

IBM Electronic Service Agent for iSeries and AS/400e Screen Shot Guide and Expert Guide Release 5.1

SECOND Edition (June 2002)

This edition applies to release 5.1 of Electronic Service Agent for iSeries and AS/400e Screen Shot Guide and to all subsequent releases and modifications until otherwise indicted in new editions.

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V5R1 Screen Shot and Expert Guide Introduction



Important! This guide is provided as a supplement to the **V5R1 IBM Electronic Service Agent for iSeries and AS/400e User Guide**, for Chapters 2 through 5 only! It contains multiple example screen-shots, as well as the 'Dial-up Connection using the AT&T Global Network Services (AGNS)' connection path / option that is used when you run the **Universal Connection Wizard.** This guide is available at <u>http://publib.boulder.ibm.com/as400_sd/sdsadoc.html</u>

Note: 'Dial-up connection using AT&T Global Network Services' - This connection is made across the AT&T Global Network Service (AGNS), which provides a secure connection between the customer and IBM. Authentication occurs when a connection is made to AGNS. At that time, AGNS assigns an IP address to the customer's Point-to-Point Protocol (PPP) client.

This new edition includes Chapter 5.5, which is an **'Expert Guide for Install and Set Up of Electronic Service Agent'** for customers who are very familiar with product installations and Operations Navigator functions. Chapter 5.5 does not have screen shots.

You may use Chapters 2 through 5 or Chapter 5.5 to set up Electronic Service Agent based on your expertise.

Chapter 2. Requirements

This section presents the necessary requirements, broken down by function (Hardware problem reporting and System inventory collection and transmission), for Electronic Service Agent.

Note: HPR is a Hardware Problem Reporting prerequisite, and **SCT** is a System Inventory Collection and Transmission prerequisite.

REQUIREMENTS for Hardware problem reporting:

If the following **requirements are not met**, you cannot set up Hardware problem reporting. If you would also like System inventory collection and transmission set up, reference section **'REQUIREMENTS for System inventory collection and transmission'**.

✓ Date format - Verify the date format (system value QDATFMT) is something other than JUL (Julian). To check or change this system value, type WRKSYSVAL QDATFMT on an iSeries or AS/400e command line and press Enter. Important! If the date format is JUL (Julian), and you do not want to change this, you cannot continue with the installation.



System Value - QDATFMT

	Display System Value
System value : Description :	QDATFMT Date format
Date format :	MDY YMD, MDY, DMY, JUL
Press Enter to continue.	
F3=Exit F12=Cancel	

System Value - QDATFMT

✓ Problem log filter - Verify that hardware problem reporting (Service Director) can have use of the problem log filter (system value QPRBFTR). To check this system value, type WRKSYSVAL QPRBFTR on an iSeries or AS/400e command line and press Enter. Important! If system value QPRBFTR is set to something other than *NONE or SDFILTER and you do not want to change this, you cannot continue with the installation.

Position to Subset by Type	Work with Syst S F	em Values tarting characters 4 for list	System: of system	RCHASLNX value
Type options, press Enter. 2=Change 5=Display				
System Option Value Type = QPRBFTR *MSG	Description Problem log	filter		
				Bottom
Command ===> F3=Exit F4=Prompt F5=R	efresh F9=Ret	rieve F11=Displa	, names on	ly
F12=Cancel				

System Value - QPRBFTR

	Display System Value
System value : Description :	QPRBFTR Problem log filter
Problem log filter Library	.: *NONE Name, *NONE .: Name
Press Enter to continue.	
F3=Exit F12=Cancel	

System Value - QPRBFTR

✓ Modem –

- If you plan to ONLY install and set up Hardware problem reporting, go to the 'REQUIREMENTS for the Connection to IBM' section on page 11.
- If you plan to install and set up System inventory collection and transmission, in addition to Hardware problem reporting, go to the 'REQUIREMENTS for System inventory collection and transmission' section on page 8.

REQUIREMENTS for System inventory collection and transmission:

If the following **requirements are not met**, you cannot set up System inventory collection and transmission. If you would still like Hardware problem reporting set up, see section **'REQUIREMENTS for Hardware problem reporting'**.

- ✓ **Personal Computer (PC)** Verify that a PC is attached to the iSeries or AS/400e.
- ✓ Client Access Express
 - ➢ iSeries or AS/400e
 - Client Access Express for Windows V5R1 (5722-XE1) must be installed. Use command DSPSFWRSC to verify.
 - > PC

 Client Access Express for Windows V5R1 must be installed (CD publication number SK3T-4098). For information on installing and configuring Client Access Express, see: http://publib.boulder.ibm.com/html/as400/infocenter.html._Select
 V5R1 and a language and click GO. Expand Client Access Express from the navigation bar. (During the install, choose the 'Full' install option from the 'Type of Installation' window.)
 Note: Ensure you have set up TCP/IP on your PC as described in the information provided. You can choose to do this now or after the next bullet (install the latest service pack) below.
 Note: You will use Operations Navigator, a function of Client Access,

to configure the communications connection.

• The latest V5R1 Client Access service pack must be installed. The service pack contains the Universal Connection Wizard, which will be used to configure your Universal Connection. The service packs are available for download at:

http://www.ibm.com/servers/eserver/iseries/clientaccess/. Select Service Packs from the Navigation bar.

Note: To check your current service pack level (from your PC), click **Start** from the task bar, select **Settings**, click **Control Panel** and double-click **Client Access**. The **service level**, found under the General tab, shows the latest service pack installed.

 ✓ QRETSVRSEC – Verify that system value QRETSVRSEC on your iSeries or AS/400e is set to '1'. To check this system value, type WRKSYSVAL QRETSVRSEC on an iSeries or AS/400e command line and press Enter. If system value QRETSVRSEC is NOT set to '1' and you do not want to change this, you cannot continue with the installation. Note: If you changed system value QRETSVRSEC to a '1', remember this for reference in a future chapter.

Position to	Work with System Values Starting characters F4 for list	System: RCHASLNX of system value
Type options, press Enter. 2=Change 5=Display System Option Value Type	Description	
= QREISVRSEC *SEC	Retain server security data	
Command ===>		Bottom
F3=Exit F4=Prompt F5=R F12=Cancel	efresh F9=Retrieve F11=Display	y names only

System Value - QRETSVRSEC

	Display Syste	em Value
System value :	QRETSVRSEC	
Description :	Retain server s	security data
Retain server security		
data	1	0=Do not Retain data 1=Retain data
Press Enter to continue.		
F3=Exit F12=Cancel		

System Value - QRETSVRSEC

✓ QCNTRYID – Verify that system value QCNTRYID on your iSeries or AS/400e (this includes all endpoint systems) is set correctly for your country / region. To check or change this system value, type WRKSYSVAL QCNTRYID on an iSeries or AS/400e command line and press Enter.

Hank with Sustaw Values		
work with system values	Custow.	DCHOCL NV
	system.	NUTROLNA
Position to Starting character	's of system	vatue
Subset by Type F4 for list		
Type options, press Enter. 2=Change 5=Display		
System Option Value Type Description = QCNTRYID *SYSCTL Country identifier		
		Bottom
Command		
===>		
F3=Exit F4=Prompt F5=Refresh F9=Retrieve F11=Disp	ay names on	lu
F12=Cancel		

System Value - QCNTRYID

	Display System Value
System value : Description :	QCNTRYID Country identifier
Country identifier :	US Country abbreviation
Press Enter to continue.	
F3=Exit F12=Cancel	

System Value - QCNTRYID

✓ Modem – see the 'REQUIREMENTS for the Connection to IBM' section on page 11.

REQUIREMENTS for the Connection to IBM:

The connection to IBM for **System inventory collection and transmission** is made using TCP/IP through Universal Connection. If you need additional information to determine which option you would like to use for your TCP/IP connection (e.g. Dial up connection using AT&T Global Network), see the **iSeries Universal Connection for Electronic Support & Electronic Services Redbook** at: http://www.redbooks.ibm.com/redpieces/pdfs/sg246224.pdf

The connection to IBM for **Hardware problem reporting** is made using the ECS link with either SDLC or TCP/IP on your iSeries or AS/400e.

- To configure ECS with SDLC, see: <u>http://publib.boulder.ibm.com/html/as400/infocenter.html.</u> (Select V5R1 and a language and click GO. Expand Systems Management, expand Getting started with iSeries, expand Making your system operational, expand Adding electronic customer support and select Configuring SNA connection to electronic customer support).
- To configure ECS with TCP/IP, see: <u>http://publib.boulder.ibm.com/html/as400/infocenter.html.</u> (Select V5R1 and a language and click GO. Expand Systems Management, expand Getting started with iSeries, expand Making your system operational, expand Adding electronic customer support and select Configuring Universal Connection).

For additional information on Universal Connection, see the **iSeries Universal Connection for Electronic Support & Electronic Services Redbook** at: <u>http://www.redbooks.ibm.com/redpieces/pdfs/sg246224.pdf</u>

The rest of the information in this chapter is related to modems. If you determined that you would be using a modem for your connection(s), see the following modem requirements. You will then be directed to **Chapter 3. 'Prerequisites'**.

✓ Modem(s) - Verify that a modem(s) with an attached phone line is available:
 Note: An internal modem (2771) is shipped with new V5R1 systems.

The following table can be used to help determine the functions that can be set up depending on your modem(s). Additional information is located below the table.

	Hardware problem reporting (formerly Service Director)	System inventory collection and transmission
Synchronous	X	
Asynchronous (includes the 2771 internal modem)	X *	X
Dual model	X	X

* If this modem is to be used for Hardware problem reporting, ECS must also be configured to use TCP/IP.

Synchronous -

If you **only have a synchronous modem** (examples: IBM 7855, IBM 7857, or IBM 7858), only Hardware problem reporting can be setup.

Asynchronous – (includes the 2771 internal modem)

If you **have an asynchronous modem** (examples: 2771 internal, IBM 7855, IBM 7857, or IBM 7858), both Hardware problem reporting and System inventory collection and transmission can be set up.

Note: If you will be using a non-IBM modem, any asynchronous modem that supports the RS232 serial interface and the V.34/V.42 protocol (V.90 is optional) can be used for this function. Typically, the default modem setting DSR (Data Set Ready) must be overridden. For an iSeries or AS/400e system to detect a hang-up, DSR must be set to follow CD (Carrier Detect). Refer to the modem manual for more information.

Dual model -

If you **have a dual model modem** (example: IBM 7852-400 - this modem supports switching between synchronous and asynchronous modes), both Hardware problem reporting and System inventory collection and transmission can be set up.

Chapter 3. Prerequisites

If you are setting up **Hardware problem reporting**, reference the **HPR** items that follow. If you are setting up **System inventory collection and transmission**, reference the **SCT** items that follow.

□ (HPR and SCT)

Verify OS/400 is V5R1.

To check the OS/400, type **DSPSFWRSC** on an iSeries or AS/400e command line and press **Enter**. Press **F11** to display libraries/releases.

LNX
Φ

Display Software Resources

□ (HPR and SCT)

You must have ***ALLOBJ**, ***IOSYSCFG** and ***SECADM** special authorities in your iSeries or AS/400 user profile to setup Electronic Service Agent.

To check your special authorities, type **DSPUSRPRF** *user profile* on an iSeries or AS/400e command line and press **Enter**.

Important! A user **without *ALLOBJ** authority would need to have specific authority to these objects to setup Electronic Service Agent AND to collect and send inventory information to IBM. See **Appendix A.** (in the V5R1 IBM Electronic Service Agent User Guide) for the specific authorities required.

Display User Profile	- Basic
User profile	JULIE
Previous sign-on	08/09/01 09:28:39 0 *ENABLED 08/06/01
Password expiration interval	*SYSVAL 02/08/02 *N0
	- VECON N
	More
Press Enter to continue.	-
Pienlay User Profile	
	Proje
Display Oser Profile	
Special authoritu	*ALLOBJ

Special authority .							1	*ALLOBJ	
								*AUDIT	
								*IOSYSCFG	
								*JOBCTL	
								*SAVSYS	
								*SECADM	
								*SERVICE	
								*SPLCTL	
Group profile								*NONE	
0wner								*USRPRF	
Group authority								*NONE	
Group authority type								*PRIVATE	
Supplemental groups								*NONE	
Assistance level								*SYSVAL	
Current library								*CRTDFT	
5								Mon	е.
Press Enter to contin	ue								
F3=Exit F12=Cancel									

Display User Profile

(HPR)

Verify the **Work with Contact Information** (**WRKCNTINF**) is filled in with the customer's information. To check or change this information, type **WRKCNTINF** on a command line and press **Enter**. From the **Work with Support Contact Information** menu, type the option number to **Work with local service information** and press **Enter**.



Work with Local Service Information		
	System:	RCHASLNX
Select one of the following:		
 Display service contact information Change service contact information 		
Selection		
=		
F3=Exit F12=Cancel		

Work with Support Contact Information

	Display	Service	e Contact	Information		
					System:	RCHASLNX
Company	:					
Contact	:					
Contact telephone num	bers:					
Primary	:					
Alternative	:					
Fax telephone numbers	:					
Primary	:					
Alternative	:					
Mailing address:						
Street address	:					
City/State Country Zip code National language ver Press Enter to contin	: : sion : ue.	2924	English			More
F3=Exit F12=Cancel						

Work with Support Contact Information

(HPR)

Test the Electronic Customer Support (ECS) line. To test the ECS line, type **SNDSRVRQS *TEST** on an iSeries or AS/400e command line and press **Enter**. A successful test will produce a service call to the assigned SSR for that account.

If you require assistance:

Hardware Support – If you have a Warranty or Maintenance Agreement:

- USA: Call 1-800-426-7378, and choose the 'to place a Service call' menu option to speak with a support representative.
- **Outside USA:** Contact the local support center in your country / region for assistance. The support center will advise of additional terms and conditions for support, if any are required.

Software Support – If you have a Support Line contract:

- USA: Call 1-800-237-5511, and choose the 'iSeries and AS/400e' menu option to speak with a support representative.
- **Outside USA:** Contact the local support center in your country / region for assistance. The support center will advise of additional terms and conditions for support, if any are required.

(SCT)

You must know the name of the iSeries and/or AS/400e system(s) from which you plan to collect information.

□ (SCT)

Verify that TCP/IP is started on the iSeries or AS/400e. TCP/IP must be started if you plan to send system inventory information to IBM. If TCP/IP is not running <u>OR</u> if you do not know if TCP/IP is running on the system, type **STRTCP** on an iSeries or AS/400e command line and press **Enter** to start it.

(SCT)

Ensure you use an appropriate installed adapter.

Note: Only PPP connections are supported in OS/400 V5R1.

Note: At V5R1 there are two types of connections: AT&T dial and VPN. The AT&T dial is not supported via ISDN; you can only use ISDN if you use the VPN connectivity and your ISP supports ISDN connections.

Determine if you have one of the following required adapters – you will use this information in a later step:

- **2699*** : Two-line WAN IOA. **Note:** This IOA requires either a **2629** LAN/WAN/Workstation IOP or a MFIOP.
- 2720* : PCI WAN/Twinaxial IOA
- 2721* : PCI Two-line WAN IOA
- 2745* : PCI Two-line WAN IOA (replaces IOA 2721)
- 2750 : PCI ISDN Basic Rate Interface U IOA (2-wire interface)
- 2751 : PCI ISDN Basic Rate Interface S/T IOA (4-wire interface)
- **2761** : Eight-port analog modem IOA
- 2771 : Two-port WAN IOA, with a V.90 integrated modem on port 1 and a standard communications interface on port 2. To use port 2 of the 2771 adapter, an external modem or ISDN terminal adapter with the appropriate cable is required.
- 2772 : Two port V.90 integrated modem WAN IOA

* These adapters require an external V.24 modem, or ISDN terminal adapter, and the appropriate cable.

□ (SCT)

You must have V5R1 AS/400 Toolbox for Java (5722-JC1) installed. To check, type DSPSFWRSC on an iSeries or AS/400e command line and press Enter. Press F11 to display libraries/releases.

Note: This is a preloaded licensed product. If you upgraded your system to V5R1, this product can be found on one of the **CDs** that came with your software upgrade package. Use command **RSTLICPGM** to install this product.

□ (SCT)

You must have **V5R1 IBM Developer Kit for Java** [Base with at least one of Options 3, 4 or 5] (**5722-JV1**) installed. To check, type **DSPSFWRSC** on an iSeries or AS/400e command line and press **Enter**. Press **F11** to display libraries/releases.

Note: This is a preloaded licensed product (Base with Options 3 and 4). If you upgraded your system to V5R1, this product can be found on one of the **CDs** that came with your software upgrade package. Use command RSTLICPGM to install this product.

□ (SCT)

You must **order** PTF number **SF66595** for Electronic Service Agent for iSeries and AS/400e (5798RZG) using your normal PTF order process (FAX, ECS, or the AS/400 web site). **Note:** You will be instructed to <u>load</u> and <u>apply</u> this PTF and its associated requisite PTF(s) <u>later</u> in this document:

If you require assistance:

- USA: Dial 1-800-237-5511, and choose the AS/400 menu option to speak with a support representative.
- **Outside USA:** Contact the local support center in your country / region for assistance. The support center will advise of additional terms and conditions for support, if any are required.

(SCT)

You must select which system you want to use as your 'Central' system on your PC.

Note: Central system refers to the 'system' that will be calling out and /or the 'system' that will be having other systems' inventory collected.

For additional information on **AS/400 NetServer**, see: <u>http://www.ibm.com/servers/eserver/iseries/netserver/</u>

For additional information on **Management Central**, see: http://www.iseries.ibm.com/sftsol/mgmtcentral.htm

- > To see what systems (connections) currently exist, do this:
 - 1. Open Client Access (icon on your PC desktop).



2. Open AS400 Operations Navigator.



OR (icon on PC desktop)



3. Expand My Connections.



If you do not see the system (connection) that you want to use as your 'Central' system in this list, do this:



A. Right-click on My Connections and select Add Connection.

B. Continue through the **Operations Navigator Add Connection wizard** to add the system (connection) you want to use as your 'Central' system.

Add Connection - Signon Information		×
	What user ID do you want to use to sign on to 'test'? Use Windows user name and password, no prompting ZW1814 Use default user ID, prompt as needed Prompt every time C Prompt every time	



Add Connection - Verify Connection	×
	Congratulations! You have successfully added connection 'test' to 'My Connections'.
	To test the connection, press Verify Connection. Verify Connection Verify connection status: Not Verified
	To save your new connection, press Finish.
	< Back Finish Cancel

- > To select the system you want to use as your 'Central' system, do this:
 - 1. Right-click on Management Central and select Change Central System.

AC /400 Operatio	Neujastor				
Cla Edit View On	ons Navigatur				
File Edit View Oh	aons <u>H</u> elp				
🊪 🕺 🖻 💼	X 📽 🛛 🥸 🔢 🛇				4 minutes old
Environment: My Conn	nections	My Connections			
🕒 🕕 Management C	Fxplore	ame	Signed On User	Description	
🖻 🧱 My Connection	Open	Rchasdag		Manage this server.	
🗄 📲 Hchasdag	Create Shortcut	Rchasf4d		Manage this server.	
Hcnasr4d		- Rchaslnx		Manage this server.	
En En En En en estrix	Change Central System	Rchaspfr		Manage this server.	
H Bchasr16	User Preferences	Rchasr16		Manage this server.	
⊞∽∎ Test	Application Administration	Test		Manage this server.	
	Properties				

File Edit View Options Help Image: Second sec	ites old
※ 光 哈 尼 × ピ ② 更 ○ Environment My Connections	ites old
Environment: My Connections My Connections	
Management Lentral (Hichasinx) Name Signed On User Description	
Change Central System	
Tenasiag 	
E Rchasinx	
Rchaspfr Select which system to use as the central system. This system stores all Management Central	
data and is used to connect remotely to other systems.	
Central sustem:	
Note: Changing the central system will end the connection to the current central system and	
close other opened Management Central windows.	
Re Environment tasks	A
Add a connection	
Change all of yours	
OK Cancel Help	

2. Select, from the drop-down, which system you want to use as your 'Central' system and click **OK**.

Change Central S	ystem	? ×
General		
Select which sys data and is used	tem to use as the central system. This system stores all Management Co to connect remotely to other systems.	entral
Central system:	Rchasinx Rchasdag Rchasf4d Rchasinx Rchaspfr	
Note: Chan close	Rehasr16 Test a other opened Management Central windows.	
	OK Cancel	Help

(SCT)

Create a Management Central system group.

The systems from which you want to collect inventory data can be defined in a Management Central system group to simplify the task of scheduling for several systems. A system group is required to complete the Electronic Service Agent wizard later in this document.

To create a System Group, using an Operations Navigator window, do this:

- 1. Expand Management Central and if necessary, sign on.
- 2. Right-click on System Groups. Select New System Group.

ØAS/400 Operations Navigator				
<u>File Edit View Options H</u> elp				
📲 X 🖻 🖻 X 🖆 🏈 🔢 🛇				29 minutes old
Environment: My Connections	My Connections			
Control (Rchashx) Control (Rchashx)	Name Rchasdag Rchasf4d Rchaspfr Rchaspfr Rchaspfr Rchaspfr Rchaspfr	Signed On User	Description Manage this server, Manage this server, Manage this server, Manage this server, Manage this server, Manage this server,	

3. Enter a **Name** and **Description** for this new system group. Select endpoint systems from the **Available systems** list and use the **Add** button to add them to the list of **Selected systems**. Click **OK**.

New System Group		? ×
General Sharing		
Name: Description:		
Туре:	Management Central system group	
Available systems: Rchas649 Rchas738 Rchasb3d Rchasbds Rchasbop Rchasbud Rchasck1 Rchasck1 Rchascku Rchascon Rchascpa Rchasd2m Rchasd2m Rchasd3d	Add> Remove <	
	OK Cancel H	lelp

Chapter 4. How do I obtain Electronic Service Agent?

There are two ways to obtain Electronic Service Agent:

Preload

To determine if Electronic Service Agent has been preloaded on your iSeries or AS/400e system, do this:

A. Type **DSPSFWRSC** on an iSeries or AS/400e command line and press **Enter**. A list of software resources is displayed.

			Display Software Resources		
				System:	RCHASLNX
Resource	0				
	Uption	Feature	Description		
5722999	*BHSE	5050	HS/400 Licensed Internal Code		
5722\$\$1	*BASE	5050	Operating System/400		
5722881	*BASE	2924	Operating System/400		
5722\$\$1	1	5050	0S/400 - Extended Base Support		
5722881	1	2924	0S/400 - Extended Base Support		
5722\$\$1	2	5050	0S/400 - Online Information		
5722881	2	2924	0S/400 - Online Information		
5722\$\$1	3	5050	0S/400 - Extended Base Directory	Support	
5722881	3	2924	0S/400 - Extended Base Directory	Support	
5722881	7	5050	0S/400 - Example Tools Library		
5722881	7	2924	0S/400 - Example Tools Library		
5722881	9	5050	0S/400 - *PRV CL Compiler Support		
5722881	9	2924	0\$/400 - *PRV CL Compiler Support		
5722\$\$1	12	5050	0S/400 - Host Servers		
					More
Press Ent	er to co	ntinue.			
F3=Exit	F11=Dis	play <mark>libr</mark>	aries/releases F12=Cancel		
F19=Displ	ay trade	marks			

Display Software Resources

B. Press F11 to display libraries/releases. Press Page Down until you locate product ID 5798RZG under the Resource ID column. Check the Release column associated with the Resource ID to determine the Service Director/Electronic Service Agent release. (For example, V5R1M0 signifies 5.1). Press Enter.

	_		Display S	oftware Resc	ources		
						System:	RCHASLNX
TD	Ontion	Feature	Feature	libraru	Release		
5798RZG	*BASE	5050	*CODE	QSVCDRCTR	V5R1M0		
5798RZG	* BASE	2924	*LNG	QSVCDRCTR	V5R1M0		
AJDGP01	* BASE	5050	*CODE	##MACH#B	V5R1M0 L00		
AJDG301	*BASE	5050	*CODE	##MACH#B	V5R1M0 L00		
AJEAA01	*BASE	5050	*CODE	##MACH#B	V5R1M0 L00		
AJEAR01	*BASE	5050	*CODE	##MACH#B	V5R1M0 L00		
AJEDA00	*BASE	5050	*CODE	##MACH#B	V5R1M0 L00		
AJEHLOO	*BASE	5050	*CODE	##MACH#B	V5R1M0 L00		
AJEMM01	*BASE	5050	*CODE	##MACH#B	V5R1M0 L00		
AJENVOO	*BASE	5050	*CODE	##MACH#B	V5R1M0 L00		
AJEPOOO	*BASE	5050	*CODE	##MACH#B	V5R1M0 L00		
HJEQUOU	*BHSE	5050	*CODE	HHMACUHA	V5R1M0 L00		
HJER101	*BHSE	5050	*CODE	HHMHCHHB	V5R1M0 L00		
HJGHKUI	жын зе	5050	*CODE	ннмнсннв	VSKIMU LUU	_	Mana
Proce Ent	or to oo	ntinua					more
ITESS LIIL		incinue.					
F3=Fxit	F11=Dis	plau desc	riptions	F12=Cancel	F19=Displ	au tradema	arks
		· · · · · · · · · · · · · · · · · · ·					

- If Electronic Service Agent 5.1 is installed, continue to Chapter 5. 'How do I Install and Set up Electronic Service Agent?'.
- If Electronic Service Agent 4.5 or below is installed <u>OR</u> if Electronic Service Agent is not installed, continue below, in this section, to obtain an Electronic Service Agent 5.1 CD (SK3T-4116-00).

CD

U.S -

Customers: At V5R1, Electronic Service Agent is now shipped with the operating system upgrade package. It is not on the operating system CD's, it is an individual CD (**SK3T-4116-00**).

SSRs: Call 1-800-879-2755, take option 1 for the National Publications Support Center to order the Electronic Service Agent 5.1 CD (**SK3T-4116-00**).

Outside U.S. - At V5R1, Electronic Service Agent is now shipped with the operating system upgrade package. It is not on the operating system CD's, it is an individual CD (**SK3T-4116-00**).

Once you locate / receive the CD, continue to **Chapter 5. 'How do I Install and Set up Electronic Service Agent?'** on page 27 or **Chapter 5.5. 'Expert Guide for Install and Set up of Electronic Service Agent'** on page 49.

Chapter 5. How do I Install and Set up Electronic Service Agent?

HPR (Hardware problem reporting) – To install and setup only Hardware problem reporting, follow steps 1 - 10 in this section.

SCT (System inventory collection and transmission) – To install and setup only System inventory collection and transmission, follow steps 1 - 4 [read step 4 carefully], and proceed with steps 10 - 34.

HPR and SCT – To install and setup both Hardware problem reporting and System inventory collection and transmission, follow all the steps in this section.

1. Using a 5250 emulator, sign on to the system designated as your 'central system' in Management Central.



System Sign On

2.

- If Electronic Service Agent was obtained as a preloaded product, type GO SERVICE on an iSeries or AS/400e command line and press Enter. Continue with step 4 in this section.
- If Electronic Service Agent was obtained on a CD, insert the CD into the CD-ROM device on your iSeries or AS/400e. Continue with step 3 in this section.

3. Type **LODRUN DEV(XXXXX)** on an iSeries or AS/400e command line (where XXXXX is the name of the AS/400 CD-ROM device) and press **Enter.**

Command Entry	RCHASLNX
Request 1	evel· 1
Previous commands and messages:	
> go service	
> wrkactiob	
*LNG ODJECTS FOR NLV 2924 FOR product 5796K2G option *BHSE reto deleted.	ease V5KIMU
*PGM objects for product 5798BZG option *BASE release V5B1M0 do	eleted.
Objects for product E70807C option woll palazos woll V delated	0.0000
objects for product 5796826 option while release wower detered.	
	D 11
	Bottom
Type command, press Enter.	
===> LODRUN	
F3-EXIL F4-Prompt F9-Retrieve F10-Include detailed messages	
F11=Display full F12=Cancel F13=Information Assistant F24	=More keys
Type command, press Enter. ===> LODRUN	=More keys

LODRUN Command Entry

4.

If you plan to ONLY install and setup Hardware problem reporting <u>OR</u> if you plan to install BOTH Hardware problem reporting and System inventory collection and transmission, from the Electronic Service Agent Activation Menu, type Option 1 to Activate Service Director and press Enter. Continue with step 5 in this section.

Electronic Service Agent Activation Menu
Service Agent inventory functions moved to Operations Navigator. See the IBM Electronic Service Agent for AS/400 User Guide or look for Extreme Support at the AS/400 Information Center at http://www.as400.ibm.com/infocenter. Select one of the following:
1. Activate Service Director
11. Inventory collection - Change job logging
19. Inventory collection - Display audit log
F1=Help F3=Exit F12=Cancel

Electronic Service Agent Activation Menu

If you plan to ONLY install and setup System inventory collection and transmission, from the Electronic Service Agent Activation Menu, press F3 to exit. Continue with step 10 in this section. 5. Read the **International License Agreement for Services Programs**. Press **F6** to accept this agreement to proceed!

International License Agreement for Services Programs
<u>Part 1 - General Terms</u>
PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THE PROGRAM. IBM WILL LICENSE THE PROGRAM TO YOU ONLY IF YOU FIRST ACCEPT THE TERMS OF THIS AGREEMENT. REGARDLESS OF HOW YOU ACQUIRE THE PROGRAM (ELECTRONICALLY, PRELOADED, ON MEDIA OR OTHERWISE), BY USING IT YOU AGREE TO THESE TERMS.
The Program is owned by International Business Machines Corporation or one of its subsidiaries (IBM) or IBM's Suppliers, and is copyrighted and licensed, not sold.
The term "Program" means the original program and all whole or partial copies of it. A Program consists of machine-readable instructions, its components, data, audio-visual content (such as images, text, recordings, or pictures), and related licensed materials. The term "Program" includes an IBM Program and any non-IBM Program that IBM may provide to you.
IBM grants you a nonexclusive, nontransferable license under the terms More F1=Help F6=Accept the terms of this agreement F12=Cancel

International License Agreement for Services Programs

6. From the **AS/400 Service Director Activation** display, enter the activation password and press **Enter**.

To obtain the activation password:

- **Primary:** Contact IBM hardware service. (In the U.S., dial 1-800-IBM-SERV and place a Service call to have your Systems Service Representative [SSR] contact you with the activation password).
- Secondary: IBM support center.



Activation

7. Change the parameter values on the Change Service Director display to meet the needs of your operating environment. It is recommended to set the 'Report problem automatically' parameter to *YES. It is required to set the 'Replace problem log filter' parameter to *REPLACE. Verify the 'Autostart Service **Director'** parameter is set to ***YES** – use the page down key to locate this parameter. Press Enter.

Change Ser	rvice Director	r (CHGSD)
Type choices, press Enter.		
Report problem automatically	<u>*yes</u>	*YES, *NO
Replace problem log filter	<pre>*replace</pre>	*REPLACE
PAL analysis interval	4	1, 2, 3, 4, 6, 8, 12, 24
Base PAL start hour	00	00-23
Report remote problem	<u>*NO</u>	*YES, *NO
Report problem to:		
Control point name	<u>*IBMSRV</u>	Name, *IBMSRV
Network ID	<u>*NETATR</u>	Name, *NETATR
Users to receive messages:		Marina.
User ID		Name
+ for more values	WEVENDD	* CVCODD
	<u>*3130FK</u> 000V	*3130FK 0920
Enable line control	<u>vsnv</u> *N0	¥ΥΕς *ΝΩ
•		
		More
F3=Exit F4=Prompt F5=Refresh	F12=Cancel	F13=How to use this display
F24=More keys		
Parameter RPTPRBAUTO required.		+
Change Service Director Settings		
8		
Change Ser	vice Director	CHGSD)
Type choices, press Enter.		
, _, _, _, _,		
Lonfiguration object: =	-	
Line description		Name
Device decemintion		Name
Device description		Name
+ for more values		Name
Enable automatic PTE monitor	- *YES	*¥E\$ *እበ
Automatic PTE monitor:	<u>milev</u>	
Schedule day	*TUE	*TUE. *WED. *THU
Download PTFs	*YES	*YES, *NO, *CVRLTR
Run priority	51	1-99
Run PAL analysis routines	<u>*YES</u>	*YES, *NO
Send configuration data	<u>*YES</u>	*YES, *NO
Autostart Service Director	<u>*YES</u>	*YES, *NO
Send PAL Analysis Message	*YES	*YES, *NO

F12=Cancel

F5=Refresh

Change Service Director Settings

F4=Prompt

F3=Exit

F24=More keys

Note: Subsystem QSVCDRCTR must be active for Electronic Service Agent to function properly. Electronic Service Agent adds autostart job entry QYSDAJE to the QSYS/QSYSWRK subsystem description, which automatically starts this subsystem at IPL time. Specifying *YES for the Autostart Service Director parameter will do this.

F13=How to use this display

8. From the **AS/400 Enhanced Service Director Function Test** display, press **F3** to exit and bypass this test. After the appropriate PTF(s) are applied to the system (in a later step), you can perform this test. To do this, type **GO SERVICE** from an iSeries or AS/400e command line, press **Enter** and choose the option to **Send a Service Director Test Problem**.



Function Test

9. A SERVICE AGENT screen is displayed. Press F12 twice to exit.



Service Agent Screen

10. Load and apply PTF **SF66595** for product 5798RZG. (This is the PTF you ordered in **Chapter 3. 'Prerequisites'**). **Note:** You must <u>apply</u> this PTF and its associated requisite PTF(s) together.

Important! If you plan to ONLY install and setup Hardware problem reporting, the install and setup is complete.

If you require assistance:

USA: Dial 1-800-237-5511, and choose the AS/400 menu option to speak with a support representative.

Outside USA: Contact the local support center in your country / region for assistance. The support center will advise of additional terms and conditions for support, if any are required.

11. The Service Agent system inventory and collection setup and connections must be configured using **Client Access**. Open **Client Access** (on your PC).



12. Open AS400 Operations Navigator.



OR



For additional information on **Operations Navigator**, see: <u>http://www.ibm.com/servers/eserver/iseries/oper_nav/</u>

For additional information on **AS/400 NetServer**, see: <u>http://www.ibm.com/servers/eserver/iseries/netserver/</u>

- 13. Install the **Electronic Service Agent** Plug-in.
 - A. Open File from the AS/400 Operations Navigator window and select Install Plug-ins.

🖉 AS/400 Operations Navigator 📃 🗆 🗙					
Elle Edit View Options Help					
Explore Open	r 🖉 🖉 🔍 🛇				229 minutes old
Change Passwords	hs	My Connections			
onango r aso <u>n</u> oras	(Rchaslnx)	Name	Signed On User	Description	
Add Connection		📱 Rchasdag		Manage this server.	
Selective Setup		🖬 Rchasf4d		Manage this server.	
Install Plug-ins		📕 Rchasinx	Julie	Manage this server.	
Environments		Rchaspfr		Manage this server.	
Print		Rchasr16		Manage this server.	
Print Preview		Test		Manage this server.	
Properties					
Class					
<u>Fiose</u>					

B. Select the system that is your **central system in Management Central** (the selected central system's OS/400 must be at V5R1) and click **OK**. Sign on, if necessary.

If you are presented with an **Install Plug-ins** window. Read the information displayed and click **Add to LMHOSTS**.

Install Plug-ins		? ×
Select the source Navigator plug-ins	system from which yo	u want to install Operations
Server:		chaslnx thasdaq chasf4d chaslnx chaspfr chaspfr chasr16 sst

For additional information on **AS/400 NetServer**, see: <u>http://www.ibm.com/servers/eserver/iseries/netserver/</u>

C. From the Plug-in Selection window, check (to select) **Electronic Service Agent** and click **Next**.

Note: If Electronic Service Agent is not an option, it is already installed. Click **Cancel**. Click **Exit Setup**.

- D. From the Start Copying Files window, click Next.
- E. From the Setup Complete window, click Finish.
- 14. Expand Management Central. If necessary, sign on.



15. Right-click on **Extreme Support** and select **Configuration**. From the **Extreme Support Configuration wizard** – Welcome screen, click **Next**.





16. Select Send collected data to IBM for service and support. De-select Receive fixes from IBM and report problems to IBM. Click Next.

🛐 Extreme Support	Configuration - Functions	- I X
	Which Extreme Support functions are you interested in configuring?	
	Send collected data to IBM for service and support Receive fixes from IBM and report problems to IBM	0
		-
	🗲 Back 🗪 Next 🗸 Finish 🗙	Cancel

17. The **Connection Not Found** window will display if a connection has not already been set up. Click **Next**.

Important! If the Universal Connection was previously configured, the **Connection Not Found** window (as well as the **Configure Universal Connection Wizard**) will **NOT** display. If you have already configured the Universal Connection and would like to change an existing connection profile or delete and create a new one, do this:

- A. Open Client Access.
- B. Open AS400 Operations Navigator.
- C. Expand **My Connections**. Go to the system connection under **'My Connections'** that is your central system in Management Central and sign on, if necessary.
- D. Expand Network.
- E. Expand Remote Access Services.
- F. Right-click on **Originator Connection Profiles** and select **Universal Connection Wizard**.



18. The Configure Universal Connection Welcome window will display. Click Next.

Configure Universal Connection - Welcome				
	Welcome to the Universal Connection wizard. The wizard will take you through the steps to configure a connection that can be used by Electronic Customer Support (ECS) or IBM Electronic Services to connect to IBM. To cancel at any time, click Cancel			
	Heack Next Cancel			

19. The Service Information window will display. This allows for service contact information to be entered. The first three fields are required to be filled in. This screen updates the same information as Work with contact information (WRKCNTINF) option 2 via a 5250 emulation screen. If that information has already been entered on the system, these parameters will be pre-filled. Click Next.

👔 Configure Universal Conne	ection - Service Information		
	Enter your service contact info Company: Contact Name: Phone number: Atternate phone number: Fax number:	prmation.	
	🖶 Back 📄 Next	V Finish	X Cancel

20. The Address window will display. Fill in the address where the iSeries or AS/400e system machine service contact is located. There are pull down options for Country, National language version, and media for PTF's. Media for PTF's allows you to select automatic selection or CD-ROM. Click **Next**.

👔 Configure Universal Connection - Company Address 🔹 🔳 🗙				
	Enter your service contact maili Street address: City/State: Country: Zip code: National language version: Media for PTFs:	ng address.		
	Hext	Finish X Cancel		

21. The **Location** window will display. Fill in your country and state or province. The check box titled **My location is not in the list** is only checked if a country is not listed. Click **Next**.

🚹 Configure Universal Conn	ection - Location		
	Where is your server located? Country: [State or province: [My location is not in the list		•
	🗲 Back 📄 Next	V Finish	X Cancel

Note: The **Country** window will display **only** if the box **My location is not in the list** is checked. Hemisphere specification is used to lookup default nodes for the application.

Configure Universal Connection - Country				
	Enter the country information for your server. Country code: Country name: State or province code: State or province name: State or province name: Specify which hemisphere the country is in. Eastern Hemisphere Western Hemisphere			
	🗲 Back 📄 Next 🗸 Cancel			

22. The next screen will prompt for the Connection Type. There are four choices. A dialup connection using ATT Global Network Services (AGNS), a dial-up connection using an Internet Service Provider, a direct connection to the Internet and a multi-hop connection to the Internet. Choose dial-up connection using ATT Global Network Services (AGNS). Click Next.



23. The **Hardware Resource** window will display. There are three radio buttons that can be selected that will give different resource views. Select the resource that will be used for the AGNS connection. Either a resource with an internal modem or one that has an external modem attached can be selected. Click **Next**.

Note: Only PPP connections are supported in OS/400 V5R1. Reference the **'Prerequisites'** section for the list of appropriate adapters.

👔 Configure Universal Connection - Hardware Resource				
Whi	Which hardware resou Connection?	rce would you like	to use for the Universal Description Comm Port	
	© List internal © List all reso © List all reso	modem resource urces by name urces by location	s only	
	🗲 Back 📖	Next 🗸	Finish X Cancel	

Note: After selecting a resource, a line description needs to be provided.

- If multiple PPP lines exist for the resource that was selected, a choice is given between an existing line or a new one can be created. The Choose Line window will display if this is your situation.
- If only one line exists for the selected resource, that line will be used and there will not be an option (window) to select or create a line description.
- 24. The **Line Description** window will display if no line descriptions exist for the resource selected. It will prompt to create a new line. The default line name is QESPPLIN. A different name can be used if preferred. Click **Next**.

🚹 Configure Universal Conn	ection - Line Description	
	To manage the line in the futu description. What is the inform Hardware resource: Line description name: Description:	re, you will need to give it a name and nation for the new line? CMN01 [test NIVERSAL CONNECTION WIZARD
	🗰 Back 📄 Next	Finish X Cancel

25. The **Phone Number** window will display. This prompts you to select the primary phone number that will be used for the connection to IBM. The country and state or province fields will be pre-filled with the values that were specified earlier. If the fields are not correct, change them to what they should be. If there are special dial prefixes that need to be used, these should be input at this time, as suggested by the instruction at the bottom of the screen. Click **Next**.

Note: If you are unable to find an appropriate phone number, you can identify a number by accessing this web site and clicking on your appropriate country / region:

Internet: http://www.attbusiness.net/hlpctr/accessnum.html

n Configure Universal Conr	ection - Phone Number	
	Select the phone number Global Network Services. Country: State or province: City:	that will be used to connect to ATT United States Minnesota Duluth, 218-725-0005 Hibbing, 218-262-7175 Mankato, 507-386-4605 Minneapolis, 612-252-2005 Rochester, 507-287-9685
	Phone number:	507-287-9685
	Modify the phone num	iber as required by your location.
	🖶 Back 📄 N	lext V Finish X Cancel

26. The **Backup Phone** number window will display to select a backup phone number for contacting IBM. It is important to select a backup phone number to ensure that you will get connected. The 800 numbers (USA Only) may be selected, but if at all possible should not be used for the primary number. Click **Next**.

👔 Configure Universal Connection - Backup Phone		
	Select the backup phone ATT Global Network Servi Country: State or province: City:	number that will be used to connect to ces. United States Minnesota Duluth, 218-725-0005 Hibbing, 218-262-7175 Mankato, 507-386-4605 Minneapolis, 612-252-2005 Rochester, 507-287-9685
	Phone number:	507-287-9685
	Modify the phone num	ber as required by your location.
	🖶 Back 📄 N	ext Finish X Cancel

Note: The **Modem** window (requesting a modem name) will display if the resource selected does not contain an internal modem. There is a pull down menu for the modem selection. If the desired modem (the modem must be PPP capable) is not listed, you may create a new modem definition. This is done through Operations Navigator by expanding Network and right-clicking on the modem folder that is listed under **Remote Access Services**.

27. The Summary window will display upon completing all of the configuration screens. The summary screen will list the choices that have been made. Click **Next**.

👔 Configure Universal Connection - Summary				
	Co wiz Clir	ngratulations, you h ard successfully. ck Finish to create th	ave completed the Universal Connec ne following Universal Connection.	tion
		Resource name.	2771 Internel Medere	_
Line and Line		wodern name.	2771 memai wodem	
		Line name:		
		Line description:	CONNECTION WIZARD	
		Phone number:	507-287-9685	
		Backup phone number:	507-287-9685	-
	4	🛚 Back 📄	Next Finish X	Cancel

28. The **Extreme Support Configuration** – **Setup** window will display. This will begin set up for the System inventory and collection function of Electronic Service Agent. Click **Next**.

🛐 Extreme Support	Configuration - Setup	
	You are now ready to set up the following functions:	
] Click Next to setup the following function: "Send collected data to IBM for service and support"	
	🗲 Back 🗭 Next 🗸 Finish 🗙	Cancel

29. The **Electronic Service Agent** – **Welcome** window will display. This wizard helps you set up the collecting and sending of your system information to IBM. Read the entire window and then, click **Next**.

🛐 Electronic Serv	vice Agent - Welcome
	Welcome to the Electronic Service Agent wizard. This wizard helps you set up the collecting and sending of your system data to IBM.
	With this data, IBM:
	- Provides enhanced problem prevention and resolution capabilities
	 Enhances the capabilities of IBM hardware and software support services and integrates them into the IBM electronic support infrastructure
	 Monitors your AS/400 systems, 24 hours per day, enabling solutions tailored to your systems and environments
	 Delivers electronic technical support that is easy to use, cost effective, and efficient
	Service Agent on the Web
	<table-cell-rows> Back 🗪 Next 🖌 Finish 🗙 Cancel</table-cell-rows>

30. The **Select System Groups** window will display. Select the system groups that will be used to collect the information that will be sent to IBM. You were advised to set up your system group(s) earlier in the **'Prerequisite'** section. Click **Next**.

👔 Electronic Serv	ice Agent	- Select System Groups	
	Select th to IBM. System (e system groups that will be used to collect the data that will be groups: est1	e sent
	Note:	Refr When you click Next, select the type of data to collect, then schedule when to send the data to IBM. The recommended of data will be pre-selected, and the recommended frequenc send the data to IBM is daily.	esh types :y to
		🗕 Back 📄 Next 🗸	Cancel

33. The Collect Inventory window will display. Select the inventory you would like to collect and send to IBM. To maximize IBM's ability to service you, you are recommended to select all inventories, except Users and Groups. Then, select the 'Send Electronic Service Agent inventory to IBM' action in the lower pane to run. Click Schedule.

ollect Inventory - test1		?
Inventory to collect:		
✔Hardware		
✓Software		
✓ Fixes		
✓System values		_
Users and Groups		
Contact information		-
<		•
Actions to run on central system when Investigation Service Agent investigation of the service	n collection completes: rentory to IBM	
	Schedule Cancel	Help

32. From the **Management Central Scheduler** window, schedule the frequency (**'daily'** is recommended), date, and time to collect and send the inventory to IBM. Click **OK**.

Note: The **Advanced Job Scheduler** is a separate 'optional' licensed program (5722-JS1) that you can install and use to schedule tasks and jobs. This scheduling tool provides more calendar features and offers greater control over scheduled events. The Advanced Job Scheduler is **NOT required by Electronic Service Agent**. The Management Central Scheduler is the default and is what Electronic Service Agent will use in its documentation.

Note: The recommended frequency is **daily**. Your inventory collection will run as you have specified under 'When to run' and 'Date and Time to start'. When the inventory collection is finished, the data will be sent to IBM.

Management Cer	ntral Scheduler	? ×
When to run © Once © Daily		Date to start 8/ 9/01
C Weekly:	Thursday 💌	Time to start
O Monthly:	First day	9:49:16 PM
Summary Run once starti	ng on 8/9/01 at 9:49:16 PM.	
	OK	Cancel Help

33. The Electronic Service Agent – Summary window will display. Click Next.

Note: You can view your inventory collection information by expanding **Management Central** and selecting **Scheduled Tasks**.

👔 Electronic Serv	vice Agent - Summary
	Congratulations! The Electronic Service Agent is now set up to collect and send information to IBM.
	To work with the Electronic Service Agent and the Collect Inventory task, click on Management Central in Operations Navigator
	Service Agent on the Web
	Hext Rack Next Cancel

34. The Extreme Support Configuration – Summary window will display. Click Finish.

The setup of your selected **Extreme Support** functions is complete.

Note: Subsystem QSVCDRCTR **must** be active for Electronic Service Agent to function properly. Electronic Service Agent adds autostart job entry QYSDAJE to the QSYS/QSYSWRK subsystem description, which automatically starts this subsystem at IPL time.

🎦 Extreme Suppor	t Configuration - Summary
	No setup for "Receive fixes from IBM and report problems to IBM" was needed.
	Send collected data to IBM for service and support Receive fixes from IBM and report problems to IBM
	Click Finish to complete the set up of the selected Extreme Support functions.
	🖛 Back 👘 Next 🗸 Cancel

Important! For information on how to verify your collection scheduled task(s), change your inventory selections, verify that your information was sent to IBM and more, reference Chapter 7. 'Panels – System inventory collection and transmission' in the V5R1 IBM Electronic Service Agent User Guide.

The setup of your selected **Extreme Support** function using Chapters 2 through 5 is complete.

Chapter 5.5. Expert Guide for Install and Set up of Electronic Service Agent

The following pre-requisites must be satisfied to use this chapter.

You must be familiar with the use of iSeries commands, PTF maintenance, Operations Navigator, Management Central, Installing Plug-ins and use of Configuration Wizards.

The OS/400 products 5722XE1, 5722JV1 and 5722JC1 must be installed.

The system value QRETSVRSEC must be set to 1 and the system value QCNTRYID is set correctly for your country / region.

Client Access Express for Windows V5R1 with the latest Service Pack must be installed on a PC and connected to the iSeries or AS/400e.

You must use a *SECOFR user class profile which is not QSECOFR for installation and setup.

The local contact information (WRKCNTINF) is correct and up to date.

Electronic Customer Support (ECS) is configured and operational.

HPR and SCT – To install and setup both Hardware problem reporting and System inventory collection and transmission, follow all the steps in this section.

- To obtain an Electronic Service Agent CD, refer to the CD section of Chapter 4 on page 26. If Electronic Service Agent was obtained on a CD, insert the CD into the CD-ROM device on your iSeries or AS/400e. Continue with step 1 in this section.
- To determine if Electronic Service Agent was preloaded, refer to the Preload section of Chapter 4 on page 25. If Electronic Service Agent was obtained as a preloaded product, continue with step 2 in this section.
- 1. Type **RSTLICPGM LICPGM(5798RZG) DEV(XXXXX)** on an iSeries or AS/400e command line (where XXXXX is the name of the AS/400 CD-ROM device) and press **Enter.**

- 2. Order, load and apply PTF **SF66595** for product 5798RZG. **Note:** You must <u>apply</u> this PTF and its associated requisite PTF(s) together.
- 3. Type GO SERVICE on an iSeries or AS/400e command line and press Enter.
- 4. From the Electronic Service Agent Activation Menu, type Option 1 to Activate Service Director and press Enter.
- 5. Read the **International License Agreement for Services Programs**. Press **F6** to accept this agreement to proceed!
- 6. From the **AS/400 Service Director Activation** display, enter the activation password and press **Enter**.

To obtain the activation password:

- U.S. You can get this activation password from your Hardware Service Representative (SSR) by calling 1-800-IBM-SERV and placing a Service call. Your Hardware Service Representative (SSR) will call you and give you the activation password for the current day over the phone.
- Outside U.S. Contact the local support center in your country / region for assistance.
- 7. Change the parameter values on the Change Service Director display to meet the needs of your operating environment. It is recommended to set the 'Report problem automatically' parameter to *YES. It is required to set the 'Replace problem log filter' parameter to *REPLACE. Verify the 'Autostart Service Director' parameter is set to *YES use the page down key to locate this parameter. Press Enter.
- 8. From the **AS/400 Enhanced Service Director Function Test** display, press Enter to send a test problem with no error log id or F3 to exit and bypass this test.
- 9. A SERVICE AGENT screen is displayed. Press F12 twice to exit.
- 10. Open AS400 Operations Navigator.
- 11. Install the **Electronic Service Agent** Plug-in. Open **File** from the AS/400 Operations Navigator window and select **Install Plug-ins**.
- 12. Expand Management Central. If necessary, sign on.

- 13. Right-click on **Extreme Support** and select **Configuration**. From the **Extreme Support Configuration wizard** – Welcome screen, click **Next**.
- 14. Select Send collected data to IBM for service and support. De-select Receive fixes from IBM and report problems to IBM. Click Next.
- 15. The **Connection Not Found** window will display if a connection has not already been set up. Click **Next**.
- **16.** The **Configure Universal Connection Welcome** window will display. Click **Next**. Step through the Universal Connection wizard to meet the needs of your operating environment for Service Agent.

Note: If you are unable to find an appropriate AGNS phone number, you can identify a number by accessing this web site and clicking on your appropriate country / region:

Internet: http://www.attbusiness.net/hlpctr/accessnum.html

Important! If the Universal Connection was previously configured, the **Connection Not Found** window (as well as the **Configure Universal Connection Wizard**) will **NOT** display.

17. After the Universal Connection wizard has been completed, the **Extreme Support Configuration Wizard** will continue. Step through the Extreme Support Wizard to meet the needs of your operating environment for Service Agent.

The setup of your selected **Extreme Support** function using Chapter 5.5 is complete.