DC power source to the PDP.
- When connecting power to the product ensure all power cables are properly connected.

- For racks with AC power, connect all power cords to a properly wired and grounded electrical outlet. Ensure that the outlet supplies proper voltage and phase rotation according to the system rating plate.
- For racks with a DC power distribution panel (PDP), connect the customer's DC power source to the PDP. Ensure that the proper polarity is used when attaching the DC power and DC power return wiring.
- Connect any equipment that will be attached to this product to properly wired outlets.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn on any equipment when there is evidence of fire, water, or structural damage.
- Do not attempt to switch on power to the machine until all possible unsafe conditions are corrected.
- Assume that an electrical safety hazard is present. Perform all continuity, grounding, and power checks specified during the subsystem installation procedures to ensure that the machine meets safety requirements.
- Do not continue with the inspection if any unsafe conditions are present.
- Before you open the device covers, unless instructed otherwise in the installation and configuration procedures: Disconnect the attached AC power cords, turn off the applicable circuit breakers located in the rack power distribution panel (PDP), and disconnect any telecommunications systems, networks, and modems.

DANGER:

- Connect and disconnect cables as described in the following procedures when installing, moving, or opening covers on this product or attached devices.

To Disconnect:

1. Turn off everything (unless instructed otherwise).
2. For AC power, remove the power cords from the outlets.
3. For racks with a DC power distribution panel (PDP), turn off the circuit breakers located in the PDP and remove the power from the Customer's DC power source.
4. Remove the signal cables from the connectors.
5. Remove all cables from the devices.

To Connect:

1. Turn off everything (unless instructed otherwise).
2. Attach all cables to the devices.
3. Attach the signal cables to the connectors.
4. For AC power, attach the power cords to the outlets.
5. For racks with a DC power distribution panel (PDP), restore the power from the Customer's DC power source and turn on the circuit breakers located in the PDP.
6. Turn on the devices.

Sharp edges, corners and joints may be present in and around the system. Use care when handling equipment to avoid cuts, scrapes and pinching. (D005)

(R001 part 1 of 2):

DANGER: Observe the following precautions when working on or around your IT rack system:

- Heavy equipment—personal injury or equipment damage might result if mishandled.
- Always lower the leveling pads on the rack cabinet.
- Always install stabilizer brackets on the rack cabinet.
- To avoid hazardous conditions due to uneven mechanical loading, always install the heaviest devices in the bottom of the rack cabinet. Always install servers and optional devices starting from the bottom of the rack cabinet.
- Rack-mounted devices are not to be used as shelves or work spaces. Do not place objects on top of rack-mounted devices. In addition, do not lean on rack mounted devices and do not use them to stabilize your body position (for example, when working from a ladder).



- Each rack cabinet might have more than one power cord.
 - For AC powered racks, be sure to disconnect all power cords in the rack cabinet when directed to disconnect power during servicing.
 - For racks with a DC power distribution panel (PDP), turn off the circuit breaker that controls the power to the system unit(s), or disconnect the customer's DC power source, when directed to disconnect power during servicing.
- Connect all devices installed in a rack cabinet to power devices installed in the same rack cabinet. Do not plug a power cord from a device installed in one rack cabinet into a power device installed in a different rack cabinet.
- An electrical outlet that is not correctly wired could place hazardous voltage on the metal parts of the system or the devices that attach to the system. It is the responsibility of the customer to ensure that the outlet is correctly wired and grounded to prevent an electrical shock.

(R001 part 2 of 2):

CAUTION:

- Do not install a unit in a rack where the internal rack ambient temperatures will exceed the manufacturer's recommended ambient temperature for all your rack-mounted devices.
- Do not install a unit in a rack where the air flow is compromised. Ensure that air flow is not blocked or reduced on any side, front, or back of a unit used for air flow through the unit.
- Consideration should be given to the connection of the equipment to the supply circuit so that overloading of the circuits does not compromise the supply wiring or overcurrent protection. To provide the correct power connection to a rack, refer to the rating labels located on the equipment in the rack to determine the total power requirement of the supply circuit.
- (*For sliding drawers.*) Do not pull out or install any drawer or feature if the rack stabilizer brackets are not attached to the rack. Do not pull out more than one drawer at a time. The rack might become unstable if you pull out more than one drawer at a time.



- (*For fixed drawers.*) This drawer is a fixed drawer and must not be moved for servicing unless specified by the manufacturer. Attempting to move the drawer partially or completely out of the rack might cause the rack to become unstable or cause the drawer to fall out of the rack.

CAUTION:

Removing components from the upper positions in the rack cabinet improves rack stability during relocation. Follow these general guidelines whenever you relocate a populated rack cabinet within a room or building.

- Reduce the weight of the rack cabinet by removing equipment starting at the top of the rack cabinet. When possible, restore the rack cabinet to the configuration of the rack cabinet as you received it. If this configuration is not known, you must observe the following precautions:
 - Remove all devices in the 32U position (compliance ID RACK-001 or 22U (compliance ID RR001) and above.
 - Ensure that the heaviest devices are installed in the bottom of the rack cabinet.
 - Ensure that there are little-to-no empty U-levels between devices installed in the rack cabinet below the 32U (compliance ID RACK-001 or 22U (compliance ID RR001) level, unless the received configuration specifically allowed it.
- If the rack cabinet you are relocating is part of a suite of rack cabinets, detach the rack cabinet from the suite.
- If the rack cabinet you are relocating was supplied with removable outriggers they must be reinstalled before the cabinet is relocated.
- Inspect the route that you plan to take to eliminate potential hazards.
- Verify that the route that you choose can support the weight of the loaded rack cabinet. Refer to the documentation that comes with your rack cabinet for the weight of a loaded rack cabinet.
- Verify that all door openings are at least 760 x 230 mm (30 x 80 in.).
- Ensure that all devices, shelves, drawers, doors, and cables are secure.
- Ensure that the four leveling pads are raised to their highest position.
- Ensure that there is no stabilizer bracket installed on the rack cabinet during movement.
- Do not use a ramp inclined at more than 10 degrees.
- When the rack cabinet is in the new location, complete the following steps:
 - Lower the four leveling pads.
 - Install stabilizer brackets on the rack cabinet.
 - If you removed any devices from the rack cabinet, repopulate the rack cabinet from the lowest position to the highest position.
- If a long-distance relocation is required, restore the rack cabinet to the configuration of the rack cabinet as you received it. Pack the rack cabinet in the original packaging material, or equivalent. Also lower the leveling pads to raise the casters off of the pallet and bolt the rack cabinet to the pallet.

(R002)

(L001)



DANGER: Hazardous voltage, current, or energy levels are present inside any component that has this label attached. Do not open any cover or barrier that contains this label. (L001)

(L002)



DANGER: Rack-mounted devices are not to be used as shelves or work spaces. (L002)

(L003)



or



or



or



or



DANGER: Multiple power cords. The product might be equipped with multiple AC power cords or multiple DC power cables. To remove all hazardous voltages, disconnect all power cords and power cables. (L003)

(L007)



CAUTION: A hot surface nearby. (L007)

(L008)



CAUTION: Hazardous moving parts nearby. (L008)

All lasers are certified in the U.S. to conform to the requirements of DHHS 21 CFR Subchapter J for class 1 laser products. Outside the U.S., they are certified to be in compliance with IEC 60825 as a class 1 laser product. Consult the label on each part for laser certification numbers and approval information.

CAUTION:

This product might contain one or more of the following devices: CD-ROM drive, DVD-ROM drive, DVD-RAM drive, or laser module, which are Class 1 laser products. Note the following information:

- Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.
- Use of the controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.

(C026)

CAUTION:

Data processing environments can contain equipment transmitting on system links with laser modules that operate at greater than Class 1 power levels. For this reason, never look into the end of an optical fiber cable or open receptacle. Although shining light into one end and looking into the other end of a disconnected optical fiber to verify the continuity of optic fibers may not injure the eye, this procedure is potentially dangerous. Therefore, verifying the continuity of optical fibers by shining light into one end and looking at the other end is not recommended. To verify continuity of a fiber optic cable, use an optical light source and power meter. (C027)

CAUTION:

This product contains a Class 1M laser. Do not view directly with optical instruments. (C028)

CAUTION:

Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following information: laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam. (C030)

CAUTION:

The battery contains lithium. To avoid possible explosion, do not burn or charge the battery.

Do Not:

- ___ Throw or immerse into water
- ___ Heat to more than 100°C (212°F)
- ___ Repair or disassemble

Exchange only with the IBM-approved part. Recycle or discard the battery as instructed by local regulations. In the United States, IBM has a process for the collection of this battery. For information, call 1-800-426-4333. Have the IBM part number for the battery unit available when you call. (C003)

CAUTION:

Regarding IBM provided VENDOR LIFT TOOL:

- Operation of LIFT TOOL by authorized personnel only.
- LIFT TOOL intended for use to assist, lift, install, remove units (load) up into rack elevations. It is not to be used loaded transporting over major ramps nor as a replacement for such designated tools like pallet jacks, walkies, fork trucks and such related relocation practices. When this is not practicable, specially trained persons or services must be used (for instance, riggers or movers).
- Read and completely understand the contents of LIFT TOOL operator's manual before using. Failure to read, understand, obey safety rules, and follow instructions may result in property damage and/or personal injury. If there are questions, contact the vendor's service and support. Local paper manual must remain with machine in provided storage sleeve area. Latest revision manual available on vendor's web site.
- Test verify stabilizer brake function before each use. Do not over-force moving or rolling the LIFT TOOL with stabilizer brake engaged.
- Do not move LIFT TOOL while platform is raised, except for minor positioning.
- Do not exceed rated load capacity. See LOAD CAPACITY CHART regarding maximum loads at center versus edge of extended platform.
- Only raise load if properly centered on platform. Do not place more than 200 lb (91 kg) on edge of sliding platform shelf also considering the load's center of mass/gravity (CoG).
- Do not corner load the platform tilt riser accessory option. Secure platform riser tilt option to main shelf in all four (4x) locations with provided hardware only, prior to use. Load objects are designed to slide on/off smooth platforms without appreciable force, so take care not to push or lean. Keep riser tilt option flat at all times except for final minor adjustment when needed.
- Do not stand under overhanging load.
- Do not use on uneven surface, incline or decline (major ramps).
- Do not stack loads.
- Do not operate while under the influence of drugs or alcohol.
- Do not support ladder against LIFT TOOL.
- Tipping hazard. Do not push or lean against load with raised platform.
- Do not use as a personnel lifting platform or step. No riders.
- Do not stand on any part of lift. Not a step.
- Do not climb on mast.
- Do not operate a damaged or malfunctioning LIFT TOOL machine.
- Crush and pinch point hazard below platform. Only lower load in areas clear of personnel and obstructions. Keep hands and feet clear during operation.
- No Forks. Never lift or move bare LIFT TOOL MACHINE with pallet truck, jack or fork lift.
- Mast extends higher than platform. Be aware of ceiling height, cable trays, sprinklers, lights, and other overhead objects.
- Do not leave LIFT TOOL machine unattended with an elevated load.
- Watch and keep hands, fingers, and clothing clear when equipment is in motion.
- Turn Winch with hand power only. If winch handle cannot be cranked easily with one hand, it is probably over-loaded. Do not continue to turn winch past top or bottom of platform travel. Excessive unwinding will detach handle and damage cable. Always hold handle when lowering, unwinding. Always assure self that winch is holding load before releasing winch handle.
- A winch accident could cause serious injury. Not for moving humans. Make certain clicking sound is heard as the equipment is being raised. Be sure winch is locked in position before releasing handle. Read instruction page before operating this winch. Never allow winch to unwind freely. Freewheeling will cause uneven cable wrapping around winch drum, damage cable, and may cause serious injury. (C048)

Power and cabling information for NEBS (Network Equipment-Building System) GR-1089-CORE

The following comments apply to the IBM servers that have been designated as conforming to NEBS (Network Equipment-Building System) GR-1089-CORE:

The equipment is suitable for installation in the following:

- Network telecommunications facilities
- Locations where the NEC (National Electrical Code) applies

The intrabuilding ports of this equipment are suitable for connection to intrabuilding or unexposed wiring or cabling only. The intrabuilding ports of this equipment *must not* be metalically connected to the interfaces that connect to the OSP (outside plant) or its wiring. These interfaces are designed for use as intrabuilding interfaces only (Type 2 or Type 4 ports as described in GR-1089-CORE) and require isolation from the exposed OSP cabling. The addition of primary protectors is not sufficient protection to connect these interfaces metalically to OSP wiring.

Note: All Ethernet cables must be shielded and grounded at both ends.

The ac-powered system does not require the use of an external surge protection device (SPD).

The dc-powered system employs an isolated DC return (DC-I) design. The DC battery return terminal *shall not* be connected to the chassis or frame ground.

The dc-powered system is intended to be installed in a common bonding network (CBN) as described in GR-1089-CORE.

Common service procedures

These procedures are common to various isolation and repair procedures.

The procedures and functions of the HMC Enhanced + Tech Preview (Pre-GA) login option and interface type, which was provided with the Hardware Management Console (HMC) version 8.2.0, are the same as the HMC Enhanced+ login option and interface type that is provided with HMC version 8.3.0 and later. Only the HMC Enhanced+ is referred to in the documentation, but that content also applies to the HMC Enhanced + Tech Preview (Pre-GA) interface.

Starting a repair action

This is the starting point for repair actions. All repair actions must begin with this procedure. From this point, you are guided to the appropriate information to help you perform the necessary steps to repair the server.

Note: In this topic, **control panel** and **operator panel** are synonymous.

Before beginning, record information to help you return the server to the same state that the customer typically uses. Examples follow:

- The IPL type that the customer typically uses for the server.
 - The IPL mode that is used by the customer on this server.
 - The way in which the server is configured or partitioned.
1. Has problem analysis been performed by using the procedures in Beginning problem analysis?
 - **Yes:** Continue with the next step.
 - **No:** Perform problem analysis by using the procedures in Beginning problem analysis.
 2. Is the failing server managed by a management console?
 - **Yes:** Continue with step 5.
 - **No:** Continue with the next step.
 3. Do you have an action plan to perform an isolation procedure?
 - **Yes:** Go to Isolation procedures.
 - **No:** Continue with the next step.
 4. Do you have a field replaceable unit (FRU), location code, and an action plan to replace a failing FRU?
 - **Yes:** Go to the removal and replacement procedures for the system you are servicing.
 - **No:** Go to Part locations and location codes to find the part that you need, and then go to the removal and replacement procedures for the system you are servicing.

This ends the procedure.


5. Is the management console connected and functional?
 - **Yes:** Continue with the next step.
 - **No:** Start the management console and attach it to the server. When the management console is connected and functional, continue with the next step.
6. Were you directed here by support to replace a FRU using Exchange FRU on the HMC?
 - **Yes:** Go to Exchange FRU.
 - **No:** Continue with the next step.
7. Perform the following steps from the management console that is used to manage the server. During these steps, refer to the service data that was gathered earlier:

Note: If you are unable to locate the reported problem and there is more than one open problem near the time of the reported failure, use the earliest problem in the list.

Choose one of the following navigation options depending on the interface type of the HMC:

- If you are using an HMC Classic or HMC Enhanced interface, complete the following steps:
 - a. In the navigation area, select **Service Management**.
 - b. In the content pane, select **Manage Serviceable Events**. The Manage Serviceable Events window is displayed.
 - c. From the **Serviceable event status** list, select **Open**.
 - d. Select **ALL** for every other selection and click **OK**.
 - e. Scroll through the list to determine whether a problem has a status of **Open** and to determine whether it corresponds with the problem reported by the customer.
 - f. Do you find the reported problem or an open problem near the time of the reported problem?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 4 on page 1, or if a serviceable event was not found, see the appropriate problem analysis procedure for the operating system you are using.
 - If the server or partition is running the AIX® or Linux operating system, see AIX and Linux problem analysis.
 - If the server or partition is running the IBM i operating system, see IBM i problem analysis.
- If you are using an HMC Enhanced+ interface, complete the following steps:



- a. In the navigation area, click the **Serviceability** icon , and then click **Serviceable Events Manager**. The Manage Serviceable Events window is displayed.
 - b. From the **Serviceable event status** list, click **Open**.
 - c. Select **ALL** for every other selection and click **OK**.
 - d. Scroll through the list to determine whether a problem has a status of **Open** and to determine whether it corresponds with the problem reported by the customer.
 - e. Do you find the reported problem or an open problem near the time of the reported problem?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 4 on page 1, or if a serviceable event was not found, see the appropriate problem analysis procedure for the operating system you are using.
 - If the server or partition is running the AIX or Linux operating system, see AIX and Linux problem analysis.
 - If the server or partition is running the IBM i operating system, see IBM i problem analysis.
8. To perform a repair operation from the HMC, complete the following steps:
- a. Select the serviceable event you want to repair, and click **Repair** from the selected menu.
 - b. Follow the instructions displayed on the HMC.

After you complete the repair procedure, the system automatically closes the serviceable event. **This ends the procedure.**

Powering on and powering off a system

You can power on or power off a system with or without a management console by using this procedure.

For information about powering on a system, see Starting the system or logical partition.

For information about powering off a system, see Stopping a system or logical partition.

Primary consoles

The primary console is the first workstation that the system identifies. It is attached to the first input-output adapter (IOA) or input-output processor (IOP) that supports workstations. The alternative console is the workstation that functions as the console when the primary console is not operational.

A console is a workstation that is used to view and control system operations. The system can assign alternative consoles. The alternative console can be a workstation that is attached to the next IOA or IOP that is capable of supporting workstations.

The IOA or IOP that supports a console must be on the system bus (bus 1).

If a workstation is not correctly attached to the first IOA or IOP that is capable of attaching workstations, the system will not assign a primary console. If it does not assign a primary console, the system displays a reference code on the control panel. If the system is set for manual mode, it stops during the initial program load (IPL).

For more information about how to determine the primary and alternative consoles, see “Identifying the consoles when the system is operational.”

Primary console requirements

For a workstation to be the primary console, it must be operational and attached to the system bus. It must also have the correct port and address assigned. If the workstation is a personal computer, it must also have an active workstation emulation program.

The workstation requirements follow:

- ASCII workstation
 - Port 0, Bus 1
- Personal computer attached to ASCII IOP
 - Port 0, Bus 1
 - Personal computer software to emulate a 316x or 3151 terminal
- Personal computer attached to twinaxial IOP
 - Port 0, Address 0, Bus 1
 - 5250 emulator software active on personal computer

For more information about how to determine the primary and alternative consoles, see “Identifying the consoles when the system is operational.”

Identifying the consoles when the system is operational

When the system is operational, you can determine the primary console and alternative console by using one of the following options:

- Look at the display.
 - If the dominant operating system is IBM i, look for a sign-on display that shows DSP01 in the upper right corner. DSP01 is the name that the system assigns to the primary console.

Note: This resource name might have been changed by the customer.

- Use system commands to assist in identifying the consoles. See the system operation information for more details about commands.
- Use the hardware service manager function to assist in identifying the consoles:
 1. Select the System bus resources option on the Hardware Service Manager display. With the System Bus Resources display, you can view the logical hardware resources for the system bus.

Look for the less than (<) symbol next to an IOP. The less than (<) symbol indicates that the console is attached to this IOP.

2. Select the Resources associated with the IOP and the Display detail options to collect more information about the consoles.


Determining whether the system has logical partitions

Use this procedure to determine the existence of logical partitions.

To determine whether the system has logical partitions, follow these steps:

1. Is the system managed by a management console?
 - Yes:** Continue with the next step.
 - No:** The system does not have logical partitions. Return to the procedure that sent you here. **This ends the procedure.**
2. To determine whether the system has multiple logical partitions, choose one of the following navigation options depending on the interface type of the Hardware Management Console (HMC):
 - If you are using an HMC Classic or HMC Enhanced interface, complete the following steps:
 - a. In the navigation area, expand **Systems Management > Servers**.
 - b. To display the partitions, click the name of the managed system you are working with.
 - If you are using an HMC Enhanced+ interface, complete the following steps:



- a. In the navigation area, click the **HMC Management** icon  , and then click **All Systems**.
 - b. To display the partitions, click the name of the managed system you are working with.
- If you are using an IVM interface, complete the following steps:
 - a. In the navigation area, click **View/Modify Partitions** under **Partition Management**. The View/Modify Partitions page is displayed.
 - b. View the name of the partitions against the managed system you are working.

Is there more than one logical partition listed?

Yes: The system has multiple logical partitions. Return to the procedure that sent you here. **This ends the procedure.**

No: The system does not have multiple logical partitions. Return to the procedure that sent you here. **This ends the procedure.**


Determining which service processor is the secondary service processor

Use this procedure to determine which service processor on your system is the secondary service processor.

1. Locate the HMC1 and HMC2 port pairs for service processor zero and for service processor one. (See Part locations and location codes for your specific model).
2. Is only one service processor with cables attached to the HMC ports?
 - No:** Continue to the next step.
 - Yes:** The secondary service processor is the service processor with no cables attached to the HMC ports. **This ends the procedure.**
3. Which console do you want to use to check for the secondary service processor?
 - Advanced System Management Interface (ASMI):** Continue to the next step.
 - Hardware Management Console (HMC):** Go to step 5.

4. Use the HMC to access the ASMI to determine which service processor is the secondary service processor.
 - a. Verify ASMI connectivity by logging onto the ASMI.
 - b. When you are at the ASMI Welcome screen, an entry appears showing the primary service processor location (for example, Service Processor: Primary (Location U789D.001.DQDMLMM-P1-C11)). The other location is the secondary service processor. **This ends the procedure.**
5. To determine which service processor is the secondary service processor, choose one of the following navigation options depending on the interface type of the HMC:
 - If you are using an HMC Classic or HMC Enhanced interface, complete the following steps:
 - a. In the navigation area, click **Systems management > Servers**.
 - b. Select the name of the required server to enable the tasks for that server.
 - c. From the **Tasks** menu, click **Connections > Service Processor Status**.
A window displays the primary and secondary processors in the Service processor role column. **This ends the procedure.**
 - If you are using an HMC Enhanced+ interface, complete the following steps:



- a. In the navigation area, click the **HMC Management** icon  , and then click **All Systems**.
- b. Select the server name of the required server to view the actions for that server.
- c. In the navigation area, click **System Actions > Connections > Service Processor Status**.
A window displays the primary and secondary processors in the Service processor role column. **This ends the procedure.**

System reference code format description

The format of the system reference code (SRC) that you see depends on the model of your system.

System reference code information

Use this information to understand how system reference codes (SRCs) work.

An SRC is a sequence of data words (codes) that perform the following actions:

- Identifies a system status
- Describes a detected hardware, Licensed Internal Code, or software failure
- Describes the unit that is reporting the failure and its location. The SRCs can be displayed on the control panel, can appear in a system console message, or can appear in the product activity log.

The system uses the following procedure to gather information about errors:

1. The system gathers information about an error as the system detects the error.
2. The product activity log (PAL) records and stores the error information. When using IBM i the Service Action Log (SAL) serves a similar purpose as the PAL. The SAL uses an error analysis framework to analyze the error and details the recommended repair actions. When using IBM i, the SAL should always reviewed first before using the PAL.
3. An SRC encodes information that is used to evaluate or identify a system-detected hardware or software error, failure, or status. The failure information might include the failing condition or part (or unit) that can be exchanged or replaced and its location.
4. The SRC links to the problem determination procedure when the element detecting the failure cannot isolate the failing condition.
5. The SRC link completes the isolation process.

In summary, the SRC provides the first-failure-data-capture information. The customer or support representative uses SRCs during problem determination, repair actions, and verification. The SRC provides a link to the problem determination procedures (hardcopy or softcopy). Use the SRC and the problem determination procedures to isolate the problem.

Determining system reference code address formats

Use this procedure to determine the IOP, IOA, or device address from either a control panel or a console display.

To determine the IOP, IOA, or device address from either a control panel or a console display, complete these steps.

1. Was the SRC and addressing information obtained from a control panel display, the Main Storage Dump Manager display, or the management console Partition Properties Reference Code Words display?
 - **No:** If you are working with an AIX or Linux logical partition, contact your next level of support. If you are working with an IBM i logical partition, continue with the next step.
 - **Yes:** Addressing information is in the Bus-Bus-Bus-Bus/Card-card/board-board (*BBBBCccb*) format as follows:
 - If characters 7 and 8 of the top 16-character line of function 12 (word two) are 60:
 - The direct select address is characters 1 - 8 of the bottom 16-character line of function 12 (word four) in the format *BBBBCccb*.
 - The device address is characters 9 - 16 of the bottom 16-character line of function 12 (word five) in the format *abcd efgh*.
 - If characters 7 and 8 of the top 16-character line of function 12 (word two) are 13, 17, 27, or 29:
 - The direct select address is characters 9 - 16 of the top 16-character line of function 12 (word three) in the format *BBBBCccb*.
 - The device address is characters 1 - 8 of the bottom 16-character line of function 12 (word four) in the format *abcd efgh*.
 - If characters 7 and 8 of the top 16-character line of function 12 (word two) are 62:
 - The direct select address might be characters 9 - 16 of the top 16-character line of function 13 (word seven) in the format *BBBBCccb*.
 - The device address might be characters 1 - 8 of the top 16-character line of function 13 (word six) in the format *abcd efgh*.

Go to step 9 on page 8.

2. Are you using the management console?
 - Yes:** Open the server with the problem, and then go to the IBM i partition with the problem and use the service action log (SAL) to find the entry related to this problem (see "Searching the service action log" on page 14), and then go to step 7 on page 8.
 - No:** Continue with the next step.
3. Are you using the service action log (SAL)?
 - Yes:** Go to step 7 on page 8.
 - No:** Continue with the next step.
4. Are you using IBM i communication-diagnostic displays that are shown by the commands VFYCMN, WRKPRB, or ANZPRB?
 - Yes:** Go to step 11 on page 9.
 - No:** Continue with the next step.
5. Addressing information is in the bus, board, and card format.

Note: This format shows the system bus number in decimal form.

If no address information is available in the console error message, check the product activity log (PAL) entry that is associated with the console error message. The following figures show examples of a PAL display for a storage device. Other devices (for example, workstations or communications) have similar displays. For more information about the PAL, see "Using the product activity log" on page 16 in "Service functions" on page 51.

Figure 1. Example of product activity log display example

```

+-----+
| Display Address Information for Resource |
+-----+
| Name           Type       Model      Serial      Resource   |
| STORAGE        6718      050       83-00834    DD001      |
+-----+
| Physical Location: |
| U7879.001.10ABCDE-P3-D3 |
+-----+
| Logical Address:   |
| PCI Bus:          |
| System Bus . . . . . : 3   Storage:      |
| System Board . . . . . : 0   I/O Adapter . . . . . : 2 |
| System Card . . . . . : 32  I/O Bus . . . . . : 1   |
|                               Controller. . . . . : 4   |
|                               Device . . . . . : 0   |
+-----+

```

In the previous example, the contents of Storage are defined as follows.

Table 1. Storage definitions

Reference	Definition
I/O bus	The bus to which the device is connected.
I/O adapter	The adapter that the I/O bus connects to on the I/O processor. Note: For SAS I/O adapters, this field is not applicable.
Controller	The logical controller for the addressed device.
Device	The <i>logical</i> device that is attached to the <i>logical</i> device controller.

- Use the following figure to understand how addresses in the bus/board/card format relate to the bus-bus-bus-bus/card-card/board-board format. You can also use the figure to understand how addresses in the bus, board, and card format relate to the direct select addresses used in Part locations and location codes.

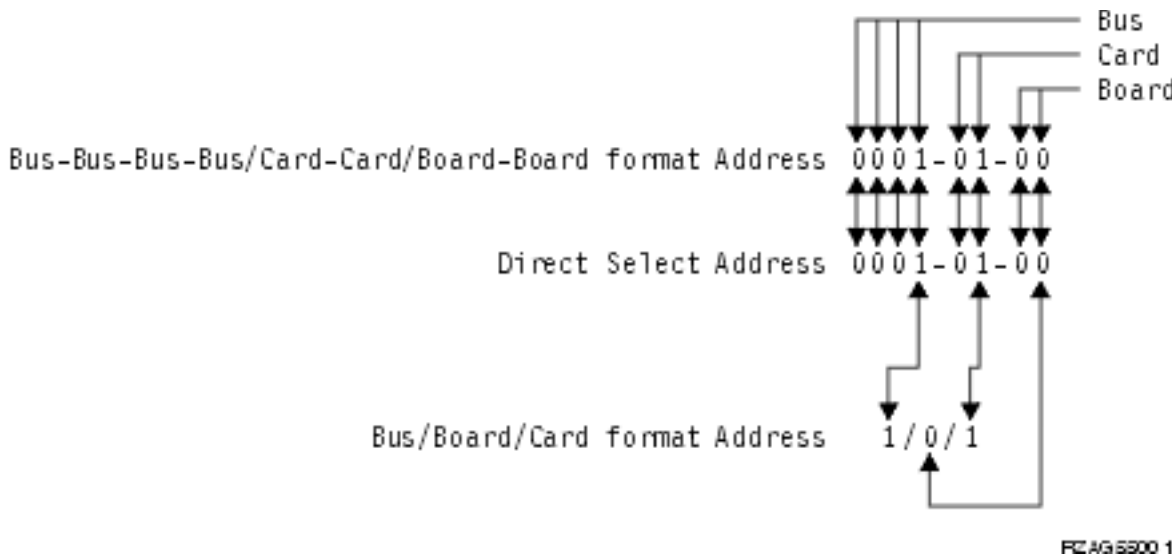


Figure 2. Format conversion

Note: When converting from bus/board/card format to bus-bus-bus-bus/card-card/board-board format, the numbers must be converted from decimal to hexadecimal.

Go to step 10 on page 9 for IOA and device address information.

7. Display the field-replaceable unit (FRU) details for the problem that you are attempting to fix. The location information in the FRU detail is only available for IOPs, IOAs, and devices.

Is the FRU an IOP, IOA, or device, and is there location information in the **Location** field of the display?

Yes: Use the location information and return to the procedure that sent you here. **This ends the procedure.**

No: Continue with the next step.

8. If there is no location information in the Location field, are there additional words displayed at the top of the screen?

- **Yes:** Use the additional words to find the address information:

- If characters 7 and 8 of word two are 60:

- The direct select address is word four in the format *BBBBCbb*.

- The device address is word five in the format *abcd efgh*.

- If characters 7 and 8 of word two are 13, 17, 27, or 29:

- The direct select address is word three in the format *BBBBCbb*.

- The device address is word four in the format *abcd efgh*.

- If characters 7 and 8 of word two are 62:

- The direct select address might be word seven in the format *BBBBCbb*.

- The device address might be word six in the format *abcd efgh*.

Continue with the next step.

- **No:** Go to "Hexadecimal product activity log data" on page 22 in "Service functions" on page 51 to obtain the address information. Then return here and continue with the next step.

9. The *BBBBCbb* format is the hexadecimal direct select address of a card location in the system unit. The format definition is:

- *BBBB*: System bus
- *Cc*: System card
- *bb*: System board

Continue with the next step for IOA and device address information.

10. Unit (device) address definitions are explained in an *abcd efgh* format. For example, if the unit address is 0001 00FF, the address relates to the *abcd efgh* format as follows:

```

0 0 0 1   0 0 F F
(a b c d   e f g h)

```

Figure 3. Example of unit (device) address definitions

The characters *abcd efgh* can have different meanings, depending on the subsystem that reports the problem. However, they define the information that is contained in the unit (device) address as follows.

Table 2. Character definitions

SCSI-attached disk, tape, or optical	
a	I/O adapter
b	I/O bus
cd	Controller
ef	Device
gh	FF
Serial Attached SCSI (SAS)-attached disk, tape, or optical	
Not applicable	I/O adapter
ab	I/O bus
cd	Controller
ef	Device
gh	FF
Communications	
a	I/O bus
b	Adapter
c	0
d	Port
e	0
f	Channel
GH	FF
Workstation	
a	I/O bus
b	Adapter
cd	Port
e	0
f	Device
g	0
h	Session

11. IBM i communication-diagnostic displays that are shown by the commands VFYCMN, WRKPRB, and ANZPRB use the following address format. Values for *x* are explained in the following table.

x1 x2 x3x4

Table 3. Decimal address values

Value	Description
x1 = System bus	The 1-, 2-, or 3-digit decimal representation of the hexadecimal Bus value of the <i>Bus-Bus-Bus-Bus/Card-Card/Board-Board</i> format address at the top of Figure 2 on page 8.
x2 = System board	The 1- or 2-digit decimal representation of the hexadecimal Board value of the <i>Bus-Bus-Bus-Bus/Card-Card/Board-Board</i> format address at the top of Figure 2 on page 8.
x3 = System card	The 1- or 2-digit decimal representation of the hexadecimal Card value of the <i>Bus-Bus-Bus-Bus/Card-Card/Board-Board</i> format address at the top of Figure 2 on page 8.
x4 = Adapter location	The 1- or 2-digit decimal representation of the hexadecimal b adapter value of the Communications unit address value in step 9 on page 8 (See step 10 on page 9).

12. Return to the procedure that sent you here. **This ends the procedure.**

Note: See “Hardware system reference code formats” for more formatting information.

Hardware system reference code formats

Use this information to understand the system reference code (SRC) format.

Notes:

1. Other formats exist. If necessary, contact your next level of support.
2. For more information on formats 60–63, see “Problem reference code formats detected by Licensed Internal Code” on page 13.

Table 4. SRC format examples

SRC word number	Panel function, digits x to y (from left to right)	IOP SRC format 13	IOP SRC format 17	Device SRC format 27	IOP detected a failure format 29	LIC ¹ SRC format 60	LIC ¹ SRC format 61	LIC ¹ SRC format 62	LIC ¹ SRC format 63	LIC ¹ SRC format 72
1	11, 1 - 8	TTTT RRRR	TTTT RRRR	tttt rrrr	B0XX RRRR	A6xx RRRR	B6xx RRRR	B6xx RRrr or B7xx Rrrr	A600 RRRR	B7xx RRRR
2	12, 1 - 8	MIGV EP13	MIGV EP17	MIGV EP27	MIGV EP29	MIGV EP60	MIGV EP61	MIGV EP62	MIGV EP63	MIGV EP72
3	12, 9 - 16	BBBB Ccbb	BBBB Ccbb	BBBB Ccbb	BBBB Ccbb	PPPP 0000	cccc cccc	cccc cccc	AAAA BBBB	cccc cccc
4	12, 17 - 24	aaaa aaaa	aaaa aaaa	aaaa aaaa	SAPP UUFF	BBBB Ccbb	pppp pppp	pppp pppp	CCCC DDDD	pppp pppp
5	12, 25 - 32	TTTT LMMM	TTTT LMMM	tttt lmmm	TTTT FMMV	aaaa aaaa	qqqq qqqq	qqqq qqqq	EEEE FFFF	qqqq qqqq
6	13, 1 - 8	uuuu uuuu	tttt lmmm	TTTT LMMM	tttt lmmm	tttt mmmm	qqqq qqqq	qqqq qqqq	GGGG HHHH	qqqq qqqq
7	13, 9 - 16	uuuu uuuu	ZZZZ rrrr	ZZZZ RRRR	zzzz rrrr	ssss ssss	0000 0000	BBBB Ccbb	JJJJ KKKK	dddd dddd
8	13, 17 - 24	uuuu uuuu	ssss ssss	ssss ssss	0sss ssss	NNNN 0000	0000 0000	TTTT MMMM	TTTT 0MMM	TTTT MMMM

Table 4. SRC format examples (continued)

SRC word number	Panel function, digits x to y (from left to right)	IOP SRC format 13	IOP SRC format 17	Device SRC format 27	IOP detected a failure format 29	LIC ¹ SRC format 60	LIC ¹ SRC format 61	LIC ¹ SRC format 62	LIC ¹ SRC format 63	LIC ¹ SRC format 72
9	13, 25 - 32	uuuu uuuu	uuuu uuuu	uuuu uuuu	uuuu uuuu	0000 0000	0000 0000	0000 0000	SSSS SSSS	0000 0000
Note:										
1. Licensed Internal Code										

Table 5. Description of SRC format examples

SRC format	Description
AAAA	Type of I/O bus (see “Logical address format” on page 12 — field A).
aaaa	Unit address.
BBBB	System bus number (see “Logical address format” on page 12 — field B).
BBBBCbb	Bus, bus, bus, bus, card, card, and board, board address (direct select address or DSA). <ul style="list-style-type: none"> For PCI system buses 0001-0003 and 0018-FFFF, the Cc field is a 1-digit multiadapter bridge number and a 1-digit multiadapter bridge function number. For SPD system buses 0004-0017, the Cc field is a 2-digit card number.
CCCC	System board number (see “Logical address format” on page 12 — field C).
cccc cccc	Component reference code. Format 62 varies by component.
DDDD	System card number (see “Logical address format” on page 12 — field D).
dddd dddd	Dynamic reconfiguration connector (DRC) index.
EEEE	Unit address type (see “Logical address format” on page 12 — field E).
FFFF	Unit address type (see “Logical address format” on page 12 — field F).
GGGG	Unit address type (see “Logical address format” on page 12 — field G).
HHHH	Unit address type (see “Logical address format” on page 12 — field H).
JJJJ	Unit address type (see “Logical address format” on page 12 — field J).
KKKK	Unit address type (see “Logical address format” on page 12 — field K).
LMMM	Level indicator plus 3-digit model number (for example, 0001).
lmmm	Level indicator plus 3-digit model number of failing device.
0MMM	Model number of failing device (that is, MMM=001).
MIGV EP	General system status.
NNNN	Number of disk device facilities that are missing.
PPPP	Cause code.
pppp pppp	Programming reference code.
qqqq qqqq	Programming reference code qualifier.
RRRR	Unit reference code (URC).
rrrr	Outboard failing unit reference code (URC).
SAPP UUFF	Unit address.
SSSSSSSS	System reference code. This SRC is used to determine why the primary console failed to respond.

Table 5. Description of SRC format examples (continued)

SRC format	Description
ssss	Serial number of failing unit.
TTTT	Type number or card identification number (hexadecimal).
tttt	Outboard failing unit type number (that is, 6607).
uuuu	Unit-specific data.
ww	SRC type.
ZZZZ	Reserved.

Logical address format

Use the logical address to identify the resource entry.

To sort by logical address, select the Analyze log option on the product activity log display. Then select the F9 key (Sort by) and sort by logical address. For more information about the address, use the address information function.

The logical address format, A/B/C/D-E/F/G/H/J/K, has the following definitions:

- A** Type of I/O bus (transport)
- B** System bus number
- C** System board number (for busses that connect card enclosures)
- D** System card (bus unit) number
- Separates the bus address from the unit address
- E** Unit address type

FGHJK

Unit address data

The values of F, G, H, J, and K vary, depending on the unit address type (E). Use the following information to determine the unit address data (FGHJK) representation.

Table 6. Unit address (E) definitions

Unit address value	Unit address definition	Unit address data				
		F	G	H	J	K
0	Reserved					
1	Communications	I/O bus	Adapter	Port	Channel	
2	Storage	I/O adapter	I/O bus	Controller	Device	
3	Workstation	I/O bus	Adapter	Port	Device	Session
4	Auxiliary processor	I/O bus	Auxiliary processor	Adapter	Port	
5	Library	I/O adapter	I/O bus	Library	Controller	Device
6	Cryptography	I/O bus	Adapter	Device		

The Logical address field contains the bus address and the unit address. The bus address describes the hardware bus, board, and card information. The unit address describes the subsystem and identifying data (see Table 6).

Note: To locate a device or card that is within the system unit, use the physical address information.

Problem reference code formats detected by Licensed Internal Code

Use this information to understand problem reference code formats that are detected by Licensed Internal Code.

Formats 60 - 63 in Table 4 on page 10 represent the formats for Licensed Internal Code SRCs.

- Format 60 is used for Licensed Internal Code attention SRCs.
- Format 61 is used when Licensed Internal Code detects a Licensed Internal Code programming problem.
- Format 62 is used when Licensed Internal Code detects an IOP bus or IOP programming problem.

RRRR Licensed Internal Code *unit reference code*.

cccc Licensed Internal Code *component reference Code*. Identifies the Licensed Internal Code component and subcomponent that generated the SRC.

pppp Licensed Internal Code *program reference code (PRC)*. Identifies the Licensed Internal Code class or component that generated the SRC and the specific error detected.

qqqq Licensed Internal Code *program reference code qualifier*. Identifies SRC words found at functions 15-3 through 19-3 or, 15-3 and 16-3, depending on the format. It provides additional error isolation information that is specific to the program reference code. One or more of these words might be 0000 0000. Format 61 has up to five words of PRC qualifier, in words 5 - 9. The PRC determines the number of PRC qualifier words. The content of words 5 - 9 is dependent on the value in word 4. Format 62 has the PRC qualifier only in words 5 - 6. Physical address and type information is included in words 7 - 9.

BBBB Ccbb

Bus, card, and board identifiers of failing component (direct select address)

@@@ Unit address.

ssss Serial number of failing unit.

TTTT Type number or card identification number of failing component (hex 2xxx - 9FFF). This value might be 0000 if system data is not available at the time the SRC is signaled.

ZZZZ Reserved.

mmmm

Model number of failing component (hex 2xxx - 9FFF). This value might be 0000 if system data is not available at the time the SRC is signaled.

CCCC Cause code.

NNNN

Number of disk device facilities missing.

MIGV EP

General system status (see "System reference code information" on page 5 for more information).

x Any hexadecimal number.

Notes:

1. For information about functions 11 and 12, see "System reference code information" on page 5.
2. Format 60 might contain data in a format other than that shown. Format 60 is an old vertical Licensed Internal Code (VLIC) format, which some new Licensed Internal Code components use. Format 60 does not have the component reference code and program reference code that formats 61 and 62 have. Formats 61 and 62 were specifically defined for the new Licensed Internal Code. Format 60 is mostly component-specific with no key information to indicate format (the developer has to interpret it). See

Licensed Internal Code isolation procedures and perform the problem isolation procedure used by the reference code to further define any significant data.

Searching the service action log

Use this procedure to search for an entry in the service action log (SAL) that matches the time, reference code, or resource of the reported problem.

1. On the command line, enter the Start System Service Ttools (STRSST) command. If you cannot get to system service tools (SST), use function 21 to get to dedicated service tools (DST).
2. On the Start Service Tools Sign On display, type in a user ID with QSRV authority and password.
3. Select **Start a Service Tool > Hardware Service Manager > Work with service action log**.
4. On the Select Timeframe display, change the From: **Date** and **Time** to a date and time prior to when the customer reported having the problem.
5. Search for an entry that matches one or more conditions of the problem:
 - Reference code
 - Resource
 - Time
 - Failing item list
6. Perform the following actions:
 - Choose **Display the failing item information** to display the service action log entry.
 - Use the **Display details** option to display part location information.

All new entries in the service action log represent problems that require a service action. It may be necessary to handle any problem in the log even if it does not match the original problem symptom.

The information displayed in the date and time fields are the **Date** and **Time** for the first occurrence of the specific reference code for the resource displayed during the time range selected.

7. Did you find an entry in the service action log?
 - **Yes:** Continue with the next step.
 - **No:** Go to “Problems with noncritical resources” on page 15. **This ends the procedure.**
8. Is See the service information system reference code tables for further problem isolation shown near the top of the display or are there procedures in the field replaceable unit (FRU) list?
 - **Yes:** Perform the following steps:
 - a. Go to the list of reference codes and use the reference code that is indicated in the log to find the correct reference code table and unit reference code.
 - b. Perform all actions in the Description/Action column before replacing failing items.

Note: When replacing failing items, the part numbers and locations found in the service action log entry should be used.

This ends the procedure.

- **No:** Display the failing item information for the service action log entry. Items at the top of the failing item list are more likely to fix the problem than items at the bottom of the list.

Notes:

- a. Some failing items are required to be replaced in groups until the problem is solved.
- b. Other failing items are flagged as mandatory exchanges and must be replaced before the service action is complete, even if the problem appears to have been repaired.
- c. Use the **Part Action Code** field in the Service Action Log display to determine if failing items are to be replaced in groups or as mandatory exchanges.

- d. Unless the **Part Action Code** of a FRU indicates a group or mandatory exchange, exchange the failing items one at a time until the problem is repaired. Use the help function to determine the meaning of part action codes.

Continue with the next step.

9. Perform the following steps to help resolve the problem:

- a. To display location information, choose the function key for **Additional details**. If location information is available, go to Part locations and location codes for the model you are working on to determine what removal and replacement procedure to perform. To turn on the failing item's identify light, use the indicator-on option.

Note: In some cases where the failing item does not contain a physical identify light, a higher level identify light is activated (for example, the backplane or unit containing the failing item). The location information should then be used to locate the actual failing item.

- b. If the failing item is Licensed Internal Code, contact your next level of support for the correct fix to apply.
10. After exchanging an item, perform the following steps:
 - a. Go to Verifying a repair.
 - b. If the failing item indicator was turned on during the removal and replacement procedure, use the indicator-off option to turn off the indicator.
 - c. If all problems have been resolved for the partition, use the Acknowledge all errors function at the bottom of the service action log display.
 - d. Close the log entry by selecting **Close a NEW entry** on the Service Action Log Report display. **This ends the procedure.**

Problems with noncritical resources

Use this procedure to help you determine the cause of problems with noncritical resources.

1. Is there an SRC in an 8-character format available on the problem summary form?

Note: If the operator has not filled out the problem summary form, go to the problem reporting procedure for the operating system in use.

No: Continue with the next step.

Yes: Perform problem analysis using the SRC. **This ends the procedure.**

2. Does the problem involve a workstation resource?

- **No:** Continue with the next step.
- **Yes:** Perform the following steps:
 - Check that the workstation is operational.
 - Verify that the cabling and addressing for the workstation is correct.
 - Perform any actions indicated in the system operator message.

If you need further assistance, contact your next level of support. **This ends the procedure.**

3. Does the problem involve a removable media resource?

No: Continue with the next step.

Yes: Go to "Using the product activity log" on page 16 to resolve the problem. **This ends the procedure.**

4. Does the problem involve a communications resource?

- **No:** Contact your next level of support. **This ends the procedure.**
- **Yes:** Are there any system operator messages that indicate a communications-related problem has occurred?
 - **No:** Contact your next level of support. **This ends the procedure.**

- **Yes:** Perform any actions indicated in the system operator message. If you need further assistance, contact your next level of support. **This ends the procedure.**

Using the product activity log

This procedure can help you learn how to use the product activity log (PAL).

1. To locate a problem, find an entry in the product activity log for the symptom you are seeing.
 - a. On the command line, enter the Start System Service Tools (SST) command:
STRSST
If you cannot get to SST, select DST.

Note: Do not perform an IPL on the system or partition to get to DST.

- b. On the Start Service Tools Sign On display, type a user ID with service authority and password.
- c. From the System Service Tools display, select **Start a Service Tool > Product activity log > Analyze log.**
- d. On the Select Subsystem Data display, select the option to view **All Logs.**

Note: You can change the From: and To: Dates and Times from the 24-hour default if the time that the customer reported having the problem was more than 24 hours ago.

- e. Use the defaults on the Select Analysis Report Options display by pressing the Enter key.
- f. Search the entries on the Log Analysis Report display.

Note: For example, a 6380 Tape Unit error would be identified as follows:

System Reference Code: 6380CC5F

Class: Perm

Resource Name: TAP01

2. Find an SRC from the product activity log that best matches the time and type of the problem the customer reported.

Did you find an SRC that matches the time and type of problem the customer reported?

Yes: Use the SRC information to correct the problem. **This ends the procedure.**

No: Contact your next level of support. **This ends the procedure.**

System service tools

This information describes how to use system service tools (SST).

The system service tools (SST) run one or more Licensed Internal Code or hardware service functions under the control of the operating system. SST performs service functions concurrently with the customer's application programs. The printer that is used for output must be an SCS-type data stream printer that is attached to the same workstation input/output processor (IOP) or storage media unit.

Working with a communications trace

You can start or stop a communication line trace on a configuration object.

After you run the trace, the data can be formatted. You can view the formatted data by printing it.

You can use communications trace for the following situations:

- To isolate errors that you cannot isolate by using the communications verification procedure
- To collect more data when the problem analysis procedures do not provide enough information on the problem
- If you suspect a violation of the communications protocol or some other communications line problem

- If you suspect line noise
- When the error messages indicate that there is an SNA BIND problem

Running and interpreting the communications trace requires detailed knowledge of communications protocols. To obtain the most accurate sample of your line status, whenever possible, start the communications trace before varying on the lines.

Note: Use the online help from the Work with Communications Trace display to view a list of protocols.

Options and function keys

The Work with Communications Traces display has the following options and function keys:

- Start trace (F6)
This function key starts the tracing of the data on a communications configuration object. The Start Trace display appears after you press this function key. For more information, see “Starting a communications trace” on page 19.
- Stop trace (option 2)
This option appears only on the Work with Communications Traces display. With this option, you can end the trace and stop collecting data. A trace must be stopped before you can format, print, or delete the data. To ensure that the trace is stopped, press the Refresh function key and check the Trace Status field.
- Delete trace (option 4)
The trace must be stopped (option 2) before you can use this option. Select this option to delete the trace information when you no longer need the data. Traces are not automatically deleted when you leave a communications trace function. This option releases system space so that you can start other traces without having to increase the maximum amount of storage provided for the communications trace. Traces that are not deleted are listed on the Work with Communications Traces display.
- Format and print trace (option 6)
Use this option to format and print the trace. For more information about this option, see page “Format and print trace” on page 20.
- Display message (option 7)
Use this option to view a message that indicates the status of the trace that stopped because of an error.
- Restart trace (option 8)
Use this option to start a trace that has been stopped.
- Change size (F10)
Use this function key to change the amount of storage that all traces use. You might want to increase the amount of storage, if your system has many active traces or traces that will be active for a long time.
- Display buffer size or display trace status (F11)
With this function key, you can select and alternate between buffer size and trace status.
- Refresh (F5)
This function key updates the data on the display.

Status conditions

After the Work with communications trace option is selected from the Start a Service Tool display, the Work with Communications Traces display is shown.

Work with Communications Traces

Type choice, press Enter.

2=Stop trace 4=Delete trace 6=Format and print trace
7=Display message 8=Restart trace

Configuration

Opt	Object	Type	Trace Description	Protocol	Trace Status
-	LosAngeles	Line	Test LosAngeles Line	SDLC	Active
-	Mpls	NWI	Test Mpls	ISDN	Stopped
-	Tucson	Line	Test Tucson Line	ASYN	Waiting

F3=Exit F5=Refresh F6=Start trace F10=Change size
F11=Display buffer size F12=Cancel

Figure 4. Example of the Work with Communications Trace display

Details of the trace, including status, are displayed. The trace status can be one of the following options:

Condition description

Waiting

The trace is waiting for the configuration object to be varied on (not collecting data).

Active The trace data is being collected.

Stopping

The trace is stopping.

Stopped

The trace has stopped (not collecting data).

Error An error occurred on the configuration object while the trace was collecting data. The data might or might not be collected. The trace stopped.

Starting

The trace is being started by another user. You cannot stop or delete this trace.

Formatting

Trace is being formatted.

Starting a communications trace

The following is an example of a Start Trace display.

```

                                Start Trace
Configuration object . . . . . _____
Type . . . . . 1 1=Line 2=Network interface
3=Network server
Trace description . . . . . _____
Buffer size (in kilobytes) . . . . . 1 1=128, 2=256, 3=2M, 4=4M,
5=6M, 6=8M, 7=16M, 8=32M, 9=64M
Stop on buffer full . . . . . N Y=Yes, N=No
Data direction . . . . . 3 1=Sent, 2=Received, 3=Both
Number of bytes to trace
Beginning bytes . . . . . *CALC VALUE, *CALC
Ending bytes . . . . . *CALC VALUE, *CALC
Type choices, press Enter.
F3=Exit F5=Refresh F12=Cancel
```

Enter the name of a communications configuration object description in the **Configuration object** field.

Describe the trace in the **Trace description** field. This field can help you identify the trace.

You can select a buffer size to hold the communications data that the trace collects. The default buffer size is 1=128KB. Base the size of the buffer on the speed of the communications line and on the amount of time necessary to trace the data. For high-speed lines or long periods of tracing, use a larger buffer size.

If you specify Yes in the field, the trace stops when the buffer is full. This option is useful for viewing the initial data that is coming across a line. If you specify No, the trace continues until you stop it. In this case, the data in the buffer will be written over each time the buffer is full.

You can select the direction of data to be traced by specifying one of the three selections in the Data direction field:

- Only data that the system is sending (option 1)
- Only data that the system is receiving (option 2)
- Both the data sent and received by the system (option 3)

Note: If you specify option 1 (Sent) for lines that are in SDLC short-hold mode, the trace does not include controller names.

You can select how much data is traced in a frame of data. The value that is entered is the amount that is saved as part of the trace. The minimum value that is allowed for both the beginning and the end value is 36 bytes. Those 36-byte minimum values include the protocol header. The configuration object you are tracing determines the maximum value that is allowed.

Notes:

1. The BSC protocol ignores the beginning and ending byte values.
2. The SDLC, high-level data link control (HDLC), X.25, frame relay, Ethernet, distributed data interface (DDI), ATM, and token-ring protocols ignore the ending byte value.

- The minimum value that is allowed for the beginning byte value for local area network (LAN) protocols (including frame relay protocols and ATM protocols) is 72 bytes.

When all required options are complete, press the Enter key. The Work with Communications Trace display is shown.

If the communications object being traced is in varied off status when you start the trace, the trace remains in waiting status until you vary on the communications object. If the object is varied on, the trace will immediately go to the active state, and the system will begin to collect trace data.

The trace remains active until one of the following occurs:

- You select the option to stop the trace on the Work with Communications Traces display.
- You vary off the configuration object being traced.
- The configuration object being traced has an error.
- The trace buffer is full, and the option to stop on buffer full was selected.

Note: You can exit the communications trace function to do other work while the trace is active.

Traces are not automatically deleted when you exit a communications trace function. To return to the communications trace, complete the following steps:

- Select the **Start a service tool** option from the service tools (SST or DST) display.
- Select the **Work with communications traces** option.
- From the Work with Communications Traces display, you can check the status of the trace or select to stop the trace.

Format and print trace

You must select the Stop Trace option before you format or print the trace. With the Format and print trace option, you can select various formatting options and prepare the trace data for printing. The options vary for each protocol. The following is an example of the Format Trace Data display.

```

                                Format Trace Data
Configuration object . . . . . TRNLINE
Type . . . . . LINE
Type choices, press Enter.
Controller . . . . . *ALL *ALL, name
Data representation . . . . . 3      1=ASCII, 2=EBCDIC, 3=*CALC
Format RR, RNR commands . . . . . N      Y=Yes, N=No
Format Broadcast data . . . . . Y      Y=Yes, N=No
Format MAC or SMT data only. . . . . N      Y=Yes, N=No
Format UI data only . . . . . N      Y=Yes, N=No
Format TCP/IP data only . . . . . N      Y=Yes, N=No

F3=Exit  F5=Refresh  F12=Cancel

```

Figure 5. Example of Format a Trace Data display

Notes:

1. To view all the data associated with the trace, press the Enter key without changing to the defaults on the Format a Trace Data display . The information is not in any special format.
2. Select the option to format and print only the data that you want to see.
3. All options available for formatting depend on the protocol of the line that is being traced. Only valid choices are shown for each protocol.
4. Not all combinations of options are valid for all protocols. If you select an option that is not valid, messages appear. If an error message appears, you must change your selections. Press F5 (Refresh) function key to restore all options to their default values.
5. For more information about these options, use online help.

When the format of the trace data is complete, the output can be printed on the console printer (the printer that is attached to the same I/O processor as the console). Only SCS-type data streams are supported.

The format of the trace data follows:

- An introduction page that contains, for example, configuration object, type, protocol, start and stop dates and times, trace options, and formatting options.
- A help page, to assist in understanding the output. Help information for a specific protocol is given because the trace data differs for each communications protocol.

The formatted output is shown as follows.

```

Record   Data   Record   Record   Data   Controller   Number   Number   Poll/
Number  S/R  Length  Status   Timer   Type         Name/Number Command  Sent    Received Final
-----
 7  R    69    00000000  12:29:56.72963  EBCDIC  ZSDLLC30 /01  XID          00000007000E0DF4  *.&:...D{.....4*
Data . . . . . : 3245056150080000 0084C00000000000 01010B0000010900  F6F5F0F0F1F0F1F0 *ABC.ABCDEFG..1.....94065001010*
                  DADBCC4BDACBCDCE EFCGC5F31017F116 1101130011F9F4F0  *DFD
                  C4C6C44040
 8  S     0    00000000  12:29:56.76081  EBCDIC  ABCLLC30 /01  SNRM         0000000000000000  ON
 9  R     0    00000000  12:29:56.78450  EBCDIC  ABCLLC30 /01  UA           0000000000000000  ON
52  S    110    00000000  12:29:57.76210  EBCDIC  ABCLLC30 /01  I            0                0  ON
Data . . . . . : 2D00010200006881 0031001307B0B051 3107878686870706 0200000000000000 *.....A.....GFFG.....*
                  944300000CDADBCC 4BEAEBCCD3D3C4F3 F02E000902E2D5C1 E2E5C3D4C7090300 *M...ABC.ABCLLD30...SNASVCMG...*
                  00BCF9CAD6000000 04DADBCC4BEAEBCC D3D3C4F3F00A1300 7B00BCF9CAD60000 *.9.O...ABC.ABCLLD30...#.9.O.*
                  000CDADBCC4BEAEB CCD3D3C4F4F0 *..ABC.ABCLLD40
53  R    110    00000000  12:29:57.80065  EBCDIC  ABCLLC30 /01  I            0                1  ON
Data . . . . . : 2F00010200006881 0031001307B0B051 3107878686870706 0200000000000000 *.....A.....GFFG.....*
                  944300000CDADBCC 4BEAEBCCD3D3C4F4 F02E000902E2D5C1 E2E5C3D4C7090300 *M...ABC.ABCLLD40...SNASVCMG...*
                  00BCF9D566000000 04DADBCC4BEAEBCC D3D3C4F4F00A1300 7B00BCF9D5660000 *.9N...ABC.ABCLLD40...#.9N...*
                  000CDADBCC4BEAEB CCD3D3C4F3F0 *..ABC.ABCLLD30
***** END OF EXAMPLE PRINTOUT *****

```

Figure 6. Example of formatted trace data output for SDLC

The width of the file is 132 characters. The data is in hexadecimal representation and either American National Standard Code for Information Interchange (ASCII) or EBCDIC character representation. The columns of the trace output that are common to all protocols follows:

Record number

The number of the trace record shows if the record type is sent (S) or received (R).

Notes:

1. The letter C in this column indicates that an X.21 short-hold mode connection was cleared.
2. If an M is shown, a modem change occurred.

Data length

The amount of data, in decimal, that the record contains.

Record status

The protocol-dependent return code for the trace record. The value 00000000 is successful; no errors were found. Other return codes are listed in the functional specification for the protocol that is running or in the port manager.

Record timer

The time that each event occurs. Depending on the communications hardware that is being used, the record timer is one of the following values:

1. A time of day value, *HH:MM:SS.NNNNN* (where *H*=hours, *M*=minutes, *S*=seconds, and *N*=subseconds), based on the system time when the trace was stopped.
2. A relative time in decimal seconds. This timer value provides the relative time between events.

Data type

Shows whether the traced data is printed in ASCII or EBCDIC character representation. If the character representation of the data is mostly periods, you might want to format the data again using the other option for data representation.

Controller name/number

Indicates which controller originated the frame or record. In some conditions, this data is not available, and the column remains blank.

Note: The formatted trace output is not security protected. Customer passwords are shown when they cross communications lines.

Hexadecimal product activity log data

Use the display hexadecimal report function or follow the steps in this procedure to display hexadecimal error log dump data.

To display hexadecimal error log dump data, complete these steps:

1. Find an entry in the product activity log for the system reference code (SRC) you are using to locate the problem.
 - a. Select System Service Tools (SST).
If you cannot get to SST, select DST.

Note: Do not use an IPL of the system to get to DST.

- b. On the Service Tools display, select the Start a service tool option.
 - c. Select the Product activity log option on the Start a Service Tool display.
 - d. Select the Analyze log option on the Product Activity Log display.
 - e. On the Select Subsystem Data display, select the option to view All Logs.

Note: If the SRC you are using occurred more than 24 hours ago, change the From and To Dates and Times from the 24-hour default.

- f. Use the defaults on the Select Analysis Report Options display by pressing the Enter key.
 - g. Find the entry in the product activity log that matches that SRC.
2. Select the Display Detail Report for Resource display. (See the following figures.)

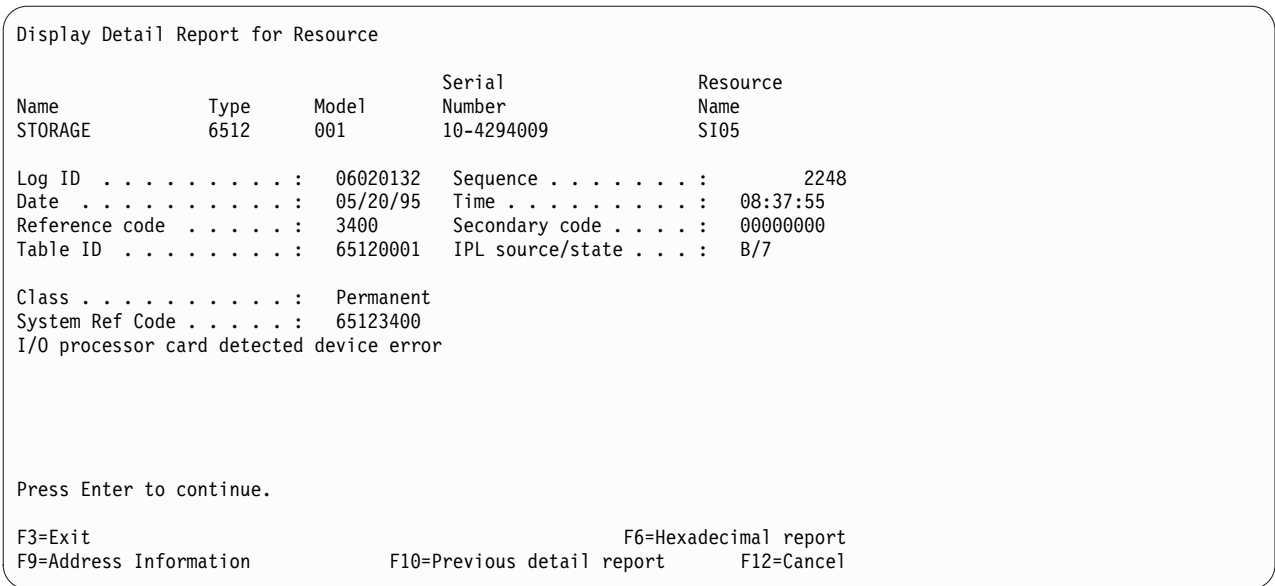


Figure 7. Example of hexadecimal detail report for resource

- Press F6 to display the hexadecimal report.
 - The direct select address (DSA) is in the format *BBBB-Cc-bb*:
 - BBBB* means hexadecimal offsets 4C and 4D.
 - Cc* means hexadecimal offset 51.
 - bb* means hexadecimal offset 4F.

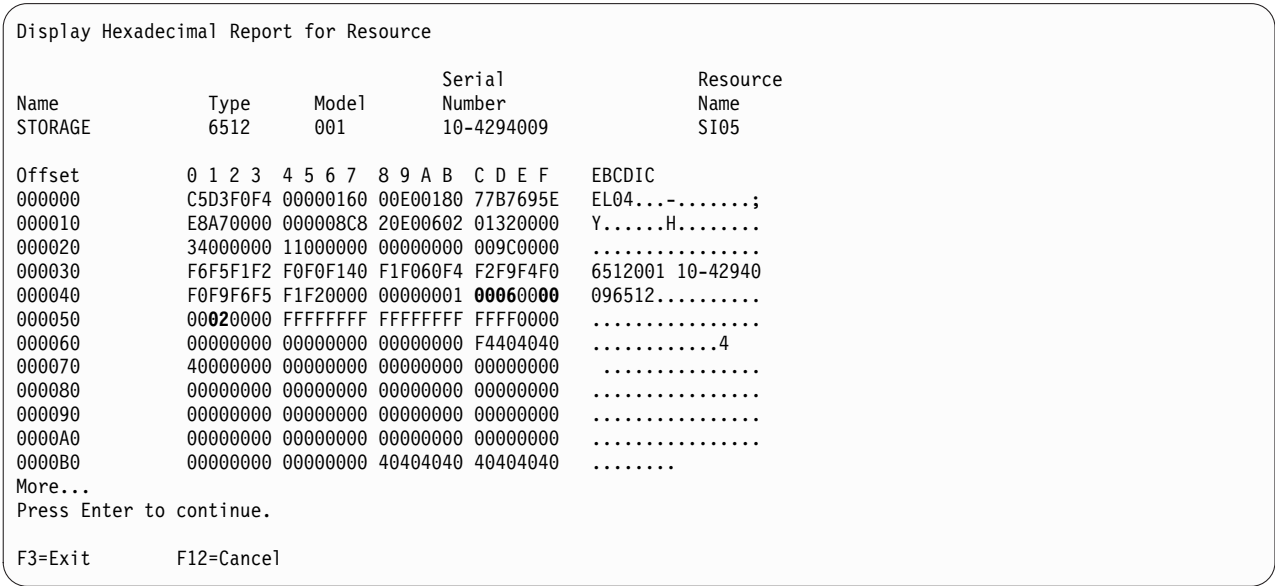


Figure 8. Example of hexadecimal report for resource

- Are offsets 170 - 173 equal to 00000000?
 - Yes:** Continue with step 5.
 - No:** Continue with step 6 on page 24.
- Page forward until you locate the offset location X'000180'.
 - If the rightmost hexadecimal digit of offset 000182 is 8, then the unit address is hexadecimal offset 18C - 18F.

If the rightmost hexadecimal digit of offset 000182 is 2, then the unit address is hexadecimal offset 192 - 195

Record this address information. Return to the procedure that sent you here, if one.

```

Display Hexadecimal Report for Resource

Name          Type      Model   Serial      Resource
STORAGE      6512    001     10-4294009  SI05

Offset        0 1 2 3  4 5 6 7  8 9 A B  C D E F  EBCDIC
000180      D0007800 65120001 34000620 1100FFFF }.....
000190      FFFFFFFF 31090000 00001100 03C00000 .....{..
0001A0      00000000 00000000 00000000 00000000 .....
0001B0      00000000 00000000 00000000 00000000 .....
0001C0      00000000 00000000 00000000 00000000 .....
0001D0      00000000 00000000 00000000 00000000 .....
0001E0      00000018 00000002 E00401F0 10002000 .....0...
0001F0      00000000 40000000 00000000 000002CC .....
000200      CCC00000 00000000 00800000 00000000 .....
000210      08100000 00000000 F0200040 00800000 .....0.. ...
000220      00000000 04000000 08000040 E000E221 ..... ..S.
000230      800084F3 00000002 0000001B 110003C0 ...3.....{
More...
Press Enter to continue.

F3=Exit      F12=Cancel

```

Figure 9. Example of hexadecimal report for resource offset location (where the rightmost hexadecimal digit of offset 000182 is 8)

```

Display Hexadecimal Report for Resource

Name          Type      Model   Serial      Resource
STORAGE      571A    001     10-4294009  DC01

Offset        0 1 2 3  4 5 6 7  8 9 A B  C D E F  EBCDIC
000180      F8407200 F5F7F1C1 F0F0F0F1 3400031D 8 ..571A0001....
000190      00233104 00FFFFF4 F0F0F0F0 F0F0F0F0 .....40000000
0001A0      1104E255 F0F0F0F0 F0F0F0F0 40404040 ..S.00000000
0001B0      40404000 00FF0000 04440000 A1D0038D .....}..
0001C0      0713000C 00000000 00000000 70000200 .....
More...

Press Enter to continue.

F3=Exit      F12=Cancel

```

Figure 10. Example of hexadecimal report for resource offset location (where the rightmost hexadecimal digit of offset 000182 is 2)

6. Using hexadecimal arithmetic, add the value in offsets 170 - 173, the value in offsets 174 - 177, and 00000002. For example, 000001C8 + 00000410 + 00000002 = 000005DA.

If the value of the rightmost hexadecimal digit at this offset is 8: Using hexadecimal arithmetic, add 0000000A to the offset you calculated. This will be the location of the unit address in the form abcdefgh. For example, 00005DA + 0000000A = 00005EA.

If the value of the rightmost hexadecimal digit at this offset is 2: Using hexadecimal arithmetic, add 00000010 to the offset you calculated. This will be the location of the unit address in the form abcdefgh. For example, 00005DA + 00000010 = 00005EA.

Record this address information. If you were sent here from another procedure, return to the procedure that sent you here.

This ends the procedure.

Examples: Obtaining additional information from hexadecimal reports

You can get additional information for IOP 90xx reference code product activity log entries at DST by using a type D IPL.

Notes:

- The term I/O processor indicates an IOP or an IOA.
- Formatting is available (F4=Additional Information) for IPL from disk (type A or B IPL). Formatting is not available in DST from a type D IPL.

Use the following information and the display examples to interpret the hexadecimal dump information that begins at offset hex 000180.

If the rightmost hexadecimal digit of the offset 000182 is 8, get the format from offset 00019F, and then use the following table to determine which figure to refer to.

Table 7. Format number to figure reference

Format number	Refer to the following figures
01	Figure 11 on page 26 Figure 12 on page 27 Figure 13 on page 27
02	Figure 14 on page 28 Figure 15 on page 29 Figure 16 on page 29
03	Figure 17 on page 30 Figure 18 on page 30 Figure 19 on page 30
04	Figure 20 on page 31 Figure 21 on page 32 Figure 22 on page 32

If the rightmost hexadecimal digit of offset 000182 is 2, get the format number from offset 0001B5, and then use the following table to determine which table to refer to.

Table 8. Mapping of format number to table reference

Format number	Reference the following tables
01	Table 9 on page 32
02	Table 10 on page 33
03	Table 11 on page 34
04	Table 12 on page 35
11	Table 13 on page 35
12	Table 14 on page 36
13	Table 15 on page 36
14	Table 16 on page 37
17	Table 17 on page 39

Table 8. Mapping of format number to table reference (continued)

Format number	Reference the following tables
20	Table 18 on page 40

Example: Device formatting log (unformatted information)

Display Hexadecimal Report for Resource										
Name	Type	Model	Serial Number							Resource Name
STORAGE	6607	070	00-68753							
Offset	0 1 2 3	4 5 6 7	8 9 A B	C D E F	EBCDIC					
000180	F8407800	65320001	90920210	010400FF	8k.....					
000190	66070000	00001306	87531400	123D0001g.....					
0001A0	00000000	00000000	CA000003	00000000					
0001B0	65320001	07050011	00000000	00000000					
0001C0	00000004	00000003	00000000	00000000					
0001D0	F6F6F0F7	13068753	010400FF	00000000	6607..g.....					
0001E0	00000000	65320001	07050011	47000001					
0001F0	07069205	C0004000	00000021	00000030	..k.{.					
000200	00000000	00000000	F6F6F0F7	000715756607....					
000210	010300FF	00000000	00000000	65320001					
000220	07050011	47000001	07069205	C0004000k.{. .					
000230	00000000	00000000	00000000	00000000					
000240	F6F6F0F7	00259DE8	010200FF	00000000	6607...Y.....					
000250	00000000	65320001	07050011	47000001					
000260	07069205	C0404040	00000000	00000000	..k.{.					
000270	00000000	00000000	E2E5C3C4	D6C3E2C3SVCDOCSC					
000280	D7D7F2F9	C1F800D5	00000000	00000000	PP29A8.N.....					
000290	00000000	00000000	00000000	00000000					
0002A0	00000000	00000000	00000000	00000000					
0002B0	00000000	00000000	00000000	00000000					
0002C0	00000000	00000000	00000000	00000000					
0002D0	00000000	00000000	C3D7D7F8	F9F2F9D5CPP8929N					
0002E0	F6F5F3F2	F9F0F9F2	F0F0F0F0	F0F0F0F0	6532909200000000					
0002F0	F0F0F0F0	F0F1F6C3	F0F1F3F3	0000D5D5	0000016C0133..NN					
000300	00000000	00000000	00000000	00000000					

Figure 11. Example of hexadecimal report, device formatting log (unformatted information)

Example: Device formatting log template

Display Hexadecimal Report for Resource				
Name	Type	Model	Serial Number	Resource Name
STORAGE	6607	070	00-68753	
Offset	0 1 2 3	4 5 6 7	8 9 A B	C D E F
000180	-----	-----	-----	-----
000190	-----	-----	-----	-----01
0001A0	-----	-----	-----	-----
0001B0	-----	-----	-----	-----
0001C0	# errors detected	# errors logged	-----	-----
0001D0	Device1 Type	Device1 Serial	Device1 UnitAddr	New Dev1 Type
0001E0	New Dev1 Serial	IOP type & model	IOP Serial	Cache Type/Mod
0001F0	Cache Serial	-----	-----	-----
000200	-----	-----	Device2 Type	Device2 Serial
000210	Device2 UnitAddr	New Dev2 Type	New Dev2 Serial	IOP type & model
000220	IOP Serial	Cache Type/Mod	Cache Serial	-----
000230	-----	-----	-----	-----
000240	Device3 Type	Device3 Serial	Device3 UnitAddr	New Dev3 Type
000250	New Dev3 Serial	IOP type & model	IOP Serial	Cache Type/Mod
000260	Cache Serial	-----	-----	-----

Figure 12. Example of hexadecimal report, device formatting log template

Example: Device formatting log (as formatted information for A or B IPL)

Display Additional Information for Resource				
Name	Type	Model	Serial Number	Resource Name
STORAGE	6607	070	00-68753	
Device Errors detected			4
Device Errors logged			3
Device : 1 2 3			
Unit Address : 010400FF 010300FF 010200FF			
Type : 6607 6607 6607			
Serial Number	. . . : 13068753 00071575 00259DE8			
New Device Information:				
Type : **** **** ****			
Serial Number	. . . : 00000000 00000000 00000000			
I/O Processor Information:				
Type : 6532 6532 6532			
Serial Number	. . . : 07050011 07050011 07050011			
Cache Adaptor Card Information:				
Type : 4700 4700 4700			
Serial Number	. . . : 07069205 07069205 07069205			

Figure 13. Example of hexadecimal report, device formatting (as formatted information for type A or B IPL)

Example: Array member formatting log (unformatted information)

Display Hexadecimal Report for Resource									
Name	Type	Model	Serial Number				Resource Name		
STORAGE	6532	001	00-50011						
Offset	0 1 2 3	4 5 6 7	8 9 A B	C D E F	EBCDIC				
000180	F4407800	65320001	90210210	0FFFFFFF	4				
000190	00000000	00000000	00001400	12400002				
0001A0	00000000	00000000	CA000003	00000000				
0001B0	65320001	07050011	00000000	00000000				
0001C0	F6F6F0F7	0025ED09	000200FF	000200FF	6607.....				
0001D0	F6F6F0F7	00158135	000100FF	000100FF	6607..a.....				
0001E0	F6F6F0F7	00259DE8	010200FF	00000000	6607...Y.....				
0001F0	F6F6F0F7	00008326	010100FF	00000000	6607..c.....				
000200	F6F6F0F7	00071575	010300FF	00000000	6607.....				
000210	F6F6F0F7	13068753	010400FF	00000000	6607..g.....				
000220	00000000	00000000	00000000	00000000				
000230	00000000	00000000	00000000	00000000				
000240	00000000	00000000	00000000	00000000				
000250	00000000	00000000	00000000	00000000				
000260	000000FF	00000004	00000000	00000000				
000270	00000000	E2E5C3C4	D6C3E2C3	D7D7F2F9	...SVCDOCSCPP29				
000280	C1F800D5	00000000	00000000	00000000	A8.N.....				
000290	00000000	00000000	00000000	00000000				
0002A0	00000000	00000000	00000000	00000000				
0002B0	00000000	00000000	00000000	00000000				
0002C0	00000000	00000000	00000000	00000000				
0002D0	00000000	C3D7D7C5	C1F0F2D5	F6F5F3F2	...CPPEA02N6532				
0002E0	F9F0F2F1	F0F0F0F0	F0F0F0F0	F0F0F0F0	9021000000000000				
0002F0	F0F0C4F4	F0F1F3F3	0000D5D5	00000000	00D40133..NN....				
000300	00000000	00000000	00000000	00000000				

Figure 14. Example of hexadecimal report, array member formatting log (unformatted information)

Example: Array member formatting log template

Display Hexadecimal Report for Resource				
Name	Type	Model	Serial Number	Resource Name
STORAGE	6532	001	00-50011	
Offset	0 1 2 3	4 5 6 7	8 9 A B	C D E F
000180	-----	-----	-----	-----
000190	-----	-----	-----	-----02
0001A0	-----	-----	-----	-----
0001B0	-----	-----	-----	-----
0001C0	Member0	Member0	Expected	Current
	Type	Serial	Address	Address
0001D0	Member1	Member1	Expected	Current
	Type	Serial	Address	Address
0001E0	Member2	Member2	Expected	Current
	Type	Serial	Address	Address
0001F0	Member3	Member3	Expected	Current
	Type	Serial	Address	Address
000200	Member4	Member4	Expected	Current
	Type	Serial	Address	Address
000210	Member5	Member5	Expected	Current
	Type	Serial	Address	Address
000220	Member6	Member6	Expected	Current
	Type	Serial	Address	Address
000230	Member7	Member7	Expected	Current
	Type	Serial	Address	Address
000240	Member8	Member8	Expected	Current
	Type	Serial	Address	Address
000250	Member9	Member9	Expected	Current
	Type	Serial	Address	Address

Figure 15. Example of hexadecimal report, array member formatting log template

Example: Array member formatting log (as formatted information for type A or B IPL)

Display Additional Information for Resource						
Name	Type	Model	Serial Number	Resource Name		
STORAGE	6532	001	00-50011			
Array Member :		0	1	2	3	4
Type :		6607	6607	6607	6607	6607
Serial Number :		0025ED09	00158135	00259DE8	00008326	00071575
Unit Address:						
Current :		000200FF	000100FF	00000000	00000000	00000000
Expected :		000200FF	000100FF	010200FF	010100FF	010300FF
Array Member :		5	6	7	8	9
Type :		6607	****	****	****	****
Serial Number :		13068753	00000000	00000000	00000000	00000000
Unit Address:						
Current :		00000000	00000000	00000000	00000000	00000000
Expected :		010400FF	00000000	00000000	00000000	00000000

Figure 16. Example of hexadecimal report, array member formatting (as formatted information for type A or B IPL)

Example: Configuration formatting log (unformatted information)

```

Display Hexadecimal Report for Resource

Name          Type      Model      Serial      Resource
STORAGE      6532     001        00-50011   Name

Offset       0 1 2 3  4 5 6 7  8 9 A B  C D E F  EBCDIC
000180      50407800 65320001 90120210 0FFFFFFF  & .....
000190      00000000 00000000 00001400 123C0003  .....
0001A0      00000000 00000000 CA000003 00000000  .....
0001B0      65320001 07050011 00000000 00000000  .....
0001C0      00000000 00000000 47000001 07069205  .....k.
0001D0      F8F6C7F8 F1F4F9C3 D7D7F8F9 F8F100D5 86G8149CPP8981.N
0001E0      00000000 00000000 00000000 00000000  .....
0001F0      00000000 00000000 00000000 00000000  .....
000200      00000000 00000000 00000000 00000000  .....
000210      00000000 00000000 00000000 00000000  .....
000220      00000000 00000000 00000000 00000000  .....
000230      C3D7D7C5 C1F0F2D5 F6F5F3F2 F9F0F1F2 CPPEA02N65329012
000240      F0F0F0F0 F0F0F0F0 F0F0F0F0 F0F0C4F4 00000000000000D4
000250      F0F1F3F4 0000E8D5 00000000 00000000 0134..YN.....

```

Figure 17. Example of hexadecimal report, configuration formatting log (unformatted information)

Example: Configuration formatting log template

```

Display Hexadecimal Report for Resource

Name          Type      Model      Serial      Resource
STORAGE      6532     001        00-50011   Name

Offset       0 1 2 3  4 5 6 7  8 9 A B  C D E F
000180      -----
000190      -----
0001A0      -----
0001B0      Current Current Current Current
IOP type IOP Cache Cache
& model serial type serial
0001C0      Expected Expected Expected Expected
IOP type IOP Cache Cache
& model serial type serial

```

Figure 18. Example of hexadecimal report, configuration formatting log template

Configuration formatting log (as formatted information for type A or B IPL)

```

Display Additional Information for Resource

Name          Type      Model      Serial      Resource
STORAGE      6532     001        00-50011   Name

Configuration . . . . . : Current Expected
I/O Processor Information:
  Type . . . . . : 6532 0000
  Serial Number . . . : 07050011 00000000
Cache Adaptor Card Information:
  Type . . . . . : 0000 4700
  Serial Number . . . : 00000000 07069205

```

Figure 19. Example of hexadecimal report, configuration formatting log (as formatted information for type A or B IPL)

Example: Array addendum formatting log (unformatted information)

Display Hexadecimal Report for Resource						
Name	Type	Model	Serial Number	Resource Name		
STORAGE	2757	001	10-0322005	DC03		
Offset	0 1 2 3	4 5 6 7	8 9 A B	C D E F	EBCDIC	
000000	C5D3F0F5	000000A0	00E00180	82745D0F	EL05.....b.)	
000010	1FD78000	00002CE0	20100084	049F0000	.P.....d....	
000020	902F0000	11000000	00000000	00C70000G..	
000030	F2F7F5F7	F0F0F140	F1F060F0	F3F2F2F0	2757001 10-03220	
000040	F0F50000	0000F2F7	F5F70002	00020000	05....2757.....	
000050	00200000	0002FFFF	FFFFFFFF	0004FFFF	
000060	00000000	00000000	00000000	40404040	
000070	40404040	40400000	00000000	00000000	
000080	00000000	00000000	00000000	00000000	
000090	00000000	00000000	00000000	00000000	
0000A0	00000000	00000000	00000000	00000000	
0000B0	00000000	00000000	40404040	40404040	
0000C0	40404040	40404040	40404040	40404040	
0000D0	40404040	40404040	40404040	40404040	
0000E0	F2F7F5F7	F0F0F0F1	0000E2D3	C9C3C9D6	27570001..SLICIO	
0000F0	4040E5F5	D9F2D4F0	40400000	00000000	V5R2M0	
000100	00B90000	00000000	000000C7	00000000G.....	
000110	00000000	00000000	00000000	00000000	
000120	00000000	00000000	00000000	00000000	
000130	00000000	00000000	00000000	00000000	
000140	C4C3F0F3	40404040	40404040	40404040	DC03	
000150	D5C5C5C4	E5C1D3C9	C4D740D5	00070001	NEEDVALIDP N....	
000160	00000000	A0200007	00000000	00000000	
000170	00000000	00000000	0003001E	000000A0	
000180	A0407800	27570001	902F0200	4FFFFFFF*..... ...	
000190	00000000	00000000	00001400	623E0004	
0001A0	F6F6F0F7	0026121D	410500FF	410500FF	6607.....	
0001B0	F6F6F0F7	00248B85	410400FF	410400FF	6607...e.....	
0001C0	F6F6F0F7	0014BE1F	410300FF	410300FF	6607.....	
0001D0	F6F6F0F7	0014C0F0	410200FF	410200FF	6607..{0.....	
0001E0	F6F6F0F7	001403C8	410100FF	410100FF	6607...H.....	
0001F0	F6F6F0F7	0014BEA4	410800FF	410800FF	6607...u.....	
000200	00000000	00000000	00000000	00000000	
000210	00000000	00000000	00000000	00000000	

Figure 20. Example of hexadecimal report, array addendum formatting log (unformatted information)

Example: Array addendum log template

```

Display Hexadecimal Report for Resource

Name          Type      Model    Serial      Resource
STORAGE      6532     001      00-50011    Name

Offset        0 1 2 3  4 5 6 7  8 9 A B  C D E F

000180        -----
000190        -----04
0001A0        Member10 Member10 Expected Current
                Type      Serial  Address  Address
0001B0        Member11 Member11 Expected Current
                Type      Serial  Address  Address
0001C0        Member12 member12 Expected Current
                Type      Serial  Address  Address
0001D0        Member13 Member13 Expected Current
                Type      Serial  Address  Address
0001E0        Member14 Member14 Expected Current
                Type      Serial  Address  Address
0001F0        Member15 Member15 Expected Current
                Type      Serial  Address  Address
000200        Member16 Member16 Expected Current
                Type      Serial  Address  Address
000210        Member17 Member17 Expected Current
                Type      Serial  Address  Address

```

Figure 21. Example of hexadecimal report, array addendum formatting log template

Example: Array addendum log (as formatted information for type A or B IPL)

```

Display Additional Information for Resource

Name          Type      Model    Serial      Resource
STORAGE      2757     001      10-0322005  Name
DC03

Array Member . . . . . :      10      11      12      13      14
  Type . . . . . :      6607      6607      6607      6607      6607
  Serial Number . . . . : 0026121D 00248B85 0014BE1F 0014C0F0 001403C8
Unit Address:
  Current . . . . . : 410500FF 410400FF 410300FF 410200FF 410100FF
  Expected . . . . . : 410500FF 410400FF 410300FF 410200FF 410100FF

Array Member . . . . . :      15      16      17
  Type . . . . . :      6607      ****      ****
  Serial Number . . . . : 0014BEA4 00000000 00000000
Unit Address:
  Current . . . . . : 410800FF 00000000 00000000
  Expected . . . . . : 410800FF 00000000 00000000

```

Figure 22. Example of hexadecimal report, array addendum formatting (as formatted information for type A or B IPL)

Table 9. Format 01

Description	Hex offset
Device errors detected	0001D6 - 0001D9
Device errors logged	0001DA - 0001DD
Device 1 type	0001E6 - 0001E9
Device 1 serial number	0001EA - 0001ED
Device 1 unit address	0001EE - 0001F1
New device 1 type	0001F2 - 0001F5

Table 9. Format 01 (continued)

Description	Hex offset
New device 1 serial number	0001F6 - 0001F9
Device 1 IOA type and model	0001FA - 0001FD
Device 1 IOA serial number	0001FE - 000201
Device 1 Cache type and model	000202 - 000205
Device 1 Cache serial number	000206 - 000209
Device 2 type	00021E - 000221
Device 2 serial number	000222 - 000225
Device 2 unit address	000226 - 000229
New device 2 type	00022A - 00022D
New device 2 serial number	00022E - 000231
Device 2 IOA type and model	000232 - 000235
Device 2 IOA serial number	000236 - 000239
Device 2 cache type and model	00023A - 00023D
Device 2 cache serial number	00023E - 000241
Device 3 type	000256 - 000259
Device 3 serial number	00025A - 00025D
Device 3 unit address	00025E - 000261
New device 3 type	000262 - 000265
New device 3 serial number	000266 - 000269
Device 3 IOA type and model	00026A - 00026D
Device 2 IOA serial number	00026E - 000271
Device 3 cache type and model	000272 - 000275
Device 3 cache serial number	000276 - 000279

Table 10. Format 02

Description	Hex offset
Array member 0 type	0001D6 - 0001D9
Array member 0 serial number	0001DA - 0001DD
Array member 0 expected unit address	0001DE - 0001E1
Array member 0 current unit address	0001E2 - 0001E5
Array member 1 type	0001E6 - 0001E9
Array member 1 serial number	0001EA - 0001ED
Array member 1 expected unit address	0001EE - 0001F1
Array member 1 current unit address	0001F2 - 0001F5
Array member 2 type	0001F6 - 0001F9
Array member 2 serial number	0001FA - 0001FD
Array member 2 expected unit address	0001FE - 000201
Array member 2 current unit address	000202 - 000205
Array member 3 type	000206 - 000209
Array member 3 serial number	00020A - 00020D

Table 10. Format 02 (continued)

Description	Hex offset
Array member 3 expected unit address	00020E - 000211
Array member 3 current unit address	000212 - 000215
Array member 4 type	000216 - 000219
Array member 4 serial number	00021A - 00021D
Array member 4 expected unit address	00021E - 000221
Array member 4 current unit address	000222 - 000225
Array member 5 type	000226 - 000229
Array member 5 serial number	00022A - 00022D
Array member 5 expected unit address	00022E - 000231
Array member 5 current unit address	000232 - 000235
Array member 6 type	000236 - 000239
Array member 6 serial number	00023A - 00023D
Array member 6 expected unit address	00023E - 000241
Array member 6 current unit address	000242 - 000245
Array member 7 type	000246 - 000249
Array member 7 serial number	00024A - 00024D
Array member 7 expected unit address	00024E - 000251
Array member 7 current unit address	000252 - 000255
Array member 8 type	000256 - 000259
Array member 8 serial number	00025A - 00025D
Array member 8 expected unit address	00025E - 000261
Array member 8 current unit address	000262 - 000265
Array member 9 type	000266 - 000269
Array member 9 serial number	00026A - 00026D
Array member 9 expected unit address	00026E - 000271
Array member 9 current unit address	000272 - 000275

Table 11. Format 03

Description	Hex offset
Current I/O card type	0001C6 - 0001C7
Current I/O card serial number	0001CA - 0001CD
Current cache type	0001CE - 0001CF
Current cache serial number	0001D2 - 0001D5
Expected I/O card type	0001D6 - 0001D7
Expected I/O card serial number	0001DA - 0001DD
Expected cache type	0001DE - 0001DF
Expected cache serial number	0001E2 - 0001E5

Table 12. Format 04

Description	Hex offset
Array member 10 type	0001B6 - 0001B9
Array member 10 serial number	0001BA - 0001BD
Array member 10 expected unit address	0001BE - 0001C1
Array member 10 current unit address	0001C2 - 0001C5
Array member 11 type	0001C6 - 0001C9
Array member 11 serial number	0001CA - 0001CD
Array member 11 expected unit address	0001CE - 0001D1
Array member 11 current unit address	0001D2 - 0001D5
Array member 12 type	0001D6 - 0001D9
Array member 12 serial number	0001DA - 0001DD
Array member 12 expected unit address	0001DE - 0001E1
Array member 12 current unit address	0001E2 - 0001E5
Array member 13 type	0001E6 - 0001E9
Array member 13 serial number	0001EA - 0001ED
Array member 13 expected unit address	0001EE - 0001F1
Array member 13 current unit address	0001F2 - 0001F5
Array member 14 type	0001F6 - 0001F9
Array member 14 serial number	0001FA - 0001FD
Array member 14 expected unit address	0001FE - 000201
Array member 14 current unit address	000202 - 000205
Array member 15 type	000206 - 000209
Array member 15 serial number	00020A - 00020D
Array member 15 expected unit address	00020E - 000211
Array member 15 current unit address	000212 - 000215
Array member 16 type	000216 - 000219
Array member 16 serial number	00021A - 00021D
Array member 16 expected unit address	00021E - 000221
Array member 16 current unit address	000222 - 000225
Array member 17 type	000226 - 000229
Array member 17 serial number	00022A - 00022D
Array member 17 expected unit address	00022E - 000231
Array member 17 current unit address	000232 - 000235

Table 13. Format 11

Description	Hex offset
SCSI sense data	0001C4 - 0001E3
Worldwide ID of device with problem	0001E4 - 001EB
Unit address of device with problem	0001EC - 0001EF
SCSI command descriptor block	0001F4 - 000203
Problem description	000204 - 000223

Table 14. Format 12

Description	Hex offset
Current I/O card type and model	0001C4 - 0001CB
Current I/O card serial number	0001CC - 0001D3
Current I/O card worldwide ID	0001D4 - 0001DB
Current cache type and model	0001DC - 0001E3
Current cache serial number	0001E4 - 0001EB
Current cache worldwide ID	0001EC - 0001F3
Previous I/O card type and model	0001FC - 000203
Previous I/O card serial number	000204 - 00020B
Previous I/O card worldwide ID	00020C - 000213
Previous cache type and model	000214 - 00021B
Previous cache serial number	00021C - 000223
Previous cache worldwide ID	000224 - 00022B

Table 15. Format 13

Description	Hex offset
Device errors detected	0001FC - 0001FF
Device errors logged	000200 - 000203
Device 1 type	000204 - 000207
Device 1 serial number	000208 - 00020F
Device 1 worldwide ID	000210 - 000217
Device 1 unit address	000218 - 00021B
New device 1 type	00021C - 00021F
New device 1 serial number	000220 - 000227
New device 1 worldwide ID	000228 - 00022F
Device 1 IOA type and model	000230 - 000237
Device 1 IOA serial number	000238 - 00023F
Device 1 IOA worldwide ID	000240 - 000247
Device 1 cache type and model	000248 - 00024F
Device 1 cache serial number	000250 - 000257
Device 1 cache worldwide ID	000258 - 00025F
Device 2 type	000260 - 000263
Device 2 serial number	000264 - 00026B
Device 2 worldwide ID	00026C - 000273
Device 2 unit address	000274 - 000277
New device 2 type	000278 - 00027B
New device 2 serial number	00027C - 000283
New device 2 worldwide ID	000284 - 00028B
Device 2 IOA type and model	00028C - 000293
Device 2 IOA serial number	000294 - 00029B
Device 2 IOA worldwide ID	00029C - 0002A3

Table 15. Format 13 (continued)

Description	Hex offset
Device 2 cache type and model	0002A4 - 0002AB
Device 2 cache serial number	0002AC - 0002B3
Device 2 cache worldwide ID	0002B4 - 0002BB
Device 3 type	0002BC - 0002BF
Device 3 serial number	0002C0 - 0002C7
Device 3 worldwide ID	0002C8 - 0002CF
Device 3 unit address	0002D0 - 0002D3
New device 3 type	0002D4 - 0002D7
New device 3 serial number	0002D8 - 0002DF
New device 3 worldwide ID	0002E0 - 0002E7
Device 3 IOA type and model	0002E8 - 0002EF
Device 3 IOA serial number	0002F0 - 0002F7
Device 3 IOA worldwide ID	0002F8 - 0002FF
Device 3 cache type and model	000300 - 000307
Device 3 cache serial number	000308 - 00030F
Device 3 cache worldwide ID	000310 - 000317

Table 16. Format 14

Description	Hex offset
RAID number	000204 - 00020B
Array member 0 type	00020C - 00020F
Array member 0 serial number	000210 - 000217
Array member 0 worldwide ID	000218 - 00021F
Array member 0 expected unit address	000220 - 000223
Array member 0 current unit address	000224 - 000227
Array member 1 type	000228 - 00022B
Array member 1 serial number	00022C - 000233
Array member 1 worldwide ID	000234 - 00023B
Array member 1 expected unit address	00023C - 00023F
Array member 1 current unit address	000240 - 000243
Array member 2 type	000244 - 000247
Array member 2 serial number	000248 - 00024F
Array member 2 worldwide ID	000250 - 000257
Array member 2 expected unit address	000258 - 00025B
Array member 2 current unit address	00025C - 00025F
Array member 3 type	000260 - 000263
Array member 3 serial number	000264 - 00026B
Array member 3 worldwide ID	00026C - 000273
Array member 3 expected unit address	000274 - 000277
Array member 3 current unit address	000278 - 00027B

Table 16. Format 14 (continued)

Description	Hex offset
Array member 4 type	00027C - 00027F
Array member 4 serial number	000280 - 000287
Array member 4 worldwide ID	000288 - 00028F
Array member 4 expected unit address	000290 - 000293
Array member 4 current unit address	000294 - 000297
Array member 5 type	000298 - 00029B
Array member 5 serial number	00029C - 0002A3
Array member 5 worldwide ID	0002A4 - 0002AB
Array member 5 expected unit address	0002AC - 0002AF
Array member 5 current unit address	0002B0 - 0002B3
Array member 6 type	0002B4 - 0002B7
Array member 6 serial number	0002B8 - 0002BF
Array member 6 worldwide ID	0002C0 - 0002C7
Array member 6 expected unit address	0002C8 - 0002CB
Array member 6 current unit address	0002CC - 0002CF
Array member 7 type	0002D0 - 0002D3
Array member 7 serial number	0002D4 - 0002DB
Array member 7 worldwide ID	0002DC - 0002E3
Array member 7 expected unit address	0002E4 - 0002E7
Array member 7 current unit address	0002E8 - 0002EB
Array member 8 type	0002EC - 0002EF
Array member 8 serial number	0002F0 - 0002F7
Array member 8 worldwide ID	0002F8 - 0002FF
Array member 8 expected unit address	000300 - 000303
Array member 8 current unit address	000304 - 000307
Array member 9 type	000308 - 00030B
Array member 9 serial number	00030C - 000313
Array member 9 worldwide ID	000314 - 00031B
Array member 9 expected unit address	00031C - 00031F
Array member 9 current unit address	000320 - 000323
Array member 10 type	000324 - 000327
Array member 10 serial number	000328 - 00032F
Array member 10 worldwide ID	000330 - 000337
Array member 10 expected unit address	000338 - 00033B
Array member 10 current unit address	00033C - 00033F
Array member 11 type	000340 - 000343
Array member 11 serial number	000344 - 00034B
Array member 11 worldwide ID	00034C - 000353
Array member 11 expected unit address	000354 - 000357
Array member 11 current unit address	000358 - 00035B

Table 16. Format 14 (continued)

Description	Hex offset
Array member 12 type	00035C - 00035F
Array member 12 serial number	000360 - 000367
Array member 12 worldwide ID	000368 - 00036F
Array member 12 expected unit address	000370 - 000373
Array member 12 current unit address	000374 - 000377
Array member 13 type	000378 - 00037B
Array member 13 serial number	00037C - 000383
Array member 13 worldwide ID	000384 - 00038B
Array member 13 expected unit address	00038C - 00038F
Array member 13 current unit address	000390 - 000393
Array member 14 type	000394 - 000397
Array member 14 serial number	000398 - 00039F
Array member 14 worldwide ID	0003A0 - 0003A7
Array member 14 expected unit address	0003A8 - 0003AB
Array member 14 current unit address	0003AC - 0003AF
Array member 15 type	0003B0 - 0003B3
Array member 15 serial number	0003B4 - 0003BB
Array member 15 worldwide ID	0003BC - 0003C3
Array member 15 expected unit address	0003C4 - 0003C7
Array member 15 current unit address	0003C8 - 0003CB
Array member 16 type	0003CC - 0003CF
Array member 16 serial number	0003D0 - 0003D7
Array member 16 worldwide ID	0003D8 - 0003DF
Array member 16 expected unit address	0003E0 - 0003E3
Array member 16 current unit address	0003E4 - 0003E7
Array member 17 type	0003E8 - 0003EB
Array member 17 serial number	0003EC - 0003F3
Array member 17 worldwide ID	0003F4 - 0003FB
Array member 17 expected unit address	0003FC - 0003FF
Array member 17 current unit address	000400 - 000403

Table 17. Format 17

Description	Hex offset
Associated IOA type and model	0001C4 - 0001CB
Associated IOA serial number	0001CC - 0001D3
Associated IOA worldwide ID	0001D4 - 0001DB
Type of adapter connection (1 = Dual storage IOA pair, 2 = Storage IOA to auxiliary cache)	0001DC - 0001DC
Problem description	0001E0 - 00021F

Table 18. Format 20

Description	Hex offset
Problem description	0001C4 - 000203
Path 1 adapter port	00020A
Path active (00 = Unknown, 01 = Yes, 10 = No, 11 = Unknown)	00020D, bit 0 - 1
Path state (0000 = Unknown, 0001 = Operational, 0010 = Degraded, 0011 = Failed)	00020D, bit 4 - 7
Node 1 port type (0000 = Empty, 0001 = Adapter, 0010 = Expander, 0011 = Device, 0100 = LUN)	000210, bit 0 - 3
Node 1 status (0000 = Operational, 0001 = Degraded, 0010 = Failed, 0011 = Suspect, 0100 = Missing, 0101 = Not valid)	000210, bit 4 - 7
Node 1 phy	000212
Node 1 information (1000 = 1.5 Gbps, 1001 = 3.0 Gbps)	000213, bit 4 - 7
Path 1 node 1 SAS address	000214 - 00021B
Additional nodes are self defining	

Reclaiming I/O processor cache storage

Use this procedure to reclaim I/O processor (IOP) cache storage.

- Does the system or partition that you are working with have mirrored disk unit protection at the IOP level or above, and is mirroring active on all of the disk units?
 - No:** Continue with the next step.
 - Yes:** Complete the following steps:
 - Start system service tools (SST).
 - Select **Work with disk units > Work with disk unit recovery > Reclaim IOP cache storage**.
 - Follow the online instructions to reclaim cache storage.

Note: Some disk units become suspended from mirroring when the cache storage is reclaimed. The disk units resume mirrored protection automatically after the cache storage is successfully reclaimed. Mirroring must be fully resumed before the cache storage can be reclaimed on additional adapters.

This ends the procedure.

- If you are not already using dedicated service tools (DST), perform an IPL to DST. If you cannot perform a type A or B IPL, perform a type D IPL from removable media. Did you get to DST with a type D IPL?
 - No:** Continue with the next step.
 - Yes:** Perform the following steps:
 - Select **Work with disk units > Reclaim IOP cache storage**.
 - Follow the online instructions to reclaim cache storage. The system will automatically perform an IPL to a Disk Configuration Attention Report or a Disk Configuration Warning Report display. Select the option to display the report. Because Reclaim Cache Storage was selected after a type D IPL, the system will now require another Reclaim Cache Storage to be performed.
- Select **Work with disk units > Work with disk unit recovery > Reclaim IOP Cache Storage**.
- Follow the online instructions to reclaim cache storage. Depending on the reason for performing the reclaim IOP cache procedure, you might get a message that requires the ASP to be cleared before performing this option, or you might receive a message that states the number of lost sectors.

Note: If there are lost sectors, some objects might be damaged. The customer may have to load the damaged objects again.

When the IOP performs a reset or reload operation, an attached storage IOA attached that is running the local load source, Cxxx xxxx codes will be displayed in the system control panel. The DST console might then have a blank screen with 01B displayed on the system control panel for up to 15 minutes before it is restored. **This ends the procedure.**

Dedicated service tools

Dedicated service tools (DST) is used to service Licensed Internal Code, work with disk units, work with configuration and resources, verify devices and communications, and display logs on the system.

DST operates in stand-alone, limited, and full paging environments. The DST tools and functions vary depending on the paging environment and the release level of the operating system.

Dedicated service tools requirements

Note: It is a requirement to change the password the first time anyone signs on to DST or SST. The authorized service provider needs to give the new or changed password to the customer or have the customer change the password.

To use DST, you must have the following items:

- The disk that contains the Licensed Internal Code, which is shown as the load-source disk.

Note: When you perform an alternate initial program load (IPL) to DST, you do not need the load-source disk.

- An operational workstation on bus 1 as either a primary console or an operations console.
- One workstation capable of communicating with each system partition.
- A valid service tools user ID and password to sign on to DST. IBM supplies service tools user IDs that have different levels of privileges.

Attach the printer to the workstation I/O processor or storage media unit that is performing the service function. The printer that is used with DST for service tool output must be an SCS-type data stream printer.

Accessing dedicated service tools

This information covers how to start dedicated service tools (DST).

You can start DST in the following ways:

- Performing an IPL to DST (see “Performing an IPL to dedicated service tools” on page 44).
- Pressing the System Request key while the system is operational.
- Selecting function 21 while the system is operational (see “Selecting function 21 from the control panel” on page 42).

This is available from the primary partition only.

- Performing an alternate IPL to DST (type D IPL) (see “Performing an alternate IPL to DST (type D IPL)” on page 44).

After performing a type D IPL on a primary partition, the first step in DST must be configuration recovery.

- Pressing F16, which is not displayed, while in DST debug mode during a step-mode IPL.

Selecting function 21 from the control panel

Use this information to learn about the detailed instructions for selecting function 21 while the system is operational.

Perform the following steps:

1. Select control panel function 21 (Make DST available).

Select manual mode, and then push the increment (↑) or decrement (↓) button on the control panel until 21 is shown in the Function/Data display. Press the Enter button on the control panel.

2. Sign on to DST.

Type QSRV as the valid user ID and get the password from the customer. If the customer has changed the full DST authority user ID or password, ask the customer for the correct values.

Notes:

- If prompted to change the password, be sure to provide the new or changed password to the customer.
- Since V5R1 of the operating system, you are limited to three sign-on attempts to DST. After three unsuccessful attempts, the service tools user ID is disabled. The system administrator with QSECOFR authority needs to reset the ID.

The Use Dedicated Service Tools (DST) display is shown. The system is in the full paging environment. **This ends the procedure.**

Control panel function codes on the Hardware Management Console

Control panel function codes are used to indicate status and function options for a system that is managed by a Hardware Management Console (HMC).

If you are managing the system with the HMC, use the HMC to perform control panel functions. Servers without physical panels require the HMC to perform the equivalent control panel functions. The HMC affects the physical control panel in the following ways:

- Except for some limited automatic platform override functions, such as automatic power-on restart and timed power-on functions, the system operating mode value no longer has meaning.
- The operating system IPL-type value is disabled in functions 01 and 02.
- Functions 11 - 19 do not display partition system reference codes (SRCs). They continue to display SRCs from the platform Licensed Internal Code.
- Functions 21, 22, 34, and 65 - 70 are not selectable on the physical control panel.

The following table lists the control panel functions that you can perform on the HMC.

Function	Description
01	<ol style="list-style-type: none">1. Displays the currently selected IPL type (and logical key mode on some system types).2. Displays the currently selected IPL speed override for the next IPL. <p>This function is available in both normal and manual operating mode.</p>
02	Performs a slow boot. This function is available in both normal and manual operating mode.
03	Performs another IPL. The IPL uses the selected IPL options. This function is available only in manual operating mode and when the system power is on.
04	Performs a lamp test; all displays and indicators are switched on. This function is available in both normal and manual operating mode.
05 - 06	Reserved.
07	Allows you to set SPCN configuration IDs. This function is available only in manual operating mode when the system is in standby.

Function	Description
08	Causes a fast power off. This function is available only when the system is in manual operating mode and the system power is on.
09 - 10	Reserved.
11 - 19	Displays a system reference code (SRC) on the control panel. These functions are available in both normal and manual operating modes when an SRC is available.
20	Displays the machine type, model, processor feature code, processor class indicator, and IPL path description. This function is available in both normal and manual operating mode.
21	Causes the Use Dedicated Service Tool display to appear on the system console. This function is available only in the manual operating mode and when activated by the operating system.
22	Forces a partition dump. This function is available only in the manual operating mode and when activated by the operating system.
23 - 24	Reserved.
25 - 26	Not applicable.
27 - 29	Reserved.
30	Displays system unit FSP IP address and location. This function is available only in the manual operating mode and when activated by the FSP.
31 - 33	Reserved.
34	Retries the partition dump. This function is available only in the manual operating mode and when activated by the operating system.
35 - 41	Reserved.
42 - 43	Not applicable.
44 - 49	Reserved.
50 - 52	Reserved.
53	Unconfigures an intermittently failing processor (repeat GARD function). This function is available only in the manual operating mode.
54	Reserved.
55	Platform dump override. This function is available only in the manual operating mode when activated by the FSP and when CE scroll ranges are enabled.
56-62	Reserved.
63	Progress indicator history. This function is available only in the manual operating mode.
64	Diagnostic status SRC trace. This function is available only in the manual operating mode.
65	Deactivates remote service. This function is available only in the manual operating mode when activated by the operating system and when CE scroll ranges are enabled.
66	Activates remote service. This function is available only in the manual operating mode when activated by the operating system and when CE scroll ranges are enabled.
67	Disk unit I/O processor (IOP) reset/reload is enabled only by specific disk unit SRCs. This function is available only in the manual operating mode when activated by the operating system and when CE scroll ranges are enabled.
68	Turns off power domains during concurrent maintenance of IOPs and IOAs. This function is available only in the manual operating mode when activated by the operating system and when CE scroll ranges are enabled.
69	Turns on power domains during concurrent maintenance of IOPs and IOAs. This function is available only in the manual operating mode when activated by the operating system and when CE scroll ranges are enabled.
70	Dump service processor control storage. These functions initiate an I/O processor (IOP) dump; enabled by specific error conditions. This function is available only in the manual operating mode when activated by the operating system and when CE scroll ranges are enabled.

Performing an IPL to dedicated service tools

Use this procedure to perform an initial program load (IPL) to dedicated service tools (DST).

This procedure is for the entire system, or if logical partitions are installed, for the primary partition.

Perform the following steps:

1. Select a type B IPL in manual mode.

Attention: For systems with logical partitions, you must power down the secondary partitions normally before performing an IPL on the primary partition to avoid possible data loss.

2. Perform one of the following options:

- **If there is a problem log entry after powering on the system**, perform a delayed power-off. (This is the data for problem analysis.) When the system is off, press the Power button on the control panel to perform an IPL. Select Function 03 if the delayed power-off takes longer than 40 minutes to complete.

Attention: Performing function 03 might cause damage to objects, and it might also cause data loss.

- **If there is an attention light after powering on the system**, use the increment (↑) or decrement (↓) button to select control panel function 03. Press Enter on the control panel to perform an IPL.

- **When the system is powered off**, press the Power button on the control panel to perform an IPL. The IPL or Install the System display is shown on the primary console.

3. Select the Use Dedicated Service Tools option. The DST Sign On display is shown.

For more information on how to identify the primary console, see Primary consoles.

4. Sign on to DST with a valid user ID and password.

Remember: Enter a valid user ID and get the password from the customer. If the customer has changed the full DST authority, user ID, or password, ask the customer for the correct values.

Notes:

- If prompted to change the password, be sure to provide the new (changed) password to the customer.
- You are limited to three sign-on attempts to DST. After three unsuccessful attempts, the service tools user ID is disabled. A user ID with a service tool security privilege must reset the ID.

The Use Dedicated Service Tools (DST) display is shown.

Restriction: The system is in the limited paging environment.

This ends the procedure.

Performing an alternate IPL to DST (type D IPL)

You can use this procedure to perform a type D initial program load (IPL).

An alternate IPL to DST is called a type D IPL or a stand-alone IPL by service representatives.

To perform a type D IPL, complete the following steps:

1. To use an alternate installation device, select the DST option Work with alternate installation device. This option is available in DST from control panel function 21 or a type D IPL.
2. Determine the removable media unit or units for an alternate IPL. Power on the removable media units.
3. Place the media that contains the Licensed Internal Code (first tape of the customer's system save, the SAVLIC, ISMD tapes, or optical device) in the removable media units. Load the media and make the media units ready. See the device information for instructions on loading the removable media.

4. Power off the system. If the system is running, end all jobs and perform the power-down procedure.
5. Select a type D IPL in manual mode.
For information on how to select IPL options, see IPL type, mode, and speed options.
6. Power on the console.
For more information on how to identify the primary console, see Primary consoles.
7. Load the media and make the media unit ready.
8. Press the Power button to power on the system.

Notes:

- a. Some types of removable media units automatically reset. In this condition, SRC A100 1933 (Media device not ready) might be displayed.
 - b. If the installation device is an optical device, you might need to start the system again. This action will make the unit ready.
`pwrdownsys restart(*yes) IPL(D)`
 - c. If the installation device is a tape unit, system reference code (SRC) A1001933 is displayed until the device automatically makes itself ready.
 - d. The removable media becomes active. There is a delay while the system loads information from the load source. While running a process, the system continuously updates SRCs on the control panel that show the status.
9. Wait for the Install Licensed Internal Code display to shown on the console. The wait varies depending on the speed of the removable media unit and the processor speed for the specific system model.

Notes:

- a. If SRC A600 500x is displayed on the control panel, the system was not able to locate the console. Ensure that the console is powered on (repair if necessary). Select F21 (function 21) on the control panel (see Selecting function 21 from the control panel) to make DST available.
- b. If an SRC other than A600 500x is displayed on the control panel, go to “Starting Point for All Problems” in the problem analysis information for your system.

The Install Licensed Internal Code display appears on the console.

- If you want to access DST, select the Work with Dedicated Service Tools (DST) option and continue to the next step of this procedure.
- If you want to install or restore Licensed Internal Code, select the Install Licensed Internal Code option and continue with the installation or restore instructions.
- If you want to define the device from which the system Licensed Internal Code should be installed, select the Define alternate installation device option. This option also enables or disables the alternate installation device.

10. Sign on to DST as QSRV.

Type QSRV as the valid user ID and get the password from the customer. If the customer has changed the full DST authority user ID or password, ask the customer for the correct values.

Note:

- a. If prompted to change the password, be sure to provide the new (changed) password to the customer.
- b. You are limited to three sign-on attempts to DST. After three unsuccessful attempts, the service tools user ID is disabled. The system administrator with QSECOFR authority needs to reset the ID.

The Use Dedicated Service Tools (DST) display is shown. Options are limited because the system is in the stand-alone environment. **This ends the procedure.**

Starting a service tool

Use this procedure to start a service tool.

Select this option from the Use Dedicated Service (DST) Tools display.

Note: The Start a service tool option is also available from the System Service Tools (SST) display.

The following options are available from the Start a Service Tool display:

- Display/alter dump
- Licensed Internal Code log
- Licensed Internal Code trace
- Hardware service manager
- Main storage dump manager
- Product activity log
- Operator panel functions
- Performance data collector (available only on systems with SST)

IPL type, mode, and speed options

Set the initial program load (IPL) options from function 02 on the control panel. To permanently change the IPL speed use the CHGIPLA command.

Note: Systems managed by the management console should use the management console to perform control panel functions.

- Use function 01 to display the current IPL option, including IPL speed. This is the option and speed that the system will use at the next IPL.
- Use the HDWDIAG (hardware diagnostics) parameter of the **CHGIPLA** command to permanently change the IPL speed. The values are: The default shipped value *MIN (minimal) for fast diagnostics and *ALL for all (full) diagnostics.

IPL speed recommendations

- Use CHGIPLA *MIN, or function 02 F or V=F for most IPLs (to perform a fast IPL that uses minimum diagnostics).
- Use CHGIPLA *ALL, or function 02 S or V=S, if you change hardware or suspect an intermittent hardware failure (to perform a slow IPL that uses all diagnostics).
- Use CHGIPLA *ALL, or function 02 S or V=S during the first IPL. You can set this at the panel with Function 02; it affects only the one IPL because the next IPL will again pick up the value set with CHGIPLA.

Printing the system configuration list and details of the system bus, main storage, or processor

This information describes the system configuration list and how to print the list.

The System Configuration List printout consists of the following sections (80-character width):

1. System information
 - System type, model, serial number, and release
2. Packaging hardware resource information
 - Resource name, type-model, serial number, part number, frame ID, card position, and device position
3. Logical hardware resource information

- Resource name, type-model, serial number, and logical address
4. Legend

- Descriptions of the indicators
- Logical address format information

132-character width printouts consist of the following:

- Description
- Type-module
- Serial number
- Location data
 - Frame ID
 - Device position
 - Card position
- Logical resource name
- Part number
- Logical address

You can sort the printout by location or by logical address data.

Printing the system configuration list

To print the system configuration list, perform the following procedure:

1. On the Start a Service Tool display, select the Hardware service manager option.
2. Press F6 (Print) on the Hardware Service Manager display to request a printout. The Print Format Options display is shown. You can sort the information by location or logical address.

Note: The logical address sort and location sort are available only in 132-character width.

3. Look for the system configuration list printout.

Notes:

- a. If you press F6 (Print) from a display other than the Hardware Service Manager display, only the information that appears on the display will print.
- b. Use the last page of the printout (the legend) to assist in interpreting the information.
- c. The logical and packaging hardware resources have unique resource names.
- d. You can also view logical address information from the product activity log.

This ends the procedure.

To collect more details on the information that is listed on the system configuration list, press F6 (Print) from a display other than the Hardware Service Manager display.

Note: The entire system configuration list will not print. Only the information that appears on the display will print.

Printing the details of the system bus, main storage, or processor

For details (that include descriptions) of the system bus, main storage, or processor, perform the following procedure:

1. Select the Logical hardware resources option on the Hardware Service Manager display.
2. On the Logical Hardware Resources display, select one of the following options to display details:
 - System bus resources
 - Processor resources
 - Main storage resources

- High-speed link resources
3. Press F6 (Print) to print the information.
This ends the procedure.

Hardware service manager

Use the hardware service manager (HSM) to display and work with system hardware.

You can select the hardware service manager option from the Start a Service Tool display. With HSM you can display and work with system hardware (logical or packaging) and debug input/output processors (IOP) and devices.

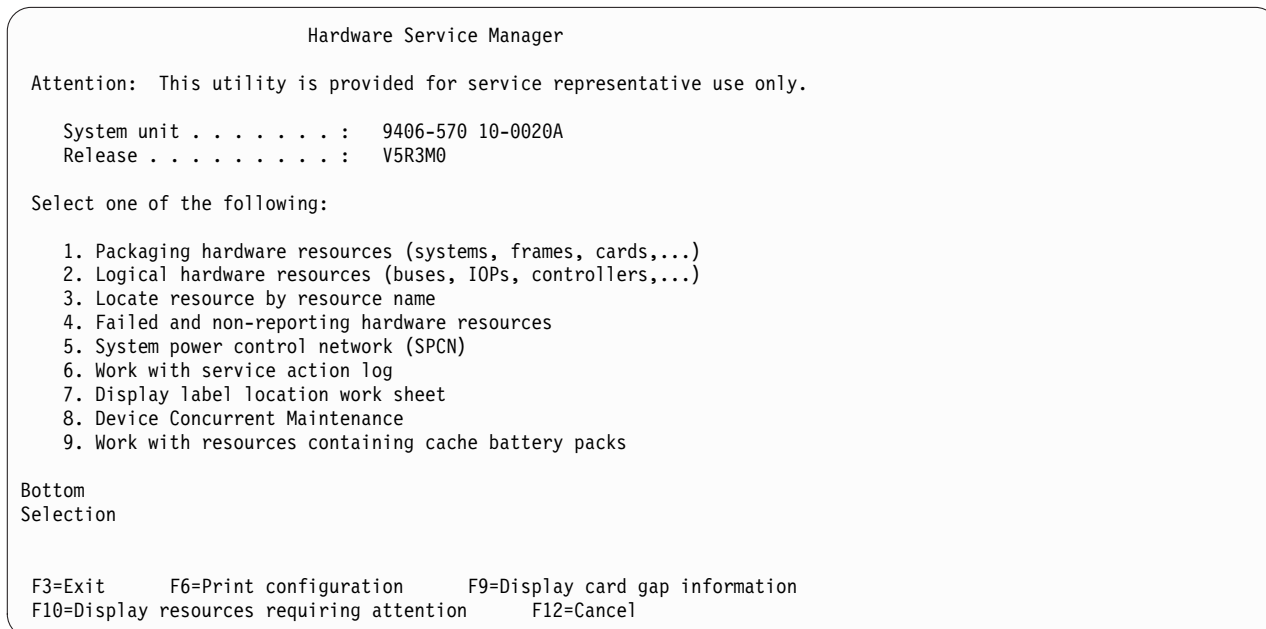


Figure 23. Example of Hardware Service Manager display (in the full and limited paging environments)

Note: The system power control network (SPCN) option appears only on systems with SPCN.

The Hardware Service Manager display provides the following information:

- System type, model, and serial number
- Licensed Internal Code and operating system release information
- A list of the hardware service manager options
 The options vary depending on the system type and paging environment.
- Function keys
 The function keys vary depending on the display that is shown.

Managing the Advanced System Management Interface

This information describes how to manage the Advanced System Management Interface (ASMI).

The ASMI is the interface to the service processor that is required to perform general and administrator-level service tasks, such as reading service processor error logs, reading vital product data, setting up the service processor, and controlling the system power.

The ASMI is sometimes referred to as the service processor menus.

Use the following information to help you manage the ASMI:

Accessing the Advanced System Management Interface

You can access the Advanced System Management Interface (ASMI) through a web browser, an ASCII console, or the management console.

For information about accessing the ASMI, see *Setting up and accessing the ASMI*.

Displaying error and event logs

You can view error and event logs that are generated by various service processor firmware components. The content of these logs can be useful in solving hardware or server firmware problems.

To perform the display operation, your authority level must be one of the following values:

- General
- Administrator
- Authorized service provider

Informational and error logs can be viewed by all authority levels. Hidden error logs can be viewed by authorized service providers.

The following table shows error log types that might be displayed, the conditions that make an error log specific to that error log type, and the user authority level that you need to view specific types of error logs.

Error log type	Conditions		User availability
	Severity	Action	
Informational logs	Informational	Report to operating system (OS) but not hidden	Available to all users
Error logs	Not informational	Report to OS but not hidden	Available to all users
Hidden logs	Not informational and informational	Report to OS, hidden, or both	Available only to the authorized service provider and users with higher authority.

To view error and event logs in summary or full detailed format, do the following steps:

1. On the ASMI Welcome pane, specify your user ID and password, and click **Log In**.
2. In the navigation area, expand **System Service Aids** and click **Error/Event Logs**. If log entries exist, a list of error and event log entries is displayed in a summary view.
3. To view the full detail format of any of the logs listed, select the log's corresponding check box and click **Show details**. When multiple logs are selected, any action applies to each selected log. The full detail information might span several pages. The contents and layout of the full detail output is defined by the event or error logging component.
4. Click **Mark as reported** to mark platform error entries whose underlying causes have been resolved. By doing so, these entries are not reported to the operating system again when the system reboots. After they are marked, these errors can be overwritten by other errors logged in the service processor history log.

Note: The **Mark as reported** button is available only when your authority level is an authorized service provider.

Setting the system enclosure type

Use this procedure to set values that uniquely identify the type of enclosures attached to the system.

When setting the system enclosure type, ensure that the **Enclosure serial number** field matches the original value, which can be found on a label affixed to the unit. Updating the **Enclosure serial number** field keeps the configuration and error information synchronized, and this information is used by the system when creating the location codes. This task must be done by using the ASMI, not with the control panel. However, if you do not have access to the ASMI, the system will still operate without updating this information.

For example, when replacing the I/O backplane, you must re-enter the original enclosure serial number into the **Enclosure serial number field** to overwrite the serial number that is recorded for the new I/O backplane. Failure to enter the correct enclosure serial number will result in logical partition mappings being incorrect.

Note: You cannot boot the system until valid values are entered for all fields in the enclosure-type information.

To perform this operation, your authority level must be one of the following values:

- Administrator
- Authorized service provider

To change the system enclosure type, complete the following steps:

1. On the ASMI Welcome pane, specify your user ID and password, and click **Log In**.
2. In the navigation area, expand **System Configuration > Program Vital Product Data**.
3. Click **System Enclosures**. In the right pane, the current system enclosures are displayed.
4. Enter the desired settings for the **Enclosure location**, **Feature Code/Sequence Number**, and **Enclosure serial number** fields using the naming convention described in the ASMI help.

The value of the **Enclosure serial number** field is different from the serial number of the system. Set the **Reserved** field to blank spaces unless directed otherwise by Level 3 technical support.

5. Click **Save settings** to update the system enclosure type information and save it to the VPD.

Setting the system identifiers

You can set the system-unique ID, serial number, machine type, and machine model. If you do not know the system-unique ID, contact your next level of support.

To perform this operation, your authority level must be one of the following values:

- Administrator
- Authorized service provider

Note: You cannot boot the system until valid values are entered for all fields. You can change these entries only once.

To set the system keywords, do the following steps:

1. On the ASMI Welcome pane, specify your user ID and password, and click **Log In**.
2. In the navigation area, expand **System Configuration > Program Vital Product Data**.
3. Click **System Keywords**.
4. In the right pane, enter the desired values for the system serial number, machine type, and machine model by using the naming convention shown in the ASMI help. Set the **Reserved** field to blank spaces unless directed otherwise by service and support.
5. Click **Continue**. The Data Validation display is shown, which includes your entered settings.

6. Click **Save settings** to update the system keywords and save them to the VPD.

Displaying vital product data

You can view all or selected manufacturer's vital product data (VPD), such as serial numbers and part numbers.

You can view manufacturer's VPD stored from the system boot prior to the one in progress now.

To perform this operation, your authority level must be one of the following levels:

- General
- Administrator
- Authorized service provider

To display the VPD, complete the following steps:

1. On the ASMI Welcome pane, specify your user ID and password, and click **Log In**.
2. In the navigation area, expand **System Information > Vital Product Data**. A list of field replaceable units (FRUs) that exist on the system and their descriptions are displayed.
3. Select a single FRU or multiple FRUs from this list that you would like to view.
4. Click **Display Details** to display the details for selected FRUs, or click **Display all details** to display details for all VPD entries.

Clearing all deconfiguration errors

Use the Advanced System Management Interface (ASMI) to clear error records for all or individual system hardware resources that include the processor, memory, L2 and L3 cache, I/O hubs, service processor card, and clock card.

To clear all deconfiguration errors, your authority level must be an authorized service provider.

Notes:

- Before performing this operation, record error messages or ensure that the error record data is no longer needed; otherwise, you will lose all error data from the hardware resources.

To clear all deconfiguration errors, do the following steps:

1. If the server is not powered off, power off the server.
2. On the ASMI Welcome pane, specify your user ID and password, and click **Log In**.
3. In the navigation area, expand **System Configuration** and **Hardware Deconfiguration**.
4. Click **Clear All Deconfiguration Errors**.
5. In the right pane, select the wanted hardware resource from the menu. You can click **All hardware resources** or an individual resource.
6. Click **Clear errors for selected hardware resource**.
7. Power on the server after clearing the deconfiguration errors. This will cause the flexible service processor (FSP) to retest the hardware as it powers on.

Service functions

Service functions provide enough detail for the service provider to gather information about hardware problems while under the direction of the next level of support.

This information provides basic information about some of the service functions that are commonly used by authorized service providers.

Before using this information, you should know how to service this particular hardware model. You must also know how to safely work with electrical components.

Attention: Misuse of service tools or using them with inappropriate security safeguards might result in loss of data, programs, or other objects on the system.

Working with storage dumps

This information describes how to work with storage dumps.

A main storage dump (MSD) is a process of collecting data from the system's main storage. For more information on main storage dumps, including platform system dumps, see [Performing a platform or main storage dump](#).

A main storage dump can be performed in the following ways:

- Automatically - by the service processor as the result of a system failure.
- Manually - by using control panel functions when the system waits, loops, or appears to have an operating system failure.

Managing dumps

After you have performed a dump, or one occurs automatically, use this information to manage the dump, including copying, reporting, and deleting it.

Dumps are deleted automatically when a new dump occurs, except for log dumps.

Performing dumps

Learn more about the types of dumps that can be performed and how to manage them, including copying, reporting, and deleting them.

Dumps can occur automatically after a failure or external reset, or after a manual request. The dump information provides valuable information about system status and should be reported to your next level of support or your hardware service provider.

- **Platform system dump:** A platform system dump is a collection of data from server hardware and firmware, either after a system failure or a manual request.
- **Service processor dump:** A service processor dump is a collection of data from a service processor either after a failure, external reset, or manual request.

In addition, other dumps, which are generated automatically, are:

- **Platform event log entry dumps** (which are generated by server firmware when a platform event log entry is truncated)
- **Resource dumps**
- **SMP dumps**

Performing a platform system dump:

A platform system dump is performed when your next level of support or your service provider suspects a wait or loop in the server firmware.

Only perform a platform system dump under the direction of your next level of support or your service provider, after first providing to your next level of support or service provider a dump of the operating system.

Note: Before performing a platform system dump, collect any reference code information from the control panel or from the HMC.

Performing a system dump by using the management console:

Your next level of support or your service provider might request that you perform a system dump if a wait or a loop in the server firmware is suspected. You can use the Hardware Management Console (HMC) to perform a *system dump*, which is a collection of data from the server hardware and firmware.

Use this procedure only under the direction of your next level of support or your service provider, after first providing a dump of the operating system to your next level of support or service provider.

To start a system dump on HMC, choose one of the following navigation options depending on the interface type of the HMC:

- If you are using an HMC Classic or HMC Enhanced interface, complete the following steps:
 1. Perform a controlled shut down of all partitions.


Note: A system dump will abnormally end any running partitions.

2. In the navigation area, click **Systems management > Servers**.
3. To enable the tasks for that server, select the required server name.
4. From the **Tasks** menu, click **Serviceability > Manage Dumps**.
5. In the Manage Dumps window, click **Action > Initiate System Dump**.
6. In the Manage Dumps, Initiate Dump window, select the Managed target system, and then click **OK**. The dump is automatically saved to the HMC.

For information about how to copy, report, or delete a dump after you have completed a dump, see “Managing dumps” on page 52.

- If you are using an HMC Enhanced+ interface, complete the following steps:
 1. Perform a controlled shut down of all partitions.

Note: A system dump will abnormally end any running partitions.

2. In the navigation area, click the **HMC Management** icon  , and then click **All Systems**.
3. To view the actions for that server, select the server name of the required server.
4. In the navigation area, click **Serviceability > Serviceability**.
5. In the Serviceability window, under **View and Collect**, click **Manage Dumps**.
6. In the Manage Dumps window, click **Action > Initiate System Dump**.
7. In the Manage Dumps, Initiate Dump window, select the Managed target system, and then click **OK**. The dump is automatically saved to the HMC.

For information about how to copy, report, or delete a dump after you have completed a dump, see “Managing dumps” on page 52.

Performing a system dump using the control panel:

Your next level of support or your service provider might request that you perform a system dump if a wait or a loop in the server firmware is suspected. If you do not have a management console, you can use the control panel to perform a system dump, which is a collection of data from the server hardware and firmware.

Use this procedure only under the direction of your next level of support or your service provider, after first providing to your next level of support or service provider a dump of the operating system.

If you do not have a management console, follow these steps to perform a system dump:

1. Perform a controlled shut-down of the operating system.

Note: A platform system dump will abnormally end any running partitions.

2. On the control panel, select manual mode.
3. Use the increment or decrement buttons to select **function 42** (system dump).
4. Press Enter on the control panel.
5. Is 00000000 or FF displayed on the control panel for more than 30 seconds?
 - **Yes:** The service processor or server firmware is not responding to a request from the control panel. Contact your next level of support or your hardware service provider. **This ends the procedure.**
 - **No:** An attention SRC A1xx3042 is displayed, which indicates that function 42 has been selected.
6. Perform the following steps:
 - a. Reselect function 42 and press Enter on the control panel.
 - b. Switch back to normal mode and wait for the dump to complete.
 - c. Wait for the system to perform another IPL.
7. For details on how to copy, report, or delete a dump after you have completed a dump, refer to “Managing dumps” on page 52.

Performing a system dump using the Advanced System Management Interface:

Your next level of support or your service provider might request that you perform a system dump if a wait or a loop in the server firmware is suspected. You can use the Advanced System Management Interface (ASMI) to perform a system dump, which is a collection of data from the server hardware and firmware.

Use this procedure only under the direction of your next level of support or your service provider, after first providing to your next level of support or service provider a dump of the operating system.

To perform a system dump using the ASMI, see Using the ASMI to perform a system dump.

Performing a service processor dump:

A service processor dump is a collection of data from a service processor either after a failure, external reset, or manual request.

Only perform a service processor dump under the direction of your next level of support or your service provider, after first providing to your next level of support or service provider a dump of the operating system.

Performing a service processor dump by using the management console:

A service processor dump is a collection of data from a service processor either after a failure, external reset, or manual request. You can use the management console to perform a service processor dump.


Use this procedure only under the direction of your next level of support or your service provider, after first providing to your next level of support or service provider a dump of the operating system.

To start a service processor dump on a Hardware Management Console (HMC), choose one of the following navigation options depending on the interface type of the HMC:

- If you are using an HMC Classic or HMC Enhanced interface, complete the following steps:
 1. In the navigation area, select **Systems management > Servers**.
 2. To enable the tasks for that server, select the required server name.
 3. From the **Tasks** menu, click **Serviceability > Manage Dumps**.
 4. In the Manage Dumps window, click **Action > Initiate Service Processor Dump > Initiate System Controller Dump**.

5. In the Manage Dumps, Initiate Dump window, select the Managed target system, and then click **OK**. The dump is automatically saved to the HMC. For details on how to copy, report, or delete a dump after you have completed a dump, refer to “Managing dumps” on page 52.
- If you are using an HMC Enhanced+ interface, complete the following steps:



1. In the navigation area, click the **Resources** icon  , and then click **All Systems**.
2. To view the actions for that server, select the server name of the required server.
3. In the navigation area, click **Serviceability** > **Serviceability**.
4. In the Serviceability window, under **View and Collect**, click **Manage Dumps**.
5. In the Manage Dumps window, click **Action** > **Initiate Service Processor Dump** > **Initiate System Controller Dump**.
6. In the Manage Dumps, Initiate Dump window, select the Managed target system, and then click **OK**. The dump is automatically saved to the HMC. For details on how to copy, report, or delete a dump after you have completed a dump, refer to “Managing dumps” on page 52.

Performing a service processor dump using the control panel:

A service processor dump is a collection of data from a service processor either after a failure, external reset, or manual request. If you do not have an Hardware Management Console (HMC), you can use the control panel to perform a service processor dump.

Use this procedure only under the direction of your next level of support or your service provider, after first providing to your next level of support or service provider a dump of the operating system.

If you do not have an HMC, follow these steps to perform a service processor dump:

1. On the control panel, select manual mode.
2. Use the increment or decrement buttons to select **function 43** (service processor dump).
3. Press Enter on the control panel.
4. Is 00000000 or FF displayed on the control panel for more than 30 seconds?
 - **Yes:** The service processor or server firmware is not responding to a request from the control panel. Contact your next level of support or your hardware service provider. **This ends the procedure.**
 - **No:** An attention SRC A1xx 3043 is displayed, which indicates that function 43 has been selected.
5. Perform the following steps:
 - a. Reselect function 43 and press Enter on the control panel.
 - b. Switch back to normal mode, and wait for the dump to complete.
6. For details on how to copy, report, or delete a dump after you have completed a dump, refer to “Managing dumps” on page 52.

Performing a service processor dump using the Advanced System Management Interface:

A service processor dump is a collection of data from a service processor either after a failure, external reset, or manual request. You can use the Advanced System Management Interface (ASMI) to perform a service processor dump.

Use this procedure only under the direction of your next level of support or your service provider, after first providing to your next level of support or service provider a dump of the operating system.

To perform a service processor dump using the ASMI, see Using the ASMI to perform a service processor dump.

Copying a dump

Use this procedure to copy a current platform dump or current main storage dump when the main storage dump auto copy option is disabled. Copying the current dump allows another dump of the same type to be created.

Note: If you have a management console, you must manage your platform dumps with the management console.

Copying a dump by using a management console:


You can copy a dump by using the Hardware Management Console (HMC).

Note: If you have a management console, you must manage your platform dumps with the management console. However, you will need to manage IBM i main storage dumps with the IBM i service tools.

To copy a dump on a HMC, choose one of the following navigation options depending on the interface type of the HMC:

- If you are using an HMC Classic or HMC Enhanced interface, complete the following steps:
 1. In the navigation area, click **Systems management > Servers**.
 2. To enable the tasks for that server, select the required server name.
 3. From the **Tasks** menu, click **Serviceability > Manage Dumps**.
 4. Verify that the HMC that contains the dump is the HMC being used to copy the dump.
 5. In the Manage Dumps window, click **Selected > Copy Dump to Media**.
 6. Load the media and follow the instructions on the display.
 7. When the copy procedure is successfully completed, remove the media and process it according to the instructions of your next level of support or your hardware service provider.
 8. If you encounter a problem with the copy procedure, contact your next level of support or your hardware service provider.
- If you are using an HMC Enhanced+ interface, complete the following steps:



1. In the navigation area, click the **HMC Management** icon  , and then click **All Systems**.
2. To view the actions for that server, select the server name of the required server.
3. In the navigation area, click **Serviceability > Serviceability**.
4. In the Serviceability window, under **View and Collect**, click **Manage Dumps**.
5. Verify that the HMC that contains the dump is the HMC being used to copy the dump.
6. In the Manage Dumps window, click **Selected > Copy Dump to Media**.
7. Load the media and follow the instructions on the display.
8. When the copy procedure is successfully completed, remove the media and process it according to the instructions of your next level of support or your hardware service provider.
9. If you encounter a problem with the copy procedure, contact your next level of support or your hardware service provider.

Copying a dump by using an AIX command:

You can copy a dump by using an AIX command.

Copy the dump only if you are directed to do so by your next level of support or service provider.

Note: If you have a management console, you must manage your platform dumps with the management console. For details, see “Copying a dump by using a management console” on page 56.

Platform dumps are saved in AIX in the following directory:

```
/var/adm/platform
```

Note: If the AIX logical partition becomes the service partition after it was installed, run the following command to create this directory:

```
platform_dump -f jfs2
```

or

```
platform_dump -f jfs
```

This command creates the `/var/adm/ras/platform` file system. This is done automatically during the installation if the AIX logical partition was marked as the service partition before it was installed.

Copying a dump by using a Linux command:

You can copy a dump by using a Linux command.

Copy the dump only if you are directed to do so by your next level of support or service provider.

Note: If you have a management console, you must manage your platform dumps with the management console. For details, see “Copying a dump by using a management console” on page 56.

Platform dumps are saved in Linux in the following directory:

```
/var/log/dump/
```

Note: On systems running IBM PowerKVM, dumps are available only on the host.

Copying a dump by using IBM i service tools:

You can copy a dump by using IBM i service tools.

Choose from the following options:

- To copy a platform system or SP dump, go to “Copying a platform system or SP dump.”
- To copy a main storage dump, go to “Copying a main storage dump” on page 58.

Copying a platform system or SP dump:

To copy a platform system or SP dump with the IBM i tools, complete the following steps:

Note: If you have a management console, you must manage your platform dumps with the management console. For details, see “Copying a dump by using a management console” on page 56.

1. On any command line, enter STRSST.
2. Enter a valid service tools user ID and password.
3. Select option 1 (Start a service tool).
4. Select option 6 (Main storage dump manager). Did option 7 (Work with current platform dump) appear on the Main Storage Dump Manager display?
 - **Yes:** There is a current platform dump. Continue with the next step.
 - **No:** There is no current platform dump. A dump might have been automatically copied to the auxiliary storage pool (ASP). Go to “Reporting a dump” on page 59. **This ends the procedure.**
5. Select option 7 (Work with current platform dump).

6. Select option 1 (Display summary). The Platform Dump Summary display shows the platform dump type, date and time of the dump, and reference code.
7. Record the summary information and report it to your next level of support or your hardware service provider.
8. Press F12 (Cancel).
9. Select option 3 (Copy to ASP). The platform dump is copied to disk storage. After the dump is copied, a message is displayed indicating whether the copy completed.
10. Did a message indicate "Copy completed normally"?
 - **Yes:** There no longer is an option 7 (Work with current platform dump) listed. **This ends the procedure.**
 - **No:** Continue with the next step.
11. Has your next level of support or your hardware service provider requested a media copy of the platform dump?
 - **Yes:** Continue to the next step.
 - **No:** Work with your next level of support or your hardware service provider on the problem. **This ends the procedure.**
12. If the copy to disk failed, copy a current platform dump to removable media by performing the following steps:
 - a. Select option 2 (Copy to media).
 - b. Load the media and follow the instructions on the display.
 - c. When the copy procedure is successfully completed, remove the media and process it according to the instructions of your next level of support or your hardware service provider.
13. If you encounter a problem with the copy procedure, contact your next level of support or your hardware service provider. **This ends the procedure.**

Copying a main storage dump:

Use this procedure to copy an IBM i main storage dump by using IBM i tools.

1. On any command line, enter STRSST.
 2. Enter a valid service tools user ID and password.
 3. Select option 1 (Start a service tool).
 4. Select option 6 (Main storage dump manager).
 5. From the Main Storage Dump Manager display, press Enter.
- Note:** Copying a main storage dump (MSD) to disk storage on the system prevents the MSD from being overwritten in the event that another MSD occurs.
6. Select option 1 (Display/Print).
 7. Select option 1 (MSD summary). The Main Storage Dump Summary display shows the system reference code, date and time of the MSD, and Licensed Internal Code level.
 8. Record the summary information and report it to your next level of support or your hardware service provider.
 9. Press F12 (Cancel) twice to return to the Work with Current Main Storage Dump display.
 10. Select option 3 (Copy to ASP).
 11. Type a dump description and then press Enter to start copying the dump. After the dump is copied, a message is displayed indicating whether the MSD copy completed.
 12. Did a message indicate "Copy completed normally"?
 - **Yes: This ends the procedure.**
 - **No:** Continue with the next step.
 13. Has your service provider requested a media copy of the MSD?
 - **Yes:** Continue to the next step.

- **No:** Work with your next level of support or your hardware service provider on the problem. **This ends the procedure.**
14. To copy a current MSD to a removable media, perform the following steps:
 - a. Select option 2 (Copy to media).
 - b. Load the media and follow the instructions on the display.
 - c. When the copy procedure completes successfully, remove the media and process it according to your service provider's instructions.
 - d. If you encounter a problem with the copy procedure, contact your next level of support or your hardware service provider. **This ends the procedure.**

Reporting a dump

Find out how to report a dump by using the management console, the IBM i service tools, an AIX command, or a Linux command.

Reporting a dump by using an AIX command:

You can report a dump by using an AIX command.

Report the dump only if you are directed to do so by your next level of support or service provider.

Platform dumps are saved in AIX in the following directory:

```
/var/adm/platform
```

Note: If the AIX logical partition becomes the service partition after it was installed, run the following command to create this directory:

```
platform_dump -f jfs2
```

or

```
platform_dump -f jfs
```

This command creates the `/var/adm/ras/platform` file system. This is done automatically during the installation if the AIX logical partition was marked as the service partition before it was installed.

Reporting a dump by using a Linux command:

You can report a dump by using a Linux command.

Platform dumps are saved in Linux in the following directory:

```
/var/log/dump/
```

Note: On systems running IBM PowerKVM, dumps are available only on the host.

Report the dump only if you are directed to do so by your next level of support or service provider.

Reporting a main storage dump, a platform system dump, or an SP dump by using the IBM i service tools:

You can report a dump by using the IBM i service tools.

If your system has the main storage dump enabled for auto copy, your system might have automatically copied the current main storage dump (MSD) to the auxiliary storage pool (ASP) by using the dump description Automatic copy. Then it might have performed another IPL of the system dump, or automatically copied a current platform system or service processor dump to ASP by using the dump type as part of the dump description.

1. On any command line, enter STRSST.
2. Enter a valid service tools user ID and password.
3. Select option 1 (Start a service tool).
4. Select option 6 (Main storage dump manager).
5. Select option 2 (Work with copies of main storage dumps).
6. Find a new dump near the bottom of the list, type 5 (Display/Print) next to it, and press Enter.
7. Is the Display Main Storage Dump display shown?
 - **Yes:** This is a main storage dump. Select option 1 (MSD Summary). Continue with the next step.
 - **No:** This is a platform dump. Continue with the next step.
8. Record the summary information so that you can report it to your next level of support or your hardware service provider. The Dump Summary display shows the date and time of the dump, system reference code (SRC) data, and Licensed Internal Code level.
9. Press F3 (Exit).
10. If the dump has a description of Automatic copy, rename it so that another auto copy and IPL can occur if necessary.
 - a. Select option 7 (Rename).
 - b. Type a new dump description, and press Enter.
11. Has your next level of support or your hardware service provider requested a media copy of the dump?
 - **Yes:** Continue with the next step.
 - **No:** Contact your next level of support or your hardware service provider on the problem. Continue with "Deleting a dump."
12. To copy an MSD or a platform dump to removable media, perform the following steps:
 - a. Select option 8 (Copy to media).
 - b. Load the media and follow the instructions on the display.
 - c. When the copy procedure completes successfully, remove the media and process it according to the instructions from your next level of support or your hardware service provider. If you encounter a problem with the copy procedure, contact your next level of support or your hardware service provider.
13. Continue with "Deleting a dump."

Deleting a dump

Use this procedure to delete a dump when dump copies are no longer needed by your next level of support or by your hardware service provider.

Deleting a dump by using a management console:

You can delete a dump by using the Hardware Management Console (HMC).

Dumps are stored in the HMC's Manage Serviceable Events tool and are automatically deleted when room is required for new dumps.

To manually delete a dump on the HMC, choose one of the following navigation options depending on the interface type of the HMC:

- If you are using an HMC Classic or HMC Enhanced interface, complete the following steps:
 1. In the navigation area, click **Systems management > Servers**.
 2. To enable the tasks for that server, select the required server name.
 3. From the **Tasks** menu, click **Serviceability > Manage Dumps**.
 4. Verify that the HMC containing the dump is the HMC being used to delete the dump.

5. In the Manage Dumps window, click **Selected > Delete Dump**.
- If you are using an HMC Enhanced+ interface, complete the following steps:



1. In the navigation area, click the **Resources** icon , and then click **All Systems**.
2. To view the actions for that server, select the server name of the required server.
3. In the navigation area, click **Serviceability > Serviceability**.
4. In the **View and Collect** section of the Serviceability window, click **Manage Dumps**.
5. Verify that the HMC that contains the dump is the HMC being used to copy the dump.
6. In the Manage Dumps window, click **Selected > Delete Dump**.

Deleting a dump using an AIX command:

You can use an AIX command to delete a dump.

Platform dumps are saved in AIX in the following directory:

```
/var/adm/platform
```

Only delete the dump if directed to do so by your next level of support or service provider.

Note: If the AIX logical partition becomes the service partition after it was installed, run the following command to create this directory:

```
platform_dump -f jfs2
```

or

```
platform_dump -f jfs
```

to create the `/var/adm/ras/platform` file system.

During an installation, this directory is created automatically if the AIX logical partition was marked as the service partition before it was installed.

Deleting a dump by using a Linux command:

You can delete a dump by using a Linux command.

Platform dumps are saved in Linux under the following directory: `/var/log/dump/`

Note: On systems running IBM PowerKVM, dumps are available only on the host.

Only delete the dump if directed to do so by your next level of support or service provider.

Deleting a dump by using the IBM i service tools:

You can delete a dump by using the IBM i service tools.

To delete a dump by using IBM i service tools, complete the following steps:

1. On any command line, enter STRSST.
2. Enter a valid service tools user ID and password.
3. Select option 1 (Start a service tool).
4. Select option 6 (Main storage dump manager).
5. Select option 2 (Work with copies of main storage dumps).

6. If you want to delete any dump copies, type 4 next to the dump copies, and press Enter twice.
7. To exit SST, press F3 (Exit) three times, and then press Enter.

Performing an IBM i main storage dump

A main storage dump is a collection of data from the IBM i main storage. It can be manually initiated when the system administrator suspects a system wait or loop, or automatically by the server firmware as the result of a system failure.

Note: Before performing a main storage dump, collect any reference code information from the control panel or the management console.

Performing an IBM i main storage dump by using the Hardware Management Console

You can perform a main storage dump by using a Hardware Management Console (HMC) and IBM i.

Note: Before performing a main storage dump, collect any reference code information from the control panel or the HMC.

To perform a main storage dump from an HMC, complete the following steps:


Note: If a main storage dump occurred automatically, go to Managing dumps for information on how to copy, report, or delete a dump.

To copy a dump on a HMC, choose one of the following navigation options depending on the interface type of the HMC:

- If you are using an HMC Classic or HMC Enhanced interface, complete the following steps:
 1. In the navigation area, click **Systems management > Servers**.
 2. To view the partitions of that server, select the server name of the required server.
 3. Select the required partition.
 4. From the **Tasks** menu, click **Operations > Restart**.
 5. Select **Dump**, and then click **OK**.

For details on how to copy, report, or delete a dump after you have completed a dump, refer to Managing dumps.

- If you are using an HMC Enhanced+ interface, complete the following steps:

1. In the navigation area, click the **Resources** icon  , and then click **All Systems**.
2. To view the partitions of that server, select the server name of the required server.
3. In the content pane, select the required partition.
4. Click **Actions > Restart**.
5. Select **Dump**, and then click **OK**.

For details on how to copy, report, or delete a dump after you have completed a dump, refer to Managing dumps.

Performing an IBM i main storage dump by using the control panel

You can perform a main storage dump by using a control panel and IBM i.

Note: Before performing a or main storage dump, collect any reference code information from the control panel or the HMC.

If you do not have an Hardware Management Console (HMC), follow these steps to perform a platform system dump:

1. Verify that no interactive jobs are running.
2. On the control panel, select manual mode.
3. Use the increment or decrement buttons to select function 22 (main storage dump).
4. Press Enter on the control panel.
5. Is 00000000 or FF displayed on the control panel for more than 30 seconds?
 - **Yes:** The service processor or server firmware is not responding to a request from the control panel. Contact your next level of support or your hardware service provider. **This ends the procedure.**
 - **No:** An attention system reference code (SRC) A1xx 3022 is displayed, which indicates that function 22 has been selected. Continue with the next step.
6. Perform the following steps on the control panel:
 - a. Reselect function 22.
 - b. Press Enter.
 - c. Switch back to normal mode and wait for the dump to complete. If function 22 was selected, SRC A2D0 3000 on the console indicates that the main storage dump initiated by the user was successful. (SRC B6xx xxxx indicates that a main storage dump initiated by the IBM i operating system was successful.)
7. For details on how to copy, report, or delete a dump after you have completed a dump, refer to Managing dumps.

Determining the primary or alternate console

Use this procedure to determine the primary or alternate console.

If the management console has been configured as the primary console, the system will open a console on the management console.

If the Operations Console has been configured as the primary console, the system will start the Operations Console. If the Operations Console has not been configured, the primary console is a workstation that is attached to the first input/output processor (IOP) that is capable of supporting workstations.

In addition to the primary console, the system can assign an alternative consoles. The alternative console can be a workstation that is attached to the next IOP or input/output adapter (IOA) that is capable of supporting workstations.

The IOP that supports the console must be on the first system bus (bus 1).

If a workstation is not correctly attached to the first IOP that is capable of attaching workstations, then the system will not assign a primary console. The system displays a reference code on the operator's panel. In addition, if the IPL (initial program load) mode is set to manual, the system will stop.

Primary console workstation requirements

To be the primary console, the workstation must be operational and have the correct port and address. If the workstation is a PC, it must also have an active emulation program on the workstation.

The workstation requirements follow:

- Management consoles
- Twinaxial workstation - Port 0 Address 0
- ASCII workstation - Port 0

- PC attached to ASCII IOP or IOA
 - Port 0
 - PC software to emulate a 316x or 3151 terminal
- PC attached to twinaxial IOP
 - Port 0 Address 0
 - 5250 emulator software active on PC
- PC attached to a LocalTalk IOA (6054)
 - SNAps 5250 Version 1.2 (or above) application
 - Console capable selected on Macintosh (IOA converts to Port 0 Address 0)
- PC attached to a 2609, 2612, 2699, or 2721 communications IOA
 - Client Access Console cable attached to the 2609 or 2612 P2 port (part number 46G0450 or 46G0479), 2699 (part number 21H3779), or 2721 (part number 44H7504)
 - Operations Console cable attached to the 2609 or 2612 (part number 97H7555), 2699 (part number 97H7556), or 2721 (part number 97H7557) with 5250 emulation or Rumba active on PC

Finding the primary console when the system is operational

Various methods are available to find the primary console when the system is operational.

The following methods are available to find the primary console:

- **Method 1:** Look for a sign-on display with DSP01 shown in the upper-right corner.
- **Method 2:** If the device name (DSP01) for the console has been changed, you can verify the device name for the primary console by doing the following steps:
 1. Enter DSPCTLD QCTL on a command line. The Display Controller Description display is shown.
 2. Find the Resource name parameter (such as CTL01) and record it.
 3. Enter PRTDEVADR *rrrr* on a command line, where *rrrr* is the resource name you recorded.

Note: If the printer is active, the data will print.

- **Method 3:**
 1. Enter STRSST on any command line. The System Service Tools display is shown.
 2. Select option 1 (Start a service tool).
 3. Select option 7 (Hardware service manager).
 4. Select option 2 (Logical hardware resources).
 5. Select option 1 (System bus resources). On the Logical Hardware Resources on System Bus display, the less than (<) symbol indicates the IOP that the console is attached to.
 6. Use option 9 (Resource associate with IOP and display detail) to find the location of the system bus, board, and card.

Finding the primary console when the system power is off

Various methods are available to find the primary console when the system power is off.

Use one of the following methods:

- Turn on the system in manual mode and look for the IPL and Install System display.
- Turn on the system in normal mode and look for DSP01 on the Sign On display.

Note that the name might have been changed. See “Finding the primary console when the system is operational” to determine the device name.

Resetting the service processor

Use this procedure to ensure that the service processor is reset properly under the direction of your hardware service provider.

Note: Use this procedure only under the direction of your next level of support or your hardware service provider. During this procedure you will be powering off the system and removing and reapplying ac power.

1. Inform anyone using the server that it will be shut down.
2. Stop all applications that are running on the server.
3. Stop the operating system and server by choosing from the following options:
 - If you have a management console, shut down all logical partitions and the server. For instructions see Powering on and powering off a system. Then continue with step 6.
 - If you do not have an HMC, continue with the next step.
4. Log in to the system as a user with the authority to run the appropriate shutdown command.
5. At the command line, enter one of the following commands:
 - If your system is running AIX, type `shutdown`
 - If your system is running IBM i, type `PWRDWN SYS *IMMED`
 - If your system is running Linux, type `shutdown -h now`
 - If your system is running IBM PowerKVM, complete the following steps:
 - a. Log in to the host with either root or sudo authority.
 - b. To Power off each of the guests, complete the following steps:
 - 1) To obtain a list of all guests, type `virsh list` and press **Enter**.
 - 2) For each guest in the list, type `virsh shutdown <domain name or domain ID>` and press **Enter**.
 - 3) Type `virsh list` and press **Enter**. All guests are powered off when the list does not display any entries.
 - c. To power off the host, type `poweroff` and press **Enter**.

These commands stop the operating system. The system power turns off, the power-on light begins to slowly flash, and the system goes into a standby state.

6. Unplug the ac power cord and plug it back in.
7. The service processor is reset. Start the server. **This ends the procedure.**


Resetting the managed system connection from the management console

You can reset the managed system connection from the Hardware Management Console (HMC).

To reset the managed system connection by using the HMC, choose one of the following navigation options depending on the interface type of the HMC:

- If you are using an HMC Classic or HMC Enhanced interface, complete the following steps:
 1. In the navigation area, click **Systems management > Servers**.
 2. To enable the tasks for that server, select the required server name.
 3. From the **Tasks** menu, click **Connections > Reset or Remove Connection**.
 4. In the Reset Or Remove Connection window, click **Reset Connection**, and then click **OK**.
- If you are using an HMC Enhanced+ interface, complete the following steps:



1. In the navigation area, click the **Resources** icon  , and then click **All Systems**.
2. To enable the actions for that server, select the required server name.
3. From the **Actions** menu, click **Reset or Remove System Connection**.
4. In the Reset Or Remove Connection window, click **Reset Connection**, and then click **OK**.

Checking for a duplicate IP address

You can check for a duplicate IP address by using the Hardware Management Console (HMC).

To check for a duplicate IP address by using the HMC, complete the following steps:

1. On the HMC, right-click the desktop and select **terminal > rshterm**.
2. Issue this command: `lssyscfg -r sys -F "name,ipaddr"`.
A list of managed system names and their IP addresses (or host names) is displayed.
3. Check for duplicate IP addresses.

Disk drive

Learn how to replace the disk drive.

For information about installing, removing, or replacing a disk drive, see [Disk drives or solid-state drives](#).

PCI adapter

Use this procedure to service a PCI adapter.

If your system is managed by the Hardware Management Console (HMC), use the HMC to complete the steps for removing and replacing a PCI adapter. For instructions, see [Removing a part by using the Hardware Management Console](#).

For information about removing and replacing a PCI adapter with the power turned on, see [Installing, removing, and replacing the PCI adapters](#).

Powering off an EMX0 PCIe3 expansion drawer

Learn how to power off an EMX0 PCIe3 expansion drawer.

See [Powering off an EMX0 PCIe3 expansion drawer](#).

Powering on an EMX0 PCIe3 expansion drawer

Learn how to power on an EMX0 PCIe3 expansion drawer.

See [Powering on an EMX0 PCIe3 expansion drawer](#).

Cabling for 9080-MHE, 9080-MME, 9119-MHE, or 9119-MME

Use this information to cable 9080-MHE, 9080-MME, 9119-MHE, or 9119-MME systems.

Cabling for 9080-MHE, 9080-MME, 9119-MHE, or 9119-MME with one system node

Use this information to cable the 9080-MHE, 9080-MME, 9119-MHE, or 9119-MME with one system node in the configuration.

The following indexed diagrams help you understand port-to-port cabling between components in a configuration that has one system node. Use these diagrams with the tables that follow. To avoid connection issues, use the specified length of cable for each connection.

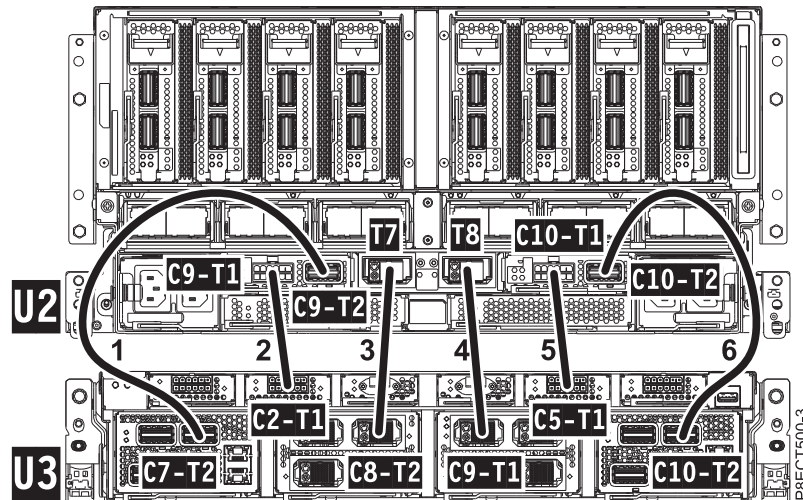


Figure 24. System node 1 to system control unit cabling

Table 19. System node 1 to system control unit cabling details

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.0 m (3.28 ft) global flexible service processor (GFSP) cable	U2: P1-C9-T2	U3: P1-C7-T2
2	0.33 m (1.08 ft) universal power interconnect (UPIC) cable	U2: P1-C9-T1	U3: P1-C2-T1
3	Clock flex cable (D1L)	U2: P1-T7	U3: P1-C8-T2
4	Clock flex cable (D1R)	U2: P1-T8	U3: P1-C9-T1
5	0.33 m (1.08 ft) UPIC cable	U2: P1-C10-T1	U3: P1-C5-T1
6	1.0 m (3.28 ft) GFSP cable	U2: P1-C10-T2	U3: P1-C10-T2

Note: U2 is system node 1 and U3 is system control unit.

Cabling for 9080-MHE, 9080-MME, 9119-MHE, or 9119-MME with two system nodes

Use this information to cable the 9080-MHE, 9080-MME, 9119-MHE, or 9119-MME with two system nodes in the configuration.

When you cable the 9080-MHE, 9080-MME, 9119-MHE, or 9119-MME with two system nodes in the configuration, you must connect the system nodes to each other, and you must connect each system node to the system control unit.

The following indexed diagrams help you understand port-to-port cabling between components in a configuration that has two system nodes. Use these diagrams with the tables that follow. To avoid connection issues, use the specified length of cable for each connection.

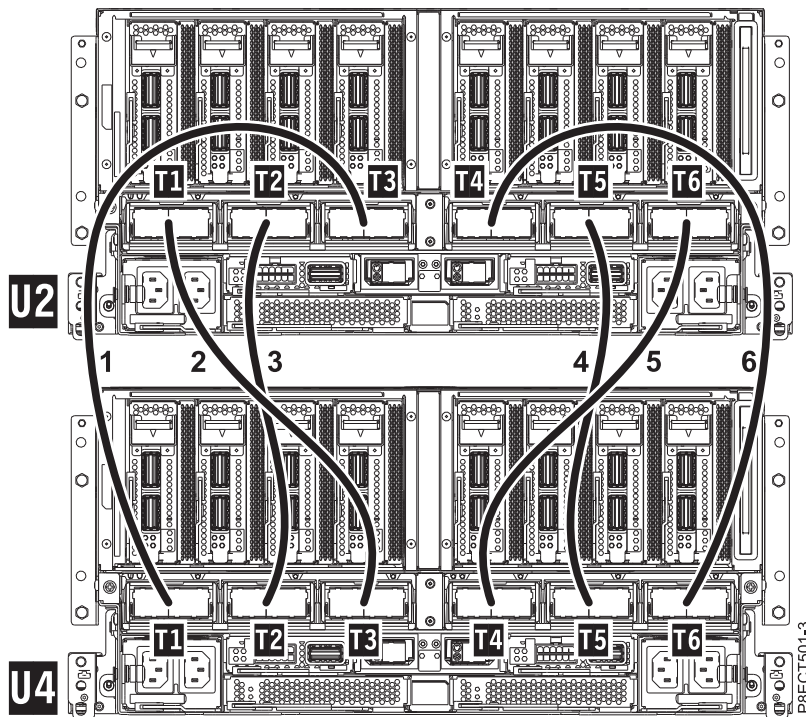


Figure 25. Symmetric multiprocessing (SMP) cabling for two system nodes

Table 20. Symmetric multiprocessing (SMP) cabling details for two system nodes

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.5 m (4.9 ft) SMP cable	U2: P1-T3	U4: P1-T1
2	1.25 m (4.1 ft) SMP cable	U2: P1-T1	U4: P1-T3
3	1.25 m (4.1 ft) SMP cable	U2: P1-T2	U4: P1-T2
4	1.25 m (4.1 ft) SMP cable	U2: P1-T5	U4: P1-T5
5	1.25 m (4.1 ft) SMP cable	U2: P1-T6	U4: P1-T4

Table 20. Symmetric multiprocessing (SMP) cabling details for two system nodes (continued)

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
6	1.5 m (4.9 ft) SMP cable	U2: P1-T4	U4: P1-T6

Notes:

- U2 is system node 1 and U4 is system node 2.
- Some 1.25 m SMP cables have labels at each end of the cable that indicate the length of the cable. The labels can be used during installation to distinguish the 1.25 m cable from the 1.5 m cable. The labels are not visible after the cable is installed.

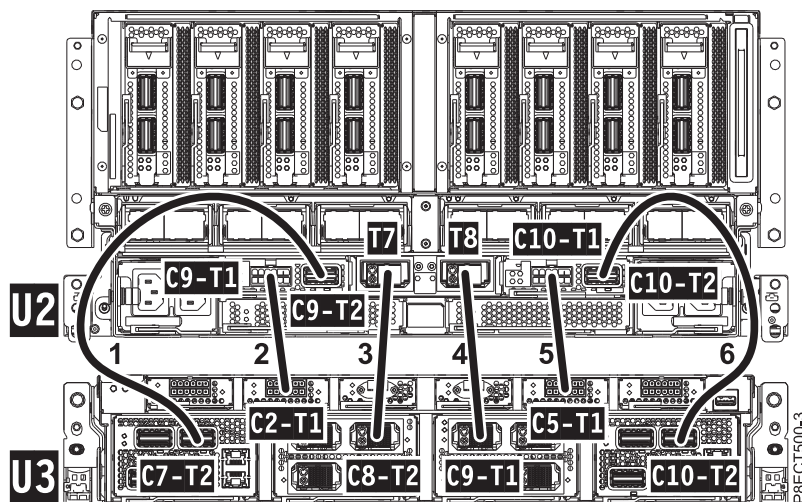


Figure 26. System node 1 to system control unit cabling

Table 21. System node 1 to system control unit cabling details

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.0 m (3.28 ft) global flexible service processor (GFSP) cable	U2: P1-C9-T2	U3: P1-C7-T2
2	0.33 m (1.08 ft) universal power interconnect (UPIC) cable	U2: P1-C9-T1	U3: P1-C2-T1
3	Clock flex cable (D1L)	U2: P1-T7	U3: P1-C8-T2
4	Clock flex cable (D1R)	U2: P1-T8	U3: P1-C9-T1
5	0.33 m (1.08 ft) UPIC cable	U2: P1-C10-T1	U3: P1-C5-T1
6	1.0 m (3.28 ft) GFSP cable	U2: P1-C10-T2	U3: P1-C10-T2

Note: U2 is system node 1 and U3 is system control unit.

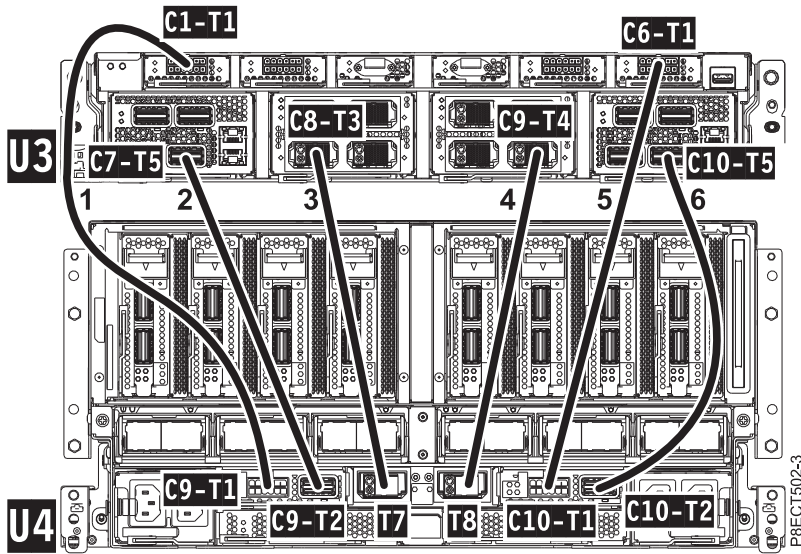


Figure 27. System node 2 to system control unit cabling

Table 22. System node 2 to system control unit cabling details

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.0 m (3.28 ft) UPIC cable	U4: P1-C9-T1	U3: P1-C1-T1
2	1.0 m (3.28 ft) GFSP cable	U4: P1-C9-T2	U3: P1-C7-T5
3	Clock flex cable (D2L)	U4: P1-T7	U3: P1-C8-T3
4	Clock flex cable (D2R)	U4: P1-T8	U3: P1-C9-T4
5	1.0 m (3.28 ft) UPIC cable	U4: P1-C10-T1	U3: P1-C6-T1
6	1.0 m (3.28 ft) GFSP cable	U4: P1-C10-T2	U3: P1-C10-T5

Note: U4 is system node 2 and U3 is system control unit.

Cabling for 9080-MHE and 9119-MHE with three system nodes

Use this information to cable the 9080-MHE and 9119-MHE with three system nodes in the configuration. (Model 9080-MME and 9119-MME cannot be cabled with three system nodes.)

When you cable the 9080-MHE and 9119-MHE with three system nodes in the configuration, you must connect the system nodes to each other, and you must connect each system node to the system control unit.

The following indexed diagrams help you understand port-to-port cabling between components in a configuration that has three system nodes. Use these diagrams with the tables that follow. To avoid connection issues, use the specified length of cable for each connection.

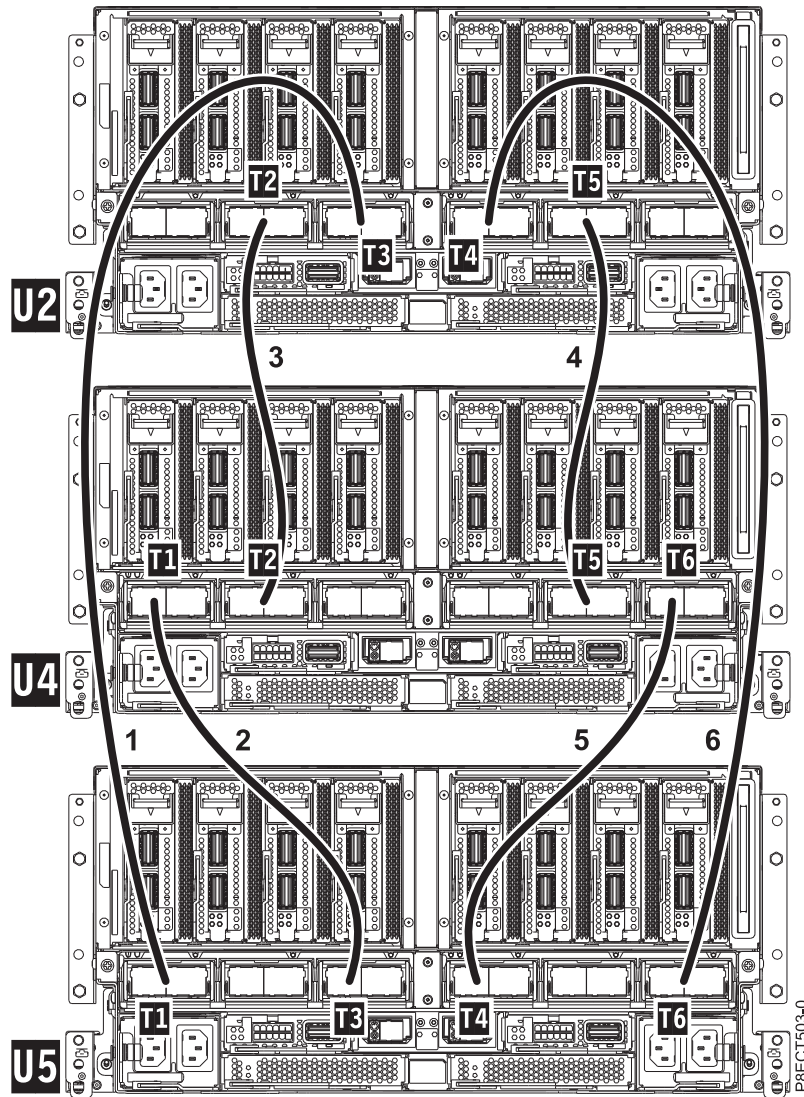


Figure 28. Symmetric multiprocessing (SMP) cabling for three system nodes

Table 23. Symmetric multiprocessing (SMP) cabling details for three system nodes

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.5 m (4.9 ft) SMP cable	U2: P1-T3	U5: P1-T1
2	1.25 m (4.1 ft) SMP cable	U4: P1-T1	U5: P1-T3
3	1.25 m (4.1 ft) SMP cable	U2: P1-T2	U4: P1-T2
4	1.25 m (4.1 ft) SMP cable	U2: P1-T5	U4: P1-T5
5	1.25 m (4.1 ft) SMP cable	U4: P1-T6	U5: P1-T4
6	1.5 m (4.9 ft) SMP cable	U2: P1-T4	U5: P1-T6

Table 23. Symmetric multiprocessing (SMP) cabling details for three system nodes (continued)

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
Notes:			
<ul style="list-style-type: none"> U2 is system node 1, U4 is system node 2, and U5 is system node 3. Some 1.25 m SMP cables have labels at each end of the cable that indicate the length of the cable. The labels can be used during installation to distinguish the 1.25 m cable from the 1.5 m cable. The labels are not visible after the cable is installed. 			

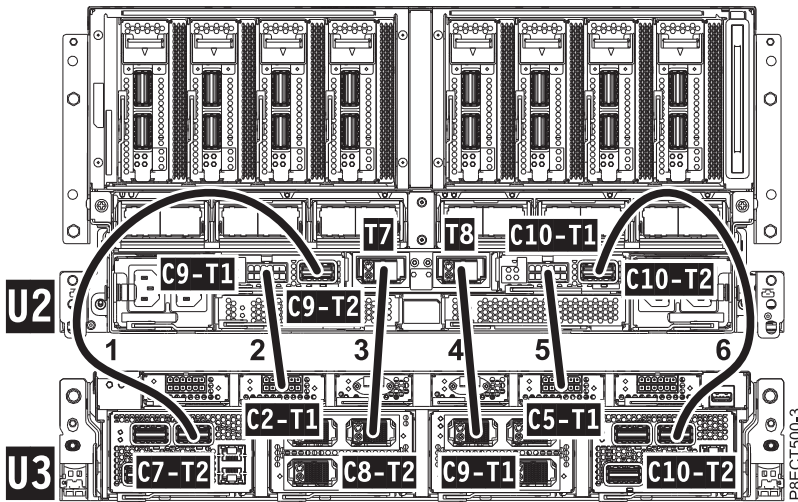


Figure 29. System node 1 to system control unit cabling

Table 24. System node 1 to system control unit cabling details

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.0 m (3.28 ft) global flexible service processor (GFSP) cable	U2: P1-C9-T2	U3: P1-C7-T2
2	0.33 m (1.08 ft) universal power interconnect (UPIC) cable	U2: P1-C9-T1	U3: P1-C2-T1
3	Clock flex cable (D1L)	U2: P1-T7	U3: P1-C8-T2
4	Clock flex cable (D1R)	U2: P1-T8	U3: P1-C9-T1
5	0.33 m (1.08 ft) UPIC cable	U2: P1-C10-T1	U3: P1-C5-T1
6	1.0 m (3.28 ft) GFSP cable	U2: P1-C10-T2	U3: P1-C10-T2
Note: U2 is system node 1 and U3 is system control unit.			

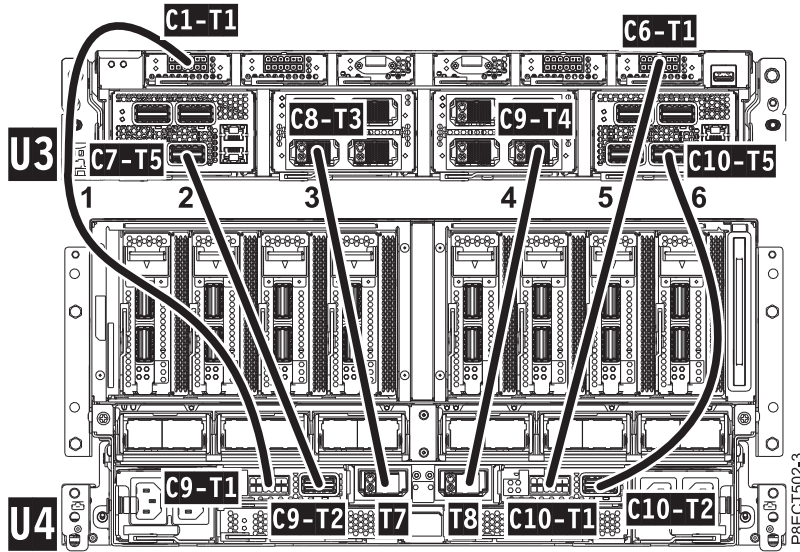


Figure 30. System node 2 to system control unit cabling

Table 25. System node 2 to system control unit cabling details

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.0 m (3.28 ft) UPIC cable	U4: P1-C9-T1	U3: P1-C1-T1
2	1.0 m (3.28 ft) GFSP cable	U4: P1-C9-T2	U3: P1-C7-T5
3	Clock flex cable (D2L)	U4: P1-T7	U3: P1-C8-T3
4	Clock flex cable (D2R)	U4: P1-T8	U3: P1-C9-T4
5	1.0 m (3.28 ft) UPIC cable	U4: P1-C10-T1	U3: P1-C6-T1
6	1.0 m (3.28 ft) GFSP cable	U4: P1-C10-T2	U3: P1-C10-T5

Note: U4 is system node 2 and U3 is system control unit.

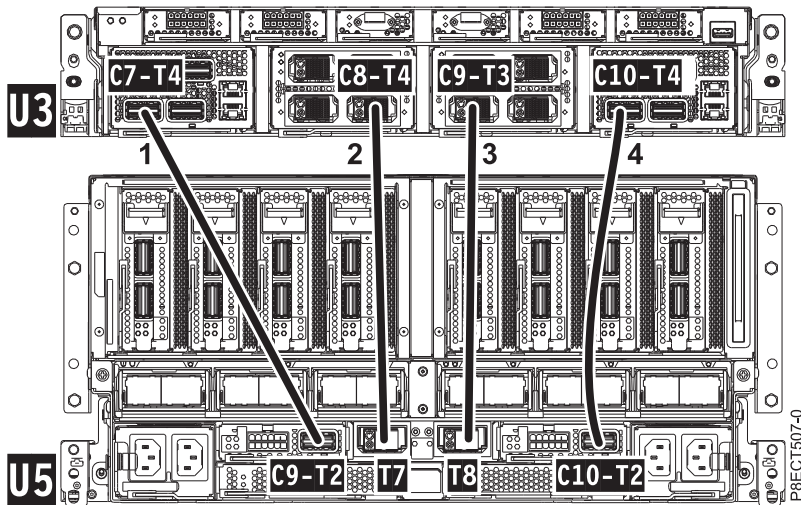


Figure 31. System node 3 to system control unit cabling

Table 26. System node 3 to system control unit cabling details

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.0 m (3.28 ft) GFSP cable	U5: P1-C9-T2	U3: P1-C7-T4
2	Clock flex cable (D3L)	U5: P1-T7	U3: P1-C8-T4
3	Clock flex cable (D3R)	U5: P1-T8	U3: P1-C9-T3
4	1.0 m (3.28 ft) GFSP cable	U5: P1-C10-T2	U3: P1-C10-T4

Note: U5 is system node 3 and U3 is system control unit.

Cabling for 9080-MHE and 9119-MHE with four system nodes

Use this information to cable the 9080-MHE and 9119-MHE with four system nodes in the configuration. (Model 9080-MME and 9119-MME cannot be cabled with four system nodes.)

When you cable the 9080-MHE and 9119-MHE with four system nodes in the configuration, you must connect the system nodes to each other, and you must connect each system node to the system control unit.

The following indexed diagrams help you understand port-to-port cabling between components in a configuration that has four system nodes. Use these diagrams with the tables that follow. To avoid connection issues, use the specified length of cable for each connection.

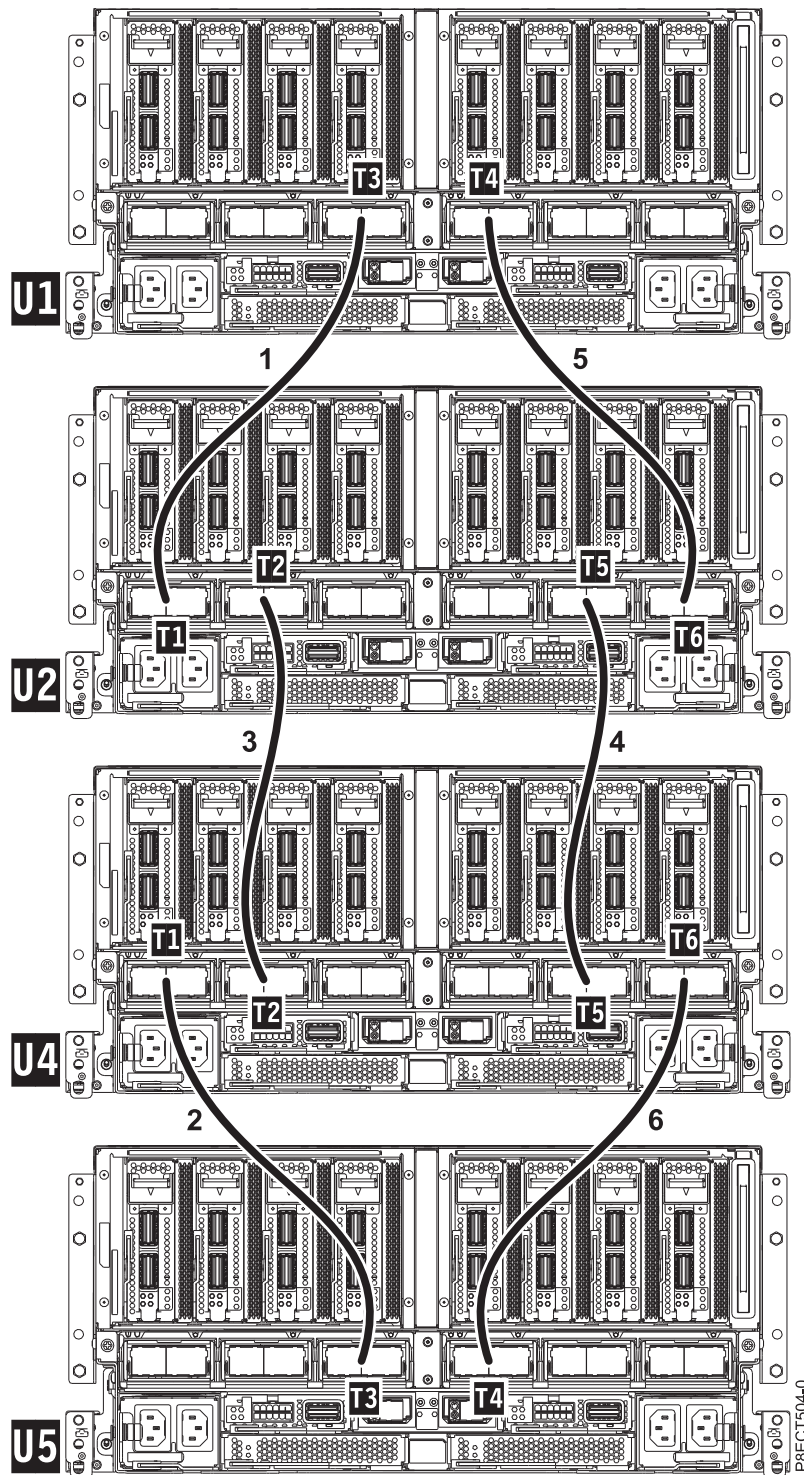


Figure 32. Symmetric multiprocessing (SMP) cabling for four system nodes (short cables)

Table 27. Symmetric multiprocessing (SMP) cabling details for four system nodes (short cables)

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.25 m (4.1 ft) SMP cable	U1: P1-T3	U2: P1-T1

Table 27. Symmetric multiprocessing (SMP) cabling details for four system nodes (short cables) (continued)

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
2	1.25 m (4.1 ft) SMP cable	U4: P1-T1	U5: P1-T3
3	1.25 m (4.1 ft) SMP cable	U2: P1-T2	U4: P1-T2
4	1.25 m (4.1 ft) SMP cable	U2: P1-T5	U4: P1-T5
5	1.25 m (4.1 ft) SMP cable	U1: P1-T4	U2: P1-T6
6	1.25 m (4.1 ft) SMP cable	U4: P1-T6	U5: P1-T4

Notes:

- U2 is system node 1, U4 is system node 2, U5 is system node 3, and U1 is system node 4.
- Some 1.25 m SMP cables have labels at each end of the cable that indicate the length of the cable. The labels can be used during installation to distinguish the 1.25 m cable from the 1.5 m cable. The labels are not visible after the cable is installed.

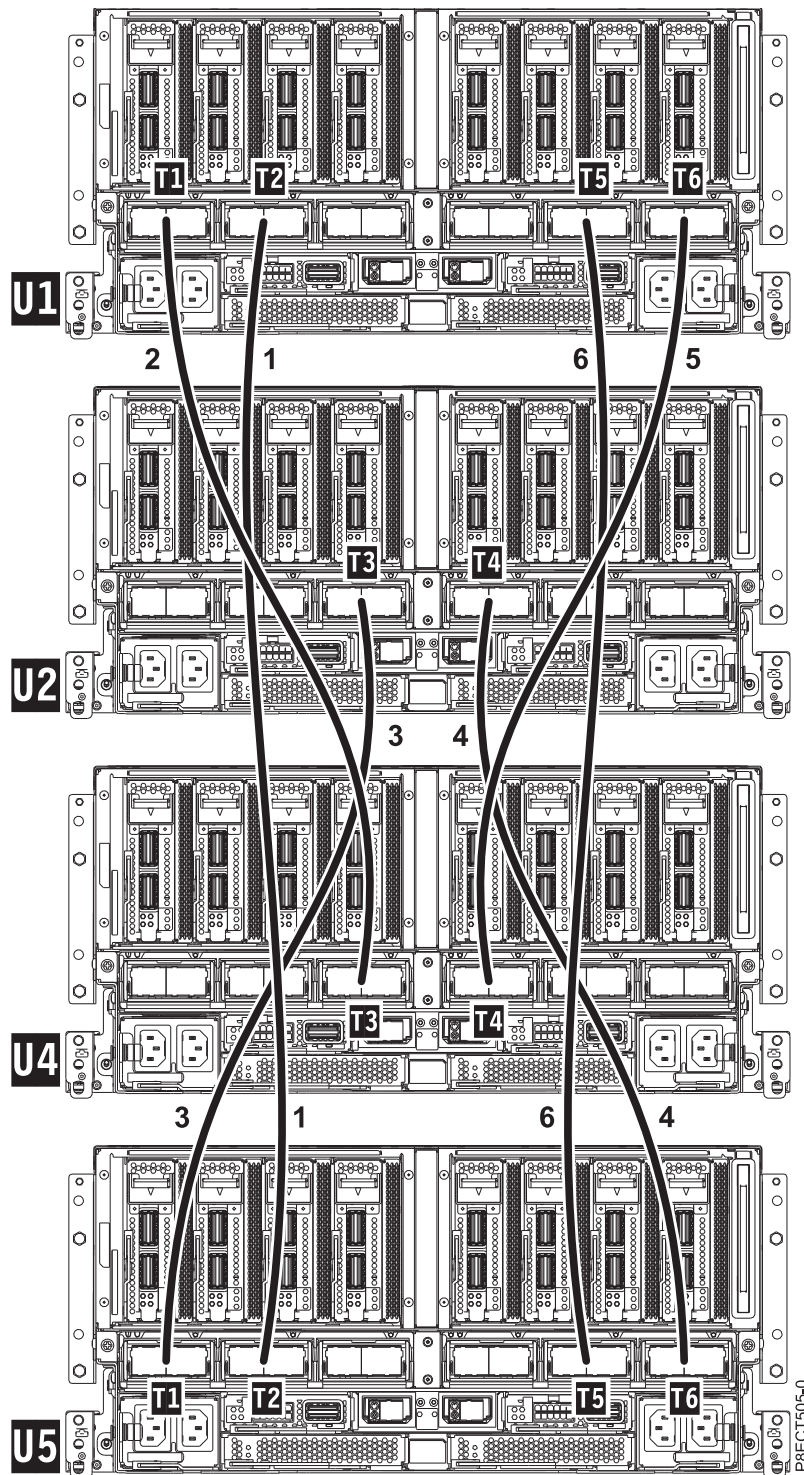


Figure 33. Symmetric multiprocessing (SMP) cabling for four system nodes (long cables)

Table 28. Symmetric multiprocessing (SMP) cabling details for four system nodes (long cables)

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.5 m (4.9 ft) SMP cable	U1: P1-T2	U5: P1-T2

Table 28. Symmetric multiprocessing (SMP) cabling details for four system nodes (long cables) (continued)

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
2	1.5 m (4.9 ft) SMP cable	U1: P1-T1	U4: P1-T3
3	1.5 m (4.9 ft) SMP cable	U2: P1-T3	U5: P1-T1
4	1.5 m (4.9 ft) SMP cable	U2: P1-T4	U5: P1-T6
5	1.5 m (4.9 ft) SMP cable	U1: P1-T6	U4: P1-T4
6	1.5 m (4.9 ft) SMP cable	U1: P1-T5	U5: P1-T5

Note: U2 is system node 1, U4 is system node 2, U5 is system node 3, and U1 is system node 4.

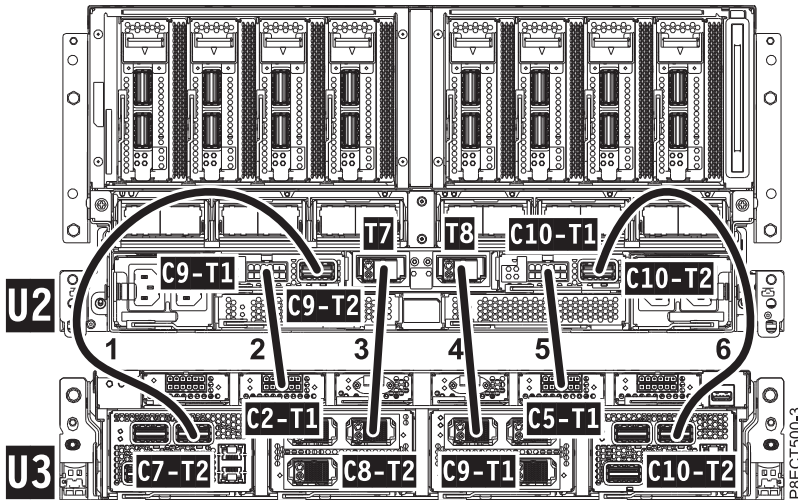


Figure 34. System node 1 to system control unit cabling

Table 29. System node 1 to system control unit cabling details

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.0 m (3.28 ft) global flexible service processor (GFSP) cable	U2: P1-C9-T2	U3: P1-C7-T2
2	0.33 m (1.08 ft) universal power interconnect (UPIC) cable	U2: P1-C9-T1	U3: P1-C2-T1
3	Clock flex cable (D1L)	U2: P1-T7	U3: P1-C8-T2
4	Clock flex cable (D1R)	U2: P1-T8	U3: P1-C9-T1
5	0.33 m (1.08 ft) UPIC cable	U2: P1-C10-T1	U3: P1-C5-T1
6	1.0 m (3.28 ft) GFSP cable	U2: P1-C10-T2	U3: P1-C10-T2

Table 29. System node 1 to system control unit cabling details (continued)

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
Note: U2 is system node 1 and U3 is system control unit.			

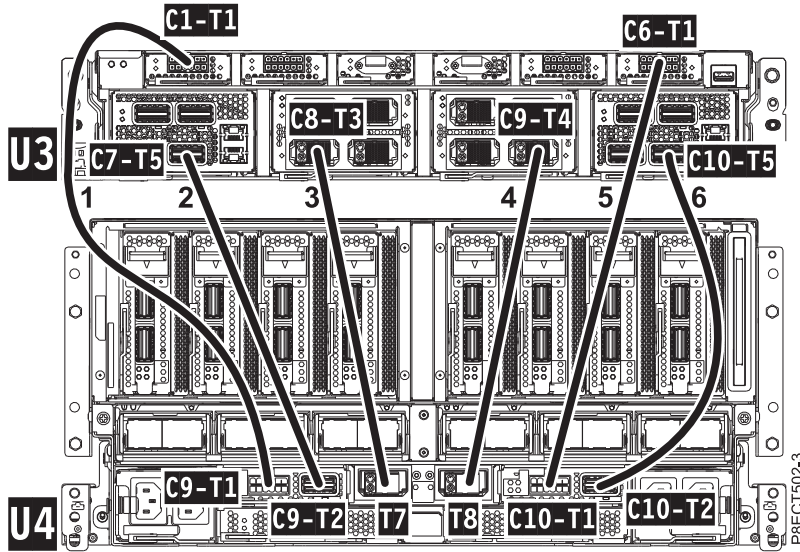


Figure 35. System node 2 to system control unit cabling

Table 30. System node 2 to system control unit cabling details

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.0 m (3.28 ft) UPIC cable	U4: P1-C9-T1	U3: P1-C1-T1
2	1.0 m (3.28 ft) GFSP cable	U4: P1-C9-T2	U3: P1-C7-T5
3	Clock flex cable (D2L)	U4: P1-T7	U3: P1-C8-T3
4	Clock flex cable (D2R)	U4: P1-T8	U3: P1-C9-T4
5	1.0 m (3.28 ft) UPIC cable	U4: P1-C10-T1	U3: P1-C6-T1
6	1.0 m (3.28 ft) GFSP cable	U4: P1-C10-T2	U3: P1-C10-T5
Note: U4 is system node 2 and U3 is system control unit.			

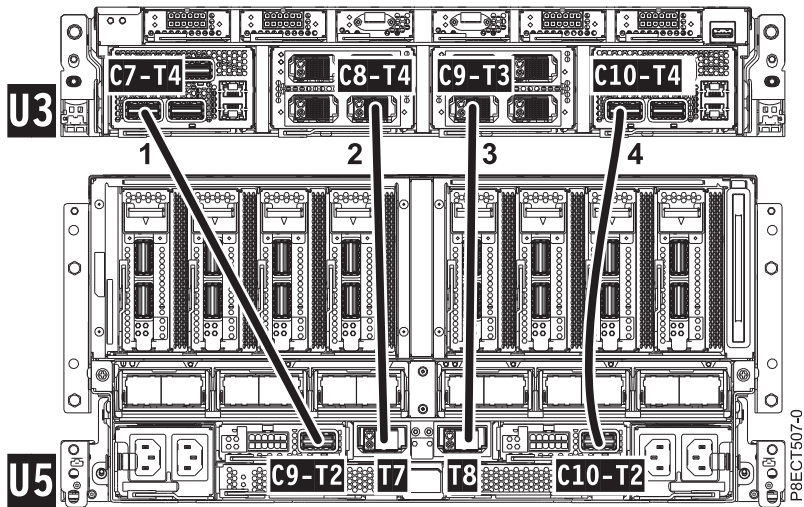


Figure 36. System node 3 to system control unit cabling

Table 31. System node 3 to system control unit cabling details

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.0 m (3.28 ft) GFSP cable	U5: P1-C9-T2	U3: P1-C7-T4
2	Clock flex cable (D3L)	U5: P1-T7	U3: P1-C8-T4
3	Clock flex cable (D3R)	U5: P1-T8	U3: P1-C9-T3
4	1.0 m (3.28 ft) GFSP cable	U5: P1-C10-T2	U3: P1-C10-T4

Note: U5 is system node 3 and U3 is system control unit.

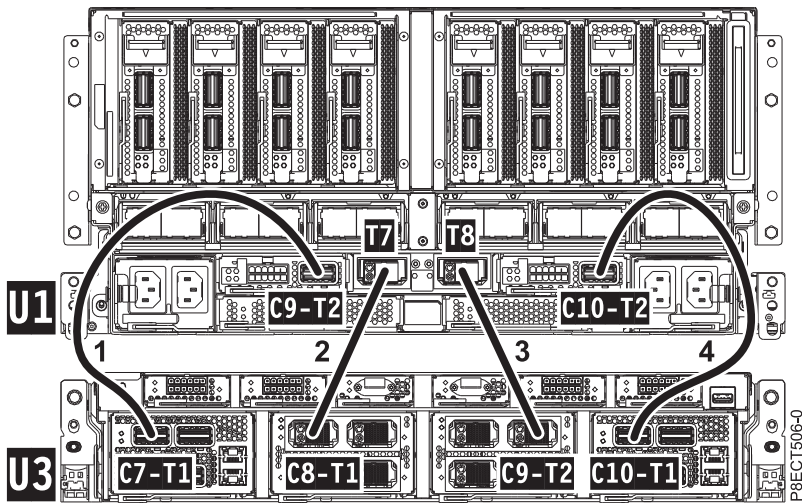


Figure 37. System node 4 to system control unit cabling

Table 32. System node 4 to system control unit cabling details

Cable number	Cable type	From: (U-Loc)	To: (U-Loc)
1	1.0 m (3.28 ft) GFSP cable	U1: P1-C9-T2	U3: P1-C7-T1
2	Clock flex cable (D4L)	U1: P1-T7	U3: P1-C8-T1
3	Clock flex cable (D4R)	U1: P1-T8	U3: P1-C9-T2
4	1.0 m (3.28 ft) GFSP cable	U1: P1-C10-T2	U3: P1-C10-T1

Note: U1 is system node 4 and U3 is system control unit.

SMP cable isolation for 9080-MHE, 9080-MME, 9119-MHE, or 9119-MME

Use this information to isolate SMP cable problems for 9080-MHE, 9080-MME, 9119-MHE, or 9119-MME systems.

To isolate an SMP cable problem, complete the following steps:

1. Is the reference code B114E504?

If	Then
Yes:	Continue with the next step.
No:	Return to the procedure that sent you here. This ends the procedure.

2. Display the `iqyylog.log` file from the Hardware Management Console that is in the Enhanced Customer Data Repository (ECuRep). Find the reference code (+PEL) B114E504. Then, find the signature description that is displayed below the list of failing items for the reference code.
3. A signature description contains a node number in the form of `nx`, an SCM number in the form of `px`, and an "A bus" number in the form of `Ax` or `ABUSx`.

In the following example, the node number is `n1`, the SCM number is `p2`, and the "A bus" number is `ABUS0`:

```
pu(n1p2) (IOAFIR[18]) ABUS0 Max Spares Exceeded
```

In the following example, the node number is `n0`, the SCM number is `p0`, and the "A bus" number is `A2`:

```
pu(n0p0) (PBESFIR[14]) A2LINK_PSR_UNC_ERR
```

Record the node number, SCM number, and "A bus" number from the signature description that you identified for reference code B114E504.

4. Use Table 33 on page 82 and the node number, SCM number, and "A bus" number that you identified in step 3 to find the location code of one end of the SMP cable. Then, go to Cabling for 9080-MHE, 9080-MME, 9119-MHE, or 9119-MME to identify the other end of the SMP cable.
5. Is the SMP cable fully seated at both of the port locations that you identified in step 4?

If	Then
Yes:	Continue with step 7.
No:	Continue with the next step.

6. Complete the following steps:
 - a. Fully seat the SMP cable at both of the port locations that you identified in step 4.

- b. Clear all of the deconfiguration errors. For instructions, see “Clearing all deconfiguration errors” on page 51.
 - c. Power on the system. For instructions, see “Powering on and powering off a system” on page 2.
- This ends the procedure.**

7. Complete the following steps:

- a. Replace the SMP cable that you identified in step 4 and both of the processor modules that are indicated in the failing item list.
 - b. Clear all of the deconfiguration errors. For instructions, see “Clearing all deconfiguration errors” on page 51.
 - c. Power on the system. For instructions, see “Powering on and powering off a system” on page 2.
- Does the problem persist?

If	Then
Yes:	Continue with the next step.
No:	This ends the procedure.

8. Replace both of the system backplanes that are associated with the processor modules that you replaced in step 7. **This ends the procedure.**

Table 33. Identifying the location code of the SMP cable port by using node number, SCM number, and "A bus" number

Node number	SCM number	"A bus" number	Location code of the SMP cable port
n0	p0	A0 or ABUS0	U2: P1-C19-T3
n0	p0	A1 or ABUS1	U2: P1-C19-T2
n0	p0	A2 or ABUS2	U2: P1-C19-T1
n0	p1	A0 or ABUS0	U2: P1-C14-T6
n0	p1	A1 or ABUS1	U2: P1-C14-T5
n0	p1	A2 or ABUS2	U2: P1-C14-T4
n0	p2	A0 or ABUS0	U2: P1-C18-T3
n0	p2	A1 or ABUS1	U2: P1-C18-T2
n0	p2	A2 or ABUS2	U2: P1-C18-T1
n0	p3	A0 or ABUS0	U2: P1-C15-T6
n0	p3	A1 or ABUS1	U2: P1-C15-T5
n0	p3	A2 or ABUS2	U2: P1-C15-T4
n1	p0	A0 or ABUS0	U4: P1-C19-T3
n1	p0	A1 or ABUS1	U4: P1-C19-T2
n1	p0	A2 or ABUS2	U4: P1-C19-T1
n1	p1	A0 or ABUS0	U4: P1-C14-T6
n1	p1	A1 or ABUS1	U4: P1-C14-T5
n1	p1	A2 or ABUS2	U4: P1-C14-T4
n1	p2	A0 or ABUS0	U4: P1-C18-T3
n1	p2	A1 or ABUS1	U4: P1-C18-T2
n1	p2	A2 or ABUS2	U4: P1-C18-T1
n1	p3	A0 or ABUS0	U4: P1-C15-T6
n1	p3	A1 or ABUS1	U4: P1-C15-T5

Table 33. Identifying the location code of the SMP cable port by using node number, SCM number, and "A bus" number (continued)

Node number	SCM number	"A bus" number	Location code of the SMP cable port
n1	p3	A2 or ABUS2	U4: P1-C15-T4
n2	p0	A0 or ABUS0	U5: P1-C19-T3
n2	p0	A1 or ABUS1	U5: P1-C19-T2
n2	p0	A2 or ABUS2	U5: P1-C19-T1
n2	p1	A0 or ABUS0	U5: P1-C14-T6
n2	p1	A1 or ABUS1	U5: P1-C14-T5
n2	p1	A2 or ABUS2	U5: P1-C14-T4
n2	p2	A0 or ABUS0	U5: P1-C18-T3
n2	p2	A1 or ABUS1	U5: P1-C18-T2
n2	p2	A2 or ABUS2	U5: P1-C18-T1
n2	p3	A0 or ABUS0	U5: P1-C15-T6
n2	p3	A1 or ABUS1	U5: P1-C15-T5
n2	p3	A2 or ABUS2	U5: P1-C15-T4
n3	p0	A0 or ABUS0	U1: P1-C19-T3
n3	p0	A1 or ABUS1	U1: P1-C19-T2
n3	p0	A2 or ABUS2	U1: P1-C19-T1
n3	p1	A0 or ABUS0	U1: P1-C14-T6
n3	p1	A1 or ABUS1	U1: P1-C14-T5
n3	p1	A2 or ABUS2	U1: P1-C14-T4
n3	p2	A0 or ABUS0	U1: P1-C18-T3
n3	p2	A1 or ABUS1	U1: P1-C18-T2
n3	p2	A2 or ABUS2	U1: P1-C18-T1
n3	p3	A0 or ABUS0	U1: P1-C15-T6
n3	p3	A1 or ABUS1	U1: P1-C15-T5
n3	p3	A2 or ABUS2	U1: P1-C15-T4

Verifying a repair

Use these procedures to verify hardware operation after making repairs to the system.

Choose from the following options:

- To verify the repair of a system that is currently powered off, go to step 1.
- To verify the repair of a system that is currently powered on with no operating system loaded, go to step 3 on page 84.
- To verify the repair of a system that is currently powered on and that has an operating system loaded, go to step 5 on page 84.

1. Power on the server and all attached I/O enclosures.

Did all the enclosures power on?

Yes: Go to step 3 on page 84.

Did all the enclosures power on?

No: Continue with the next step.

2. Choose from the following options:

- If the original problem was that an enclosure would not power on and you have another FRU to replace, locate and replace the next field-replaceable unit (FRU).
 - If the next FRU in the FRU list is an isolation procedure, perform the isolation procedure.
 - If the original problem was that an enclosure would not power on and you have an isolation procedure to complete, perform the isolation procedure.
 - If the original problem was that an enclosure would not power on and there are no more FRUs or isolation procedures in the FRU list, contact your next level of support.
 - If you have a new problem, perform problem analysis and repair the new problem.
-

3. Load the operating system.

Did the operating system load successfully?

Yes: Go to step 5.

No: Continue with the next step.

4. Choose from the following options:

- If the original problem was a failing disk drive that contained the operating system software, go to step 5.
 - If the original problem was that the operating system would not load and you have another FRU to replace, go to your FRU locations section to locate the next FRU.
 - If the next FRU in the FRU list is an isolation procedure, perform the isolation procedure.
 - If the original problem was that the operating system would not load and you have an isolation procedure to complete, perform the isolation procedure.
 - If the original problem was that the operating system would not load and there are no more FRUs or isolation procedures in the FRU list, contact your next level of support.
 - If you have a new problem, perform problem analysis and repair the new problem.
-

5. Choose from the following options:

- "Verifying the repair in AIX"
- "Verifying the repair in Linux" on page 89
- "Verifying a repair by using an IBM i system or logical partition" on page 87
- "Verifying the repair on an IBM PowerKVM system" on page 89
- "Verifying the repair from the management console" on page 90

Verifying the repair in AIX

You can use this procedure to verify that a repair is complete using the AIX operating system.

Use this maintenance analysis procedure (MAP) to check out the server after a repair is completed.

1. Did you replace a disk drive in the root volume group?

No Go to step 3 on page 85.

Yes Continue with the next step.

2. Run stand-alone diagnostics either from a CD or from a Network Installation Management (NIM) server.

Did you encounter any problems?

No Reinstall the operating system and continue with step 5.

Yes If the original problem still exists, replace the field-replaceable unit (FRU) or perform the isolation procedure that is next in the FRU list. If you have reached the end of the FRU list, contact your next level of support.

If a new problem has occurred, go to Beginning problem analysis.

3. Did you replace a FRU with the power turned on and concurrently with system operations?

No Go to step 5.

Yes Continue with the next step.

4. Did you use an AIX diagnostics service aid hot-swap operation to change the FRU?

No Go to step 7.

Yes Go to step 6.

Note: The AIX diagnostic service aid was used if a resource was removed by using the **Hot Plug** task.

5. If any FRUs have been removed that should be reinstalled, reinstall them now:

a. If the system is not powered on, power it on now.

b. Wait until the AIX operating system login prompt is displayed or until system activity on the operator panel or display has stopped.

c. Did you encounter any problems?

No Continue at step 6.

Yes If the original problem still exists, replace the FRU or perform the isolation procedure that is next in the FRU list. If you have reached the end of the FRU list, contact your next level of support.

If a new problem occurs, go to Beginning problem analysis.

6. If the Resource Repair Action menu is already displayed, go to step 9 on page 86; otherwise, perform the following steps:

a. Log into the operating system either with root authority (if needed, ask the customer to enter the password) or use the CE login.

b. Enter `diag -a` command and check for missing resources. Follow any instructions that are displayed. If an SRN displays, suspect a loose card or connection. If no instructions are displayed, no resources were detected as missing. Continue with the next step.

7. Perform the following steps:

a. Enter `diag` at the command prompt.

b. Press Enter.

c. Select the **Diagnostics Routines** option.

d. When the Diagnostic Mode Selection menu is displayed, select **System verification**.

e. When the Diagnostic Selection menu is displayed, select the **All Resources** option or test the FRUs you exchanged and any devices that are attached to the FRUs you exchanged by selecting the diagnostics for the individual FRU.

Did the Resource Repair Action menu (801015) display?

No Continue with the next step.

Yes Go to step 9 on page 86.

8. Did the TESTING COMPLETE, no trouble was found menu (801010) display?

No If the original problem still exists, replace the FRU or perform the isolation procedure that is next in the FRU list. If you have reached the end of the FRU list, contact your next level of support.

If a new problem occurs go to Beginning problem analysis.

Yes Use the **Log Repair Action** option, if not previously logged, in the TASK SELECTION menu to update the AIX error log. If the repair action was reseating a cable or adapter, select the resource associated with that repair action.

If the resource associated with your action is not displayed on the resource list, select **sysplanar0**.

Note: If the check log indicator is on, this action will set it back to the normal state.

Go to step 11.

9. When a test is run on a resource in system verification mode, that resource has an entry in the AIX error log. If the test on that resource was successful, the Resource Repair Action menu is displayed. After replacing a FRU, you must select the resource for that FRU from the Resource Repair Action menu. This updates the AIX error log to indicate that a system-detectable FRU has been replaced.

Note: If the check log indicator is on, this action will set it back to the normal state.

Perform the following steps:

- a. Select the resource that has been replaced from the Resource Repair Action menu. If the repair action was reseating a cable or adapter, select the resource associated with that repair action. If the resource associated with your action is not displayed on the resource list, select **sysplanar0**.
- b. Press **Commit** after you make your selections.

Did another Resource Repair Action (801015) display?

No If the No Trouble Found menu displays, go to step 11.

Yes Continue with the next step.

10. The parent or child of the resource you just replaced might also require that you run the Resource Repair Action service aid on it.

When a test is run on a resource in system verification mode, that resource has an entry in the AIX error log. If the test on the resource was successful, the Resource Repair Action menu displays.

After replacing that FRU, you must select the resource for that FRU from the Resource Repair Action menu. This updates the AIX error log to indicate that a system-detectable FRU has been replaced.

Note: If the check log indicator is on, this action will set it back to the normal state.

Perform the following steps:

- a. From the RESOURCE REPAIR ACTION menu, select the parent or child of the resource that has been replaced. If the repair action was reseating a cable or adapter, select the resource associated with that repair action. If the resource associated with your action is not displayed on the resource list, select **sysplanar0**.
- b. Press COMMIT after you make your selections.
- c. If the No Trouble Found menu is displayed, continue with the next step.

11. If you changed the service processor or network settings, as instructed in previous MAPs, restore the settings to the value they had prior to servicing the system. If you ran stand-alone diagnostics from CD-ROM, remove the stand-alone diagnostics CD-ROM from the system.

Did you perform service on a RAID subsystem that involved changing of the PCI RAID adapter cache card or changing the configuration?

Note: This information does not apply to the PCI-X RAID adapter or cache.

No Go to the close of call procedure.

- Yes** Continue with the next step.
12. Use the **Recover Options** selection to resolve the RAID configuration, by completing the following steps:
 - a. On the PCI SCSI Disk Array Manager display, select **Recovery options**.
 - b. If a previous configuration exists on the replacement adapter, this must be cleared. Select **Clear PCI SCSI Adapter Configuration** and press F3.
 - c. On the Recovery Options screen, select **Resolve PCI SCSI RAID Adapter Configuration**.
 - d. On the Resolve PCI SCSI RAID Adapter Configuration screen, select **Accept Configuration on Drives**.
 - e. On the PCI SCSI RAID Adapter selections menu, select the adapter that you changed.
 - f. On the next screen, press Enter.
 - g. When you see the Are You Sure selection menu, press Enter to continue.
 - h. If you see a Failed status message, verify that you selected the correct adapter, and then repeat this procedure. When the recovery is complete, exit the operating system.
 - i. Go to the Closing a service call procedure.

Verifying a repair by using an IBM i system or logical partition

Use this procedure to verify a repair by using the IBM i operating system.

1. Was the system powered off during the repair?

Yes: Continue with the next step.
No: Continue with step 3.
2. Perform the following tasks:
 - a. Verify that the power cable is plugged into the power outlet.
 - b. Verify that power is available at the customer's power outlet.
3. Was the partition powered off during the repair?

Yes: Continue with the next step.
No: Continue with step 6.
4. Select the IPL type and mode for the system or logical partition that the customer uses (see IPL type mode and speed options in the Service functions).
5. Start an IPL by powering on the system or partition (see Powering on and powering off). Did the system complete the IPL?

Yes: Continue with the next step.
No: This might be a new problem. Go to the Starting a repair action. **This ends the procedure.**
6. Did the system or partition remain running throughout the repair, and was the I/O processor, I/O adapter, or storage device replaced?

Yes: Continue with step 10.
No: Continue with the next step.
7. Use the service action log or serviceable event view (if the system is managed by an HMC) to look for any reference codes that are related to this IPL (see Searching the service action log). Are there any reference codes that are related to this IPL?

Yes: Continue with the next step.
No: If the problem was related to removable media or communications, perform the verification procedures in the Service functions to verify that the problem is corrected. Then return the system to the customer and have the customer verify the system date and time. **This ends the procedure.**
8. Is the new reference code the same as the original reference code?

Yes: Continue with the next step.

No: A new symptom might have occurred. Go to the Start of call procedure. **This ends the procedure.**

9. Are there any other failing items that remain to be replaced?

Yes: Replace the next failing item listed for this reference code. **This ends the procedure.**

No: Contact your next level of support for assistance. **This ends the procedure.**

10. Was concurrent maintenance performed on an optical storage unit?

Yes: The product activity log and service action log, in most cases, contain a reference code for the optical storage unit when concurrent maintenance is performed. You can ignore this reference code. Perform the following:

- Perform the verification procedures in the Service functions topic to verify that the problem is corrected.

- Return the system to the customer and have the customer verify the system date and time. **This ends the procedure.**

No: Continue with the next step.

11. Use the service action log to look for any new reference codes (see Using the Service Action Log). Are there any new reference codes?

Yes: Continue with the next step.

No: Go to step 14.

12. Is the new reference code the same as the original reference code?

Yes: Continue with the next step.

No: A new symptom might have occurred. Go to the Start of call procedure to determine the cause of the problem. **This ends the procedure.**

13. Are there any other failing items that need to be replaced?

Yes: Replace the next failing item listed for the reference code. **This ends the procedure..**

No: Contact your next level of support for assistance. **This ends the procedure.**

14. Are you working with a tape device?

Yes: Perform the verification procedures in the Service functions to verify that the problem is corrected. After the verification test is complete, the tape device description will be set to the failed state because a resource change was detected. Perform the following tasks:

- Vary the tape device description off and then on.

- Return the system to the customer and have the customer verify the system date and time. Then go to Verifying the repair from the HMC. **This ends the procedure.**

No: Continue with the next step.

15. Are you working with an IOP or an IOA?

Yes: Use the display hardware configuration service function to check for any missing or failed hardware:

- On the command line, enter the STRSST (Start System Service Tools command). If you cannot get to SST, select DST. Do not IPL the system or partition to get to DST.

- On the Start Service Tools Sign On display, enter the user ID with the service authority and password.

- Select **Start a service tool > Hardware service manager > Logical hardware resources > System bus resources.**

- Select the function key for **Include nonreporting resources.**

- If the IOP and IOA that you just replaced is a failed or nonreporting resource, the problem has not been fixed. Continue to the next failing item in the failing item list. **This ends the procedure.**

No: Perform the verification procedures in the Service functions topics to verify that the problem is corrected. Resources that usually vary on automatically during an IPL, or that were previously

varied on manually, might need to be varied on again after the verification procedures are complete. Return the system to the customer and have the customer verify the system date and time. **This ends the procedure.**

Verifying the repair in Linux

You can use this procedure to verify that a repair is complete by using the Linux operating system.

1. Run stand-alone diagnostics from either a CD or from a Network Installation Management (NIM) server. See Running the stand-alone diagnostics from CD-ROM. **Did you encounter any problems?**

No Reboot the operating system and continue with the close of call procedure.

Yes If the original problem still exists, replace the field-replaceable unit (FRU) or perform the isolation procedure that is next in the FRU list. If you have reached the end of the FRU list, contact your next level of support.

If a new problem has occurs go to Beginning problem analysis and repair the new problem.

Verifying the repair on an IBM PowerKVM system

You can use the following procedure to verify whether a repair is complete on an IBM PowerKVM system.

1. Look for any new reference codes that might have occurred as a result of the service action that was performed. To locate the error information in a system running IBM PowerKVM, complete the following steps:

- a. Log in as root user.
- b. At the command line, type `opal-e-log-parse -s` and press **Enter**.
- c. Look for the most recent entry that contains a reference code.

Did a new reference code occur as a result of the service action that was performed?

- **Yes:** Continue with the next step.
- **No:** Continue with step 4 on page 90.

2. The reference code description might provide information or an action that you can take to correct the failure.

Use the search function of IBM Knowledge Center to find the reference code details. The search function is located in the upper-left corner of IBM Knowledge Center. Read the reference code description and return here. Do not take any other action at this time.

For more information about reference codes, see Reference codes.

Was there a reference code description that enabled you to resolve the problem?

- **Yes: This ends the procedure.**
- **No:** Continue with the next step.

3. Service is required to resolve the error. Collect as much error data as possible and record it. You and your service provider will develop a corrective action to resolve the problem based on the following guidelines:

- If a field-replaceable unit (FRU) location code is provided, that location must be used to determine which FRU to replace.
- If an isolation procedure is listed for the reference code in the reference code lookup information, include it as a corrective action even if it is not listed in the serviceable event view or control panel.
- If any FRUs are marked for block replacement, replace all FRUs in the block replacement group at the same time.

Complete the following steps:

- a. Record the reference code if available.
- b. Record the error details.
- c. Run the `sosreport` command to collect debug data.

d. Contact your service provider.

This ends the procedure.

4. Was a disk drive, solid-state drive, media device, or I/O adapter replaced when the system was powered off?
 - **Yes:** Perform Running diagnostics on an IBM PowerKVM system. **This ends the procedure.**
 - **No:** Continue with the “Closing a service call” on page 96 procedure. **This ends the procedure.**

Verifying the repair from the management console

Perform these procedures to close problem numbers, clear hardware messages, and prepare the server to return to the customer by using the management console.

Follow this checklist before performing the procedures:

- You return the server to the state that the customer normally uses, such as IPL type, IPL mode, and the way the system is configured or partitioned.
 - While you were performing the problem analysis on the original serviceable event, other serviceable-event numbers might have been opened. Close all serviceable events that were opened as a result of your service activity.
 - Server verification has been performed and there are no problems that require additional service actions.
 - If the repair was done by using the HMC online repair procedures, ensure that the original serviceable event is now closed.
1. Is a management console used to manage the server that you are servicing?
 - **Yes:** Continue with the next step.
 - **No:** Return to the “Verifying a repair” on page 83. **This ends the procedure.**
 2. Are you closing a service event that was a repair on the management console personal computer?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 4.
 3. Power on the management console. Did the power-on process complete without errors?
 - **Yes:** Ensure that the management console can be used to perform server management tasks, and return the management console to normal operations. Go to “Closing a service call” on page 96. **This ends the procedure.**
 - **No:** Go to the *HMC isolation procedures*. **This ends the procedure.**
 4. Log into the management console as the service representative. If invalid user or invalid password is displayed, get the correct login information from the system administrator.
 - a. If logged into the System Manager, select **Exit from the Console**, located in the System Manager window.
 - b. Log in to the System Manager with the following:
 - User identification - service
 - Password - service mode
 5. View Serviceable Event Details.
 - a. In the navigation area, click **Service Applications**.
 - b. In the navigation area, click **Service Focal Point**.
 - c. In the Contents area, click **Manage Serviceable Events**.
 - d. Designate the set of Serviceable Events you want to view. When you are finished, click **OK**. The **Service Event Overview** window opens.

Note: Only the events that match all of the criteria you specify are shown.

6. Close open or delayed events.

- a. Select the problem to close in the Service Event Overview window.
 - b. Select the **Selected** menu, located on the menu bar.
 - c. Click **Close Event**.
 - d. Enter your comments in the **Serviceable Event Comments** window, and click **Close Event**.
 - e. Close all events associated with the problem on which you were working.
7. Did the Service Event Overview window contain the event or events on which you were working?
- **Yes:** Return the HMC to normal operations. Go to “Closing a service call” on page 96. **This ends the procedure.**
 - **No:** Go to Detecting problems. **This ends the procedure.**

Running diagnostics on an IBM PowerKVM system

You can use the following procedure to diagnose hardware problems on your system that is running the IBM PowerKVM system.

1. Do you suspect a problem with a 3D graphics adapter?
 - **Yes:** The IBM Installation Toolkit for Linux provides tools for running diagnostics on some 3D graphics adapters. For instructions about troubleshooting a 3D graphics adapter by using the IBM Installation Toolkit, see PCIe2 LP 3D Graphics Adapter x1 (FC EC41) or PCIe2 3D Graphics Adapter x1 (FC EC42), depending on the 3D graphics adapter that you are using.
 - **No:** Continue with the next step.
 2. Do you suspect a problem with a PCIe3 1.6 TB NVMe Flash adapter (FC EC54 and EC55; CCIN 58CB) or a PCIe3 3.2 TB NVMe Flash adapter (FC EC56 and EC57; CCIN 58CC)?
 - **Yes:** Determine whether the NVMe adapter maximum write capability is depleted. For instructions about determining whether the maximum write capability is depleted, see PCIe3 1.6 TB NVMe Flash adapter (FC EC54 and EC55; CCIN 58CB) or PCIe3 3.2 TB NVMe Flash adapter (FC EC56 and EC57; CCIN 58CC), depending on the NVMe Flash adapter that you are using.
 - **No:** Continue with the next step.
-
3. Go to Running stand-alone diagnostics on a PowerKVM system (<http://www.ibm.com/support/knowledgecenter/linuxonibm/liaau/liaaustandalonepkvm.htm>).

Activating and deactivating LEDs

You can use these procedures to activate or deactivate light-emitting diodes (LEDs) by using the management console or the Advanced System Management Interface (ASMI).

The system attention LED is activated when an error that requires a service action is detected, but a fault LED is not activated. Such errors can include errors that generate a system reference code (SRC) or a service request number (SRN). On systems that support fault LEDs, a fault LED is activated for many problems that can be isolated to a specific hardware component. However, for some problems that require a service action, a fault LED might not be activated even if a problem can be isolated to a specific hardware component. For those problems, the system attention LED is activated instead.

For IBM Power Systems™ servers that contain the POWER8® processor, the LEDs can be used to identify or verify a part that you are servicing. The error and identify function (amber) LED indicates an error and corresponds to the location code in the system reference code (SRC). The LED is activated and deactivated automatically.

Additionally, the following procedures can also be used to activate and deactivate LEDs.

- “Deactivating a system attention LED or partition LED by using the management console” on page 92
- “Activating or deactivating an identify LED by using the management console” on page 93

- “Deactivating a system attention LED or logical partition LED by using the Advanced System Management Interface” on page 94
- “Activating or deactivating an identify LED by using the Advanced System Management Interface” on page 94

Deactivating a system attention LED or partition LED by using the management console


You can deactivate a system attention LED or a logical partition LED if you decide that a problem is not a high priority and you decide to repair the problem at a later time. You can do this task from the Hardware Management Console (HMC).

If you want to be alerted if another problem occurs, you must deactivate the system attention LED so that it can be activated again if another problem occurs.

To deactivate a system attention LED by using the HMC, choose one of the following navigation options depending on the interface type of the HMC:

- If you are using an HMC Classic or HMC Enhanced interface, complete the following steps:
 1. In the navigation area, click **Systems management > Servers**.
 2. To enable the tasks for that server, select the required server name.
 3. From the **Tasks** menu, click **Operations > LED Status**
 4. Click **Identify LED**. The Identify LED window opens. The selected system and its LED state are displayed in the upper part of the window. The logical partition and its LED state are displayed in the lower part of the window. From the Identify LED window, you can deactivate both the System attention LED and the logical partition LED.
 5. Click **Deactivate Attention LED**. A confirmation window is displayed that provides the following information:
 - A verification that the system attention LED was deactivated.
 - An indication that there still might be open problems within the system.
 - An indication that you cannot activate the system attention LED.
 6. Select one of the logical partitions in the lower table, and click **Deactivate partition LED**. A confirmation window is displayed that provides the following information:
 - A verification that the logical partition LED was deactivated.
 - An indication that there still might be open problems within the logical partition.
 - An indication that you cannot activate the logical partition LED.
- If you are using an HMC Enhanced+ interface, complete the following steps:



1. In the navigation area, click the **Resources** icon  , and then click **All Systems**.
2. To view the actions for that server, select the server name of the required server.
3. In the navigation area, click **System Actions > Attention LED**.
4. Click **Identify Attention LED**. The Identify LED window opens. The selected system and its LED state are displayed in the upper part of the window. The logical partition and its LED state are displayed in the lower part of the window. From the Identify LED window, you can deactivate both the System attention LED and the logical partition LED.
5. Click **Turn Attention LED Off**. A confirmation window is displayed that provides the following information:
 - A verification that the system attention LED was deactivated.
 - An indication that there still might be open problems within the system.
 - An indication that you cannot activate the system attention LED.

6. Select one of the logical partitions in the lower table, and click **Turn Attention LED Off**. A confirmation window is displayed that provides the following information:
 - A verification that the logical partition LED was deactivated.
 - An indication that there still might be open problems within the logical partition.
 - An indication that you cannot activate the logical partition LED.

Activating or deactivating an identify LED by using the management console

You can activate or deactivate an identify LED for components attached to the system from the Hardware Management Console (HMC).

The system provides several LEDs that help identify various components in the system, such as enclosures or field-replaceable units (FRUs). For this reason, they are called *identify LEDs*.


You can activate or deactivate the following types of identify LEDs:

- **Identify LED for an enclosure.** If you want to add an adapter to a specific drawer (enclosure), you need to know the machine type, model, and serial number (MTMS) of the drawer. To determine whether you have the correct MTMS for the drawer that needs the new adapter, you can activate the LED for a drawer and verify that the MTMS corresponds to the drawer that requires the new adapter.
- **Identify LED for a FRU associated with a specified enclosure.** If you want to hook up a cable to a specific I/O adapter, you can activate the LED for the adapter, which is a field replaceable unit (FRU), and then physically check to see where you should connect the cable. This is especially useful when you have several adapters with open ports.

To activate or deactivate an identify LED for an enclosure or FRU, choose one of the following navigation options depending on the interface type of the HMC:

- If you are using an HMC Classic or HMC Enhanced interface, complete the following steps:
 1. In the navigation area, click **Systems management > Servers**.
 2. To enable the tasks for that server, select the required server name.
 3. From the **Tasks** menu, click **Operations > LED Status > Identify LED**. The Identify LED, Select Enclosure window is displayed.
 4. To activate or deactivate an identify LED for an enclosure, select an enclosure from the table, and click either **Activate LED** or **Deactivate LED**. The associated LED is either turned on or off.
 5. To activate or deactivate an identify LED for a FRU, select an enclosure from the table, and then click **Selected > List FRUs**.
 6. Select one or more FRUs from the table, and click either **Activate LED** or **Deactivate LED**. The associated LED is either turned on or off.
- If you are using an HMC Enhanced+ interface, complete the following steps:



1. In the navigation area, click the **Resources** icon , and then click **All Systems**.
2. To view the actions for that server, select the required server.
3. In the navigation area, click **System Actions > Attention LED > Identify Attention LED**. The Identify Attention LED, Select Enclosure window is displayed.
4. To activate or deactivate an identify LED for an enclosure, select an enclosure from the table, and click either **Activate LED** or **Deactivate LED**. The associated LED is either turned on or off.
5. To activate or deactivate an identify LED for a FRU, select an enclosure from the table, and then click **Selected > List FRUs**.
6. Select one or more FRUs from the table, and click either **Activate LED** or **Deactivate LED**. The associated LED is either turned on or off.

Deactivating a system attention LED or logical partition LED by using the Advanced System Management Interface

You can deactivate a system attention LED or a logical partition LED by using the Advanced System Management Interface (ASMI).

The check log indicator provides a visual signal that the system as a whole requires attention or service. Each system has a single check log indicator. When an event occurs that either needs your intervention or that of service and support, the check log indicator lights continuously. The check log indicator is turned on when an entry is made in the service processor error log. The error entry is transmitted to the system error log and to the operating system error log.

To perform this operation, your authority level must be one of the following levels:

- Administrator
- Authorized service provider

To turn off the check log indicator, do the following steps:

1. In the ASMI Welcome pane, specify your user ID and password, and click **Log In**.
2. In the navigation area, expand **System Configuration > Service Indicators > System Attention Indicator**.
3. In the right pane, click **Turn off system attention indicator**. If the attempt is unsuccessful, an error message is displayed.

Activating or deactivating an identify LED by using the Advanced System Management Interface

You can activate or deactivate an identify LED by using the Advanced System Management Interface (ASMI).

You can specify the location code of any indicator to view or modify its current state. If you provide the wrong location code, the advanced system manager attempts to go to the next higher level of the location code.

The next level is the base-level location code for that field replaceable unit (FRU). For example, a user types the location code for the FRU located on the second I/O slot of the third enclosure in the system. If the location code for the second I/O slot is incorrect (the FRU does not exist at this location), an attempt to set the indicator for the third enclosure is initiated. This process continues until a FRU is located or no other level is available.

To perform this operation, your authority level must be one of the following levels:

- Administrator
- Authorized service provider

To change the current state of an indicator, do the following steps:

1. On the ASMI Welcome pane, specify your user ID and password, and click **Log In**.
2. In the navigation area, expand **System Configuration > Service Indicators > Indicators by Location code**.
3. In the right pane, enter the location code of the FRU and click **Continue**.
4. Select the preferred state from the list.
5. Click **Save settings**.

Gathering and uploading system configuration information

You can use the **snap** command to gather and upload system configuration information to a remote location for support. The information gathered with the **snap** command might be required to identify and resolve system-related problems.

The **snap** command gathers system configuration information and compresses the information into a .pax file (snap.pax.Z). The snap command can automatically append the problem management report (PMR) to the system configuration information.

Gathering system configuration information

- To gather general system configuration information, for example, error logs and AIX firmware levels, enter the following command:

```
snap -r
```

Note: This command removes any prior snap data.

- To gather the Serial Storage Architecture (SSA) information, enter the following command:

```
snap -gbc
```

Note: The time required to run this command depends on the number of SSA drives attached to the system.

- To gather the SSA and TCP/IP information, enter the following command:

```
snap -gtbc
```

Uploading system configuration information

Before you upload the .pax file, snap.pax.Z, to the remote location for the support center to access the system configuration information, rename the pax file to include the PMR number and the branch office details.

To set the directory and to rename the .pax file, enter the following command, where:

```
cd /tmp/ibmsupt
```

```
mv snap.pax.Z xxxxx.YYY.000.snap.pax.Z
```

Note: xxxxx represents the PMH number and YYY represents the branch office of the support center organization.

To upload the pax file to the remote location, complete the following steps:

1. Ping the remote server to ensure network connectivity.

```
ping testcase.software.ibm.com
```

Note: Where *testcase.software.ibm.com* represents the remote location, which can be accessed by the support center organization.

2. Set the directory that contains the .pax file to be the working directory. Use the **ftp** command to connect to the remote server.

```
ftp testcase.software.ibm.com
```

The new command prompt is **ftp>**.

3. Log in as anonymous and use your email address as the password.

4. Enter the following command:

```
ftp> cd /toibm/hw
```

5. Enter the following command:

```
ftp> bin
```

6. Enter one of the following commands:
 - ftp> put xxxxx.YYY.000.snap.pax.Z or
 - ftp> xxxxx.YYY.000.snap.pax.Z
7. To return to the earlier command prompt, enter the following command:


```
ftp> quit
```
8. If the support center representative directs you to send the .pax file as an email attachment, send it to shift@us.ibm.com.

Note: Do not send a .pax file unless directed to do so by support. This email address is not monitored.

Closing a service call

Perform these procedures to close serviceable events, clear hardware messages, and prepare the server to return to the customer.

Follow this checklist before performing the procedure:

- Return the server to the state that the customer normally uses such as IPL type, IPL mode, and the way the system is configured or partitioned.
 - While you were performing the problem analysis on the original serviceable event, other serviceable events might have been opened. Close all serviceable events that were opened as a result of your service activity.
 - Ensure that server verification has been performed and no problems require additional service actions.
 - If the repair was done using the management console online repair procedures, ensure that the original serviceable event is now closed.
1. Record the system reference code (SRC), or symptom, and the location code of the field-replaceable unit (FRU) you replaced, for future reference. Is the server managed by a management console?
 - **Yes:** Continue with the next step.
 - **No:** Do one of the following steps:
 - If the server is managed by Integrated Virtualization Manager (IVM), go to “Closing a service call by using Integrated Virtualization Manager” on page 103.
 - If the server is not partitioned and is running the AIX or Linux operating system, go to “Closing a service call by using AIX or Linux” on page 99.
 - If the server is running IBM PowerKVM, go to “Closing a service call by using IBM PowerKVM” on page 102.
 2. Choose one of the following navigation options depending on the interface type of the Hardware Management Console (HMC):
 - If you are using an HMC Classic or HMC Enhanced interface, complete the following steps:
 - a. In the navigation area, click **Systems management**.
 - b. In the content pane, click **Manage Serviceable Events**.
 - c. Examine the service action event log for any open service action events.
 - If you are using an HMC Enhanced+ interface, complete the following steps:
 - a. In the navigation area, click the **Serviceability** icon , and then click **Serviceable Events Manager**.
 - b. Examine the service action event log for any open service action events.
 3. Are any service action events open?

- **Yes:** Continue with the next step.
 - **No:** If the system attention LED is still on, turn off the LED as described in “Activating and deactivating LEDs” on page 91. Return the system to the customer. **This completes the repair.**
4. Record the list of open service action events.
 5. From the list of serviceable events recorded in step 4, complete the following steps 6 - step 32 on page 98 for each open service action event.
 6. Determine the error class of the serviceable event. Record for future use.
 7. Examine the details of the open service action event.
Is the error code that is associated with this service action event the same as recorded in step 1 on page 96?
 - **Yes:** Go to step 11.
 - **No:** Continue with the next step.
 8. Examine the FRU list of the service action event. Are any FRUs listed for the service action event?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 11.
 9. Is the FRU list identical that is, the same FRUs, same number of FRUs, and same order of FRUs) to the FRU list of the error code recorded in step 1 on page 96?
 - **Yes:** Go to step 11.
 - **No:** Continue with the next step.
 10. The FRU list is different. Is the FRU you replaced and recorded in step 1 on page 96 in the list of FRUs for this service action event?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 32 on page 98.

Note: Some service action events will remain open when you leave this MAP. Further service actions might be required to complete the repair.
 11. Examine the details of this service action event, and record the partitions involved in this service action event for use in a later step.
 12. Is the error code associated with this service action event of the form A11-xxx or A01-xxx?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 17.
 13. Have you begun a list of Axx partitions from prior service action events that you processed in this MAP?
 - **Yes:** Go to step 15.
 - **No:** Continue with the next step.
 14. Begin a new list of Axx partitions by copying the list of partitions obtained in step 11. Go to step 16.
 15. Add the partition list obtained in step 11 to the existing list of Axx partitions obtained from processing previous service action events in this maintenance analysis procedure (MAP).
 16. Remove all entries in the list of all partitions you recorded in step 11. If you are referred to the list of partitions obtained in step 11 in future steps, the list is empty. Go to step 17.
 17. Select and highlight the service action event from the Error Associated With This Serviceable Event window.
 18. Click **Close Event**.
 19. Add comments for the serviceable event. Include any unique additional information. Click **OK**. The following steps will add or update FRU information.
 20. Did you replace, add, or modify a FRU of the open service action event?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 22 on page 98.

21. From the FRU list, select a FRU that you need to update. Double-click the FRU, and update the FRU information. Go to step 23.
22. Select the **No FRU Replaced for this Serviceable Event** option.
23. Click **OK** to close the service action event.
24. Is the list of all partitions you recorded in step 11 on page 97 empty?
 - **Yes:** Go to step 32.
 - **No:** Continue with the next step.
25. Does the list of all partitions you recorded in step 11 on page 97 contain more than one entry?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 32.
26. Is the error class recorded in step 25 AIX?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 32.
27. Perform all the following steps for each entry in the list of all partitions you recorded in step 11 on page 97, except for the partition you were using to debug the original problem.
28. From the list of all partitions, open the HMC virtual terminal window of a partition, and then type `diag` at the AIX command prompt.
29. When the diagnostic operating instructions are displayed, complete the following steps:
 - a. Press Enter.
 - b. Select the **Task Selection** option.
 - c. Select the **Log Repair** option.
 - d. Select the resource associated with the repair action:
 - If the repair action was reseating a cable or adapter, select the resource associated with that repair action.
 - If the resource associated with your repair action is not displayed on the Resource List, select **sysplanar0**.
 - e. Click **Commit** after you make your selection.

Note: If the terminal type is not defined, you are prompted to define it before you can proceed.

30. Exit from diagnostics in this partition and return to the AIX command prompt.
31. Have all the partitions in the list of all the partitions you recorded in step 11 on page 97 been processed?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 24 to process the next partition in the list you recorded in step 11 on page 97.
32. Have all the serviceable events recorded in step 4 on page 97 been processed?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 5 on page 97 and process the next service action event in the list of serviceable events recorded in step 4 on page 97.
33. While processing all service action events, were you directed to step 14 on page 97?
 - **Yes:** Continue with the next step.
 - **No:** If the system attention LED is still on, turn off the LED as described in “Activating and deactivating LEDs” on page 91. Return the system to the customer. **This completes the repair.**

Note: If, during the processing of the list of open service action events, some service action events remained open, further service actions might be required to complete the repair.

34. Perform all the following steps for each entry in the list of *Axx* partitions you began recording in step 14 on page 97, except for the partition you were using to debug the original problem.

35. From the list of Axx partitions, open the management console virtual terminal window of a partition , and then type `diag` at the AIX command prompt.
36. When the diagnostic operating instructions are displayed, complete the following steps:
 - a. Press Enter.
 - b. Select the **Task Selection** option.

Note: If the terminal type is not defined, you are prompted to define it before you can proceed.
 - c. Select the resource associated with the repair action:
 - If the repair action was reseating a cable or adapter, select the resource associated with that repair action.
 - If the resource associated with your repair action is not displayed on the Resource List, select **sysplanar0**.
 - d. Click **Commit** after you make your selection.
37. Exit from diagnostics in this partition and return to the AIX command prompt.
38. Have all the partitions in the list of Axx partitions you began recording in step 14 on page 97 been processed?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 34 on page 98 to process the next partition in the list you recorded in step 14 on page 97.
39. If the system attention LED is still on, turn off the LED as described in “Activating and deactivating LEDs” on page 91. **This completes the repair.** Return the system to the customer.

Note: If, during the processing of the list of open service action events, some service action events remained open, further service actions might be required to complete the repair.

Closing a service call by using AIX or Linux

If the server is not connected to a management console and not using Integrated Virtualization Manager (IVM), perform these procedures to close serviceable events, clear hardware messages, and prepare the server to return to the customer.

Follow this checklist before performing the procedure:

- Return the server to the state that the customer normally uses, such as IPL type, IPL mode, and the way the system is configured or partitioned.
 - While you were performing the problem analysis on the original serviceable event, other serviceable-event numbers might have been opened. Close all serviceable events that were opened as a result of your service activity.
 - Ensure that server verification has been performed and that no problems require additional service actions.
 - If the repair was done by using the IVM online repair procedures, ensure that the original serviceable event is now closed.
1. Did you use a hot-swap operation by using an AIX diagnostics service aid to change the FRU?
 - **Yes:** Go to step 4 on page 100
 - **No:** Continue with the next step.
 2. Do you have any field-replaceable units (FRUs) (for example cards, adapters, cables, or devices) that were removed during problem analysis that you want to put back into the system?

Note: If the system backplane or battery has been replaced and you are loading diagnostics from a server over a network, it might be necessary for the customer to set the network boot information for this system before diagnostics can be loaded. Also, set the system time and date information after the repair is completed.

- **Yes:** Reinstall all of the FRUs that were removed during problem analysis. Go to step 3
 - **No:** Continue with the next step.
3. Is the system or logical partition that you are performing a repair action on running the AIX operating system?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 5.
 4. Does the system or logical partition you are performing a repair action on have the AIX operating system installed?

Note: If you have just replaced a hard disk in the root volume group, answer no to this question.

- **Yes:** Go to step 7.
 - **No:** Continue with the next step.
5. Run stand-alone diagnostics in problem determination mode from either a CD-ROM or from a Network Installation Management (NIM) server.

Note: For instructions about running stand-alone diagnostics from a CD and not by using an HMC, go to Running the stand-alone diagnostics from CD on a server without an HMC attached.

For instructions about running stand-alone diagnostics from a NIM server, go to Running the stand-alone diagnostics from a Network Installation Management server.

Did you encounter any problems?

- **Yes:** Go to Problem analysis.
 - **No:** Continue with the next step.
6. The system hardware is functioning correctly.

If the system attention LED is still on, turn off the LED as described in “Activating and deactivating LEDs” on page 91.

This completes the repair.

Note: If, during the processing of the list of open service action events, some service action events remained open, further service actions might be required to complete the repair.

Return the server to the state that the customer normally uses, such as IPL type, IPL mode, and the way the system is configured or partitioned. This might require you to reboot the operating system.

7. Complete the following steps:
 - a. Restart the system.
 - b. Wait until the AIX operating system login prompt is displayed or until system activity on the operator panel or display has stopped.

Did the AIX Login Prompt display?

 - **Yes:** Continue with the next step.
 - **No:** Go to Problem analysis.
8. If the Resource Repair Action menu is already displayed, go to 12 on page 101; otherwise, complete the following steps:
 - a. Log into the operating system, either with root authority (if needed, ask the customer to enter the password) or use the CE login.
 - b. Enter the `diag -a` command and check for missing resources. Follow any instructions that are displayed. If a system request number (SRN) is displayed, suspect a loose card or connection. If no instructions are displayed, no resources were detected as missing. Continue with step 9.
9. Complete the following steps:
 - a. Enter `diag` at the command prompt and press **Enter**.
 - b. Select the **Diagnostics Routines** option.

- c. When the Diagnostic Mode Selection menu is displayed, select **Problem determination**.
- d. When the Advanced Diagnostic Selection menu is displayed, select the **All Resources** option. Alternatively, test the FRUs you exchanged and any devices that are attached to the FRUs you exchanged by selecting the diagnostics for the individual FRU.

Did the Resource Repair Action menu (801015) display?

- **Yes:** Go to step 13.
- **No:** Continue with the next step.

10. Did the TESTING COMPLETE, no trouble was found menu (801010) display?

- **Yes:** Continue with the next step.
- **No:** There is still a problem. Go to Problem analysis.

11. Select the **Log Repair Action** option, if not previously logged, in the TASK SELECTION menu to update the AIX error log. If the repair action was reseating a cable or adapter, select the resource associated with that repair action.

If the resource associated with your action is not displayed on the resource list, select **sysplanar0**.

Note: If the check log indicator is on, this will set it back to the normal state. Go to step 14 on page 102.

12. Run a test on a resource that has an entry in the AIX error log, in the system verification mode. If the test on the resource was successful, the Resource Repair Action menu is displayed. After replacing a FRU, select the resource for that FRU from the Resource Repair Action menu. This updates the AIX error log to indicate that a system-detectable FRU has been replaced.

Note: If the check log indicator is on, this action will set it back to the normal state.

To select the resource for the replaced FRU, complete the following steps:

- a. Select the resource associated with the repair action:
 - If the repair action was reseating a cable or adapter, select the resource associated with that repair action.
 - If the resource associated with your repair action is not displayed on the Resource List, select **sysplanar0**.
- b. Click **Commit** after you make your selection.

Did another Resource Repair Action (801015) display?

- **Yes:** Continue with the next step.
- **No:** If the No Trouble Found menu is displayed, go to step 14 on page 102.

13. Run a test on a resource that has an entry in the AIX error log, in the system verification mode. If the test on the resource was successful, the Resource Repair Action menu is displayed.

Note: The parent or child of the resource you just replaced might also require that you run the Resource Repair Action service aid on it.

After replacing that FRU, select the resource for that FRU from the Resource Repair Action menu. This updates the AIX error log to indicate that a system-detectable FRU has been replaced.

Note: If the check log indicator is on, this action will set it back to the normal state.

To select the resource for the replaced FRU, complete the following steps:

- a. Select the resource associated with the repair action:
 - If the repair action was reseating a cable or adapter, select the resource associated with that repair action.
 - If the resource associated with your repair action is not displayed on the Resource List, select **sysplanar0**.
- b. Click **Commit** after you make your selection.

Did the No Trouble Found menu display?

- **Yes:** Continue with the next step.
- **No:** Go to Problem analysis.

14. If you changed the service processor or network settings, as instructed in previous MAPs, restore the settings to the value they had prior to servicing the system. If you ran stand-alone diagnostics from CD-ROM, remove the stand-alone diagnostics CD-ROM from the system.

Did you perform service on a RAID subsystem that involved changing the PCI RAID adapter cache card or changing the configuration?

Note: This does not refer to the PCI-X RAID adapter or cache.

- **Yes:** Continue with the next step.
- **No:** Go to step 16.

15. Use the **Recover Options** selection to resolve the RAID configuration, by completing the following steps:
 - a. On the PCI SCSI Disk Array Manager dialog, select **Recovery options**.
 - b. Select **Clear PCI SCSI Adapter Configuration** and press F3 to clear any previous configuration data that exists on the replacement adapter.
 - c. On the Recovery Options dialog, select **Resolve PCI SCSI RAID Adapter Configuration**.
 - d. On the Resolve PCI SCSI RAID Adapter Configuration dialog, select **Accept Configuration on Drives**.
 - e. On the PCI SCSI RAID Adapter selections menu, select the adapter that you changed.
 - f. On the next dialog, press Enter.
 - g. When you see the Are You Sure selection menu, press Enter to continue. When the recovery action is complete, the status message of **OK** is shown.
 - h. If you receive a status message of **Failed**, verify that you selected the correct adapter, and then repeat this procedure. When recovery is complete, exit the operating system.
 - i. Go to step 16.
16. The system hardware is functioning correctly. Return the server to the state that the customer normally uses, such as IPL type, IPL mode, and the way the system is configured or partitioned.

Closing a service call by using IBM PowerKVM

Perform the following steps to prepare the server to return to the customer.

Consider the following prerequisites before performing the procedure:

- Return the server to the state that the customer normally uses, such as IPL type, IPL mode, and the way the system is configured or partitioned.
 - Ensure that server verification has been performed and that no problems require additional service actions.
1. Do you have any field-replaceable units (FRUs) (for example, cards, adapters, cables, or devices) that were removed during problem analysis that you want to replace in the system?
 - **Yes:** Reinstall all of the FRUs that were removed during problem analysis. Continue with the next step.
 - **No:** Continue with the next step.
 2. Have you already performed “Verifying a repair” on page 83?
 - **Yes:** Continue with the next step.
 - **No:** Perform “Verifying a repair” on page 83. Then continue with the next step.
 3. The system hardware is functioning correctly.

If the check log LED is still on, turn off the LED as described in “Activating and deactivating LEDs” on page 91.

Closing a service call by using Integrated Virtualization Manager

Perform these procedures to close serviceable events, clear hardware messages, and prepare the server to return to the customer.

Follow this checklist before performing the procedure:

- Return the server to the state that the customer normally uses, such as IPL type, IPL mode, and the way the system is configured or partitioned.
- While you were performing the problem analysis on the original serviceable event, other serviceable-event numbers might have been opened. Close all serviceable events that were opened as a result of your service activity.
- Ensure that server verification has been performed and there are no problems that require additional service actions.
- If the repair was done by using the Integrated Virtualization Manager (IVM) online repair procedures, ensure that the original serviceable event is now closed.
 1. Record the system reference code (SRC), or symptom, and the location code of the field-replaceable unit (FRU) you replaced for future reference.
 2. On the IVM, open **Manage Serviceable Events** and look at existing serviceable events.
 3. Are there any service action events that are open?
 - **Yes:** Continue with the next step.
 - **No:** If the system attention LED is still on, turn off the LED as described in “Activating and deactivating LEDs” on page 91. Return the system to the customer. **This completes the repair.**
 4. Record the list of open service action events.
 5. From the list of serviceable events recorded in step 4, complete steps 6 - 30 on page 105 for each open service action event.
 6. Determine the error class of the serviceable event. Record it for future use.
 7. Examine the details of the open service action event.

Is the error code associated with this service action event the same as recorded in step 1?

 - **Yes:** Go to step 11.
 - **No:** Continue with the next step.
 8. Examine the FRU list of the service action event. Are any FRUs listed for the service action event?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 11.
 9. Is the FRU list identical that is, the same FRUs, same number of FRUs, and same order of FRUs) to the FRU list of the error code recorded in step 1?
 - **Yes:** Go to step 11.
 - **No:** Continue with the next step.
 10. Is the FRU you replaced and recorded in step 1 in the list of FRUs for this service action event?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 30 on page 105.

Note: Some service action events remain open when you leave this MAP. Further service actions might be required to complete the repair.
 11. Examine the details of this service action event, and record the partitions involved in this service action event for use in a later step.
 12. Is the error code associated with this service action event of the form A11-xxx or A01-xxx?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 17 on page 104.

13. Have you begun a list of Axx partitions from prior service action events that you processed in this maintenance analysis procedure (MAP)?
 - **Yes:** Go to step 15.
 - **No:** Continue with the next step.
14. Begin a new list of Axx partitions by copying the list of partitions obtained in step 11 on page 103. Go to step 16.
15. Add the partition list obtained in step 11 on page 103 to the existing list of Axx partitions obtained from processing previous service action events in this MAP.
16. Remove all entries in the list of all partitions you recorded in step 11 on page 103. If you are referred to the list of partitions obtained in step 11 on page 103 in future steps, the list is empty. Go to step 17.
17. Select and highlight the service action event from the Manage Serviceable Events window.
18. Click **Close Event**.
19. Add comments for the serviceable event. Include any unique additional information. Click **OK**.
20. Add or update the FRU information:

Did you replace, add, or modify a FRU of the open service action event?

 - **Yes:** Continue with the next step.
 - **No:** Go to step 22.
21. Click **OK** to close the service action event.
22. Is the list of all partitions you recorded in step 11 on page 103 empty?
 - **Yes:** Go to step 30 on page 105.
 - **No:** Continue with the next step.
23. Does the list of all partitions you recorded in step 11 on page 103 contain more than one entry?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 30 on page 105.
24. Is the error class recorded in step 23?
 - **Yes:** Continue with the next step.
 - **No:** Go to step 30 on page 105.
25. Perform all the following steps for each entry in the list of all partitions you recorded in step 11 on page 103, except for the partition you were using to debug the original problem.
26. From the list of all partitions, open the IVM virtual terminal window of a partition, and then type `diag` at the AIX command prompt.
27. When the diagnostic operating instructions are displayed, complete the following steps:
 - a. Press Enter.
 - b. Select the **Task Selection** option.
 - c. Select the **Log Repair** option.
 - d. Select the resource associated with the repair action:
 - If the repair action was reseating a cable or adapter, select the resource associated with that repair action.
 - If the resource associated with your repair action is not displayed on the Resource List, select `sysplanar0`.
 - e. Click **Commit** after you make your selection.

Note: If the terminal type is not defined, you are prompted to define it before you can proceed.
28. Exit from diagnostics in this partition and return to the AIX command prompt.
29. Have all the partitions in the list of all partitions you recorded in step 11 on page 103 been processed?

- **Yes:** Continue with the next step.
 - **No:** Go to step 25 on page 104 to process the next partition in the list you recorded in step 11 on page 103.
30. Have all the serviceable events recorded in step 4 on page 103 been processed?
- **Yes:** Continue with the next step.
 - **No:** Go to step 5 on page 103 and process the next service action event in the list of serviceable events recorded in step 4 on page 103.
31. While processing all service action events, were you directed to step 14 on page 104?
- **Yes:** Continue with the next step.
 - **No:** If the system attention LED is still on, turn off the LED as described in “Activating and deactivating LEDs” on page 91. Return the system to the customer. **This completes the repair.**

Note: If during the processing of the list of open service action events, some service action events remained open, further service actions might be required to complete the repair.

32. Complete all the following steps for each entry in the list of *Axx* partitions you began recording in step 14 on page 104, except for the partition you were using to debug the original problem.
33. From the list of *Axx* partitions, open the management console virtual terminal window of a partition , and then type `diag` at the AIX command prompt.
34. When the diagnostic operating instructions are displayed, complete the following steps:
- a. Press Enter.
 - b. Select the **Task Selection** option.

Note: If the terminal type is not defined, you are prompted to define it before you can proceed.

- c. Select the **Log Repair** option.
 - d. Select the resource associated with the repair action:
 - If the repair action was reseating a cable or adapter, select the resource associated with that repair action.
 - If the resource associated with your repair action is not displayed on the Resource List, select **sysplanar0**.
 - e. Click **Commit** after you make your selection.
35. Exit from diagnostics in this partition and return to the AIX command prompt.
36. Have all the partitions in the list of *Axx* partitions you began recording in step 14 on page 104 been processed?
- **Yes:** Continue with the next step.
 - **No:** Go to step 32 to process the next partition in the list you recorded in step 14 on page 104.
37. If the system attention LED is still on, turn off the LED as described in “Activating and deactivating LEDs” on page 91. **This completes the repair.** Return the system to the customer.

Note: If, during the processing of the list of open service action events, some service action events remained open, further service actions might be required to complete the repair.

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Accessibility features for IBM Power Systems servers

Accessibility features assist users who have a disability, such as restricted mobility or limited vision, to use information technology content successfully.

Overview

The IBM Power Systems servers include the following major accessibility features:

- Keyboard-only operation
- Operations that use a screen reader

The IBM Power Systems servers use the latest W3C Standard, WAI-ARIA 1.0 (www.w3.org/TR/wai-aria/), to ensure compliance with US Section 508 (www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards) and Web Content Accessibility Guidelines (WCAG) 2.0 (www.w3.org/TR/WCAG20/). To take advantage of accessibility features, use the latest release of your screen reader and the latest web browser that is supported by the IBM Power Systems servers.

The IBM Power Systems servers online product documentation in IBM Knowledge Center is enabled for accessibility. The accessibility features of IBM Knowledge Center are described in the Accessibility section of the IBM Knowledge Center help (www.ibm.com/support/knowledgcenter/doc/kc_help.html#accessibility).

Keyboard navigation

This product uses standard navigation keys.

Interface information

The IBM Power Systems servers user interfaces do not have content that flashes 2 - 55 times per second.

The IBM Power Systems servers web user interface relies on cascading style sheets to render content properly and to provide a usable experience. The application provides an equivalent way for low-vision users to use system display settings, including high-contrast mode. You can control font size by using the device or web browser settings.

The IBM Power Systems servers web user interface includes WAI-ARIA navigational landmarks that you can use to quickly navigate to functional areas in the application.

Vendor software

The IBM Power Systems servers include certain vendor software that is not covered under the IBM license agreement. IBM makes no representation about the accessibility features of these products. Contact the vendor for accessibility information about its products.

Related accessibility information

In addition to standard IBM help desk and support websites, IBM has a TTY telephone service for use by deaf or hard of hearing customers to access sales and support services:

TTY service
800-IBM-3383 (800-426-3383)
(within North America)

For more information about the commitment that IBM has to accessibility, see IBM Accessibility (www.ibm.com/able).

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Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

Electronic emission notices

When attaching a monitor to the equipment, you must use the designated monitor cable and any interference suppression devices supplied with the monitor.

Class A Notices

The following Class A statements apply to the IBM servers that contain the POWER8 processor and its features unless designated as electromagnetic compatibility (EMC) Class B in the feature information.

Federal Communications Commission (FCC) Statement

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Industry Canada Compliance Statement

CAN ICES-3 (A)/NMB-3(A)

European Community Compliance Statement

This product is in conformity with the protection requirements of EU Council Directive 2014/30/EU on the approximation of the laws of the Member States relating to electromagnetic compatibility. IBM cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of non-IBM option cards.

European Community contact:
IBM Deutschland GmbH
Technical Regulations, Abteilung M456
IBM-Allee 1, 71139 Ehningen, Germany
Tel: +49 800 225 5426
email: halloibm@de.ibm.com

Warning: This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

VCCI Statement - Japan

この装置は、クラスA 情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。 VCCI-A

The following is a summary of the VCCI Japanese statement in the box above:

This is a Class A product based on the standard of the VCCI Council. If this equipment is used in a domestic environment, radio interference may occur, in which case, the user may be required to take corrective actions.

Japan Electronics and Information Technology Industries Association Statement

This statement explains the Japan JIS C 61000-3-2 product wattage compliance.

(一社) 電子情報技術産業協会 高調波電流抑制対策実施
要領に基づく定格入力電力値 : Knowledge Centerの各製品の
仕様ページ参照

This statement explains the Japan Electronics and Information Technology Industries Association (JEITA) statement for products less than or equal to 20 A per phase.

高調波電流規格 JIS C 61000-3-2 適合品

This statement explains the JEITA statement for products greater than 20 A, single phase.

高調波電流規格 JIS C 61000-3-2 準用品

本装置は、「高圧又は特別高圧で受電する需要家の高調波抑制対策ガイドライン」対象機器（高調波発生機器）です。

- 回路分類 : 6 (単相、PFC回路付)
- 換算係数 : 0

This statement explains the JEITA statement for products greater than 20 A per phase, three-phase.

高調波電流規格 JIS C 61000-3-2 準用品

本装置は、「高圧又は特別高圧で受電する需要家の高調波抑制対策ガイドライン」対象機器（高調波発生機器）です。

- 回路分類 : 5 (3相、PFC回路付)
- 換算係数 : 0

Electromagnetic Interference (EMI) Statement - People's Republic of China

声 明

此为 A 级产品, 在生活环境中, 该产品可能会造成无线电干扰。在这种情况下, 可能需要用户对其干扰采取切实可行的措施。

Declaration: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may need to perform practical action.

Electromagnetic Interference (EMI) Statement - Taiwan

警告使用者：

這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

The following is a summary of the EMI Taiwan statement above.

Warning: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user will be required to take adequate measures.

IBM Taiwan Contact Information:

台灣IBM 產品服務聯絡方式：
台灣國際商業機器股份有限公司
台北市松仁路7號3樓
電話：0800-016-888

Electromagnetic Interference (EMI) Statement - Korea

이 기기는 업무용 환경에서 사용할 목적으로 적합성평가를 받은 기기로서 가정용 환경에서 사용하는 경우 전파간섭의 우려가 있습니다.

Germany Compliance Statement

Deutschsprachiger EU Hinweis: Hinweis für Geräte der Klasse A EU-Richtlinie zur Elektromagnetischen Verträglichkeit

Dieses Produkt entspricht den Schutzanforderungen der EU-Richtlinie 2014/30/EU zur Angleichung der Rechtsvorschriften über die elektromagnetische Verträglichkeit in den EU-Mitgliedsstaaten und hält die Grenzwerte der EN 55022 / EN 55032 Klasse A ein.

Um dieses sicherzustellen, sind die Geräte wie in den Handbüchern beschrieben zu installieren und zu betreiben. Des Weiteren dürfen auch nur von der IBM empfohlene Kabel angeschlossen werden. IBM übernimmt keine Verantwortung für die Einhaltung der Schutzanforderungen, wenn das Produkt ohne Zustimmung von IBM verändert bzw. wenn Erweiterungskomponenten von Fremdherstellern ohne Empfehlung von IBM gesteckt/eingebaut werden.

EN 55022 / EN 55032 Klasse A Geräte müssen mit folgendem Warnhinweis versehen werden:
"Warnung: Dieses ist eine Einrichtung der Klasse A. Diese Einrichtung kann im Wohnbereich Funk-Störungen verursachen; in diesem Fall kann vom Betreiber verlangt werden, angemessene Maßnahmen zu ergreifen und dafür aufzukommen."

Deutschland: Einhaltung des Gesetzes über die elektromagnetische Verträglichkeit von Geräten

Dieses Produkt entspricht dem "Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG)". Dies ist die Umsetzung der EU-Richtlinie 2014/30/EU in der Bundesrepublik Deutschland.

Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) (bzw. der EMC Richtlinie 2014/30/EU) für Geräte der Klasse A

Dieses Gerät ist berechtigt, in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen.

Verantwortlich für die Einhaltung der EMV Vorschriften ist der Hersteller:
International Business Machines Corp.
New Orchard Road
Armonk, New York 10504
Tel: 914-499-1900

Der verantwortliche Ansprechpartner des Herstellers in der EU ist:
IBM Deutschland GmbH
Technical Relations Europe, Abteilung M456
IBM-Allee 1, 71139 Ehningen, Germany
Tel: +49 (0) 800 225 5426
email: HalloIBM@de.ibm.com

Generelle Informationen:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022 / EN 55032 Klasse A.

Electromagnetic Interference (EMI) Statement - Russia

ВНИМАНИЕ! Настоящее изделие относится к классу А.
В жилых помещениях оно может создавать
радиопомехи, для снижения которых необходимы
дополнительные меры

Class B Notices

The following Class B statements apply to features designated as electromagnetic compatibility (EMC) Class B in the feature installation information.

Federal Communications Commission (FCC) Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an IBM-authorized dealer or service representative for help.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Proper cables and connectors are available from IBM-authorized dealers. IBM is not responsible for any radio or television interference caused by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Industry Canada Compliance Statement

CAN ICES-3 (B)/NMB-3(B)

European Community Compliance Statement

This product is in conformity with the protection requirements of EU Council Directive 2014/30/EU on the approximation of the laws of the Member States relating to electromagnetic compatibility. IBM cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of non-IBM option cards.

European Community contact:
IBM Deutschland GmbH
Technical Regulations, Abteilung M456
IBM-Allee 1, 71139 Ehningen, Germany
Tel: +49 800 225 5426
email: halloibm@de.ibm.com

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

Japan Electronics and Information Technology Industries Association Statement

This statement explains the Japan JIS C 61000-3-2 product wattage compliance.

(一社) 電子情報技術産業協会 高調波電流抑制対策実施
要領に基づく定格入力電力値 : Knowledge Centerの各製品の
仕様ページ参照

This statement explains the Japan Electronics and Information Technology Industries Association (JEITA) statement for products less than or equal to 20 A per phase.

高調波電流規格 JIS C 61000-3-2 適合品

This statement explains the JEITA statement for products greater than 20 A, single phase.

高調波電流規格 JIS C 61000-3-2 準用品

本装置は、「高圧又は特別高圧で受電する需要家の高調波抑制対策ガイドライン」対象機器（高調波発生機器）です。

- 回路分類 : 6 (単相、PFC回路付)
- 換算係数 : 0

This statement explains the JEITA statement for products greater than 20 A per phase, three-phase.

高調波電流規格 JIS C 61000-3-2 準用品

本装置は、「高圧又は特別高圧で受電する需要家の高調波抑制対策ガイドライン」対象機器（高調波発生機器）です。

- 回路分類 : 5 (3相、PFC回路付)
- 換算係数 : 0

IBM Taiwan Contact Information

台灣IBM 產品服務聯絡方式：
台灣國際商業機器股份有限公司
台北市松仁路7號3樓
電話：0800-016-888

Germany Compliance Statement

Deutschsprachiger EU Hinweis: Hinweis für Geräte der Klasse B EU-Richtlinie zur Elektromagnetischen Verträglichkeit

Dieses Produkt entspricht den Schutzanforderungen der EU-Richtlinie 2014/30/EU zur Angleichung der Rechtsvorschriften über die elektromagnetische Verträglichkeit in den EU-Mitgliedsstaaten und hält die Grenzwerte der EN 55022/ EN 55032 Klasse B ein.

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Deutschland: Einhaltung des Gesetzes über die elektromagnetische Verträglichkeit von Geräten

Dieses Produkt entspricht dem "Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG)". Dies ist die Umsetzung der EU-Richtlinie 2014/30/EU in der Bundesrepublik Deutschland.

Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) (bzw. der EMC Richtlinie 2014/30/EU) für Geräte der Klasse B

Dieses Gerät ist berechtigt, in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen.

Verantwortlich für die Einhaltung der EMV Vorschriften ist der Hersteller:
International Business Machines Corp.
New Orchard Road
Armonk, New York 10504

Tel: 914-499-1900

Der verantwortliche Ansprechpartner des Herstellers in der EU ist:

IBM Deutschland GmbH
Technical Relations Europe, Abteilung M456
IBM-Allee 1, 71139 Ehningen, Germany
Tel: +49 (0) 800 225 5426
email: HalloIBM@de.ibm.com

Generelle Informationen:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022/ EN 55032 Klasse B.

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