Collecting service data from the integrated management module (IMM)

Prerequisites:

- An IBM X-Architecture compute node is in the chassis and is discovered. This must be verified on the Chassis Management Module (CMM) web interface. The slow blinking power LED on the front of the compute node is not enough information to ensure that discovery is complete.

- Ethernet connectivity with the CMM is established. A Hypertext Transfer Protocol Secure (HTTPS) web session with the CMM is active. Note that HTTPS is required.

- Disable the popup blocker for your browser.

Steps:

1. On the CMM web interface, select Chassis Management, then select Compute Nodes.

2. Click on the compute node you want to contact.

3. Select Actions, then select Launch Compute Node Console.

4. The Launch Compute Node Console page shows the details of the selected compute node. Click Launch. Note that log in credentials expire quickly and the opportunity to log in is taken away, replaced with the following message: Temporary login credentials have expired. If that happens, go back to step 3.

5. A new web session is started that brings you right into the IMM web session, bypassing the log in screen.

6. If the web page fails to load for the IMM, ensure that the CMM attempted to open the web page using https: instead of http:. If necessary, go back and edit the log in to add the s to make it https.

7. Select Service and Support.

8. Select Download Service Data.

9. Select Download Now.

10. A pop-up warms about the time required to collect that data. It will take some time. Another popup will appear asking if you want to save the collected file.

11. This ffdc.gz file can be saved on the machine you used to log into the IMM. It is recommended that you rename the file to a unique and meaningful name, keeping the gz extension.

12. Once the file is saved, it can be retrieved or e-mailed as requested for support.