



**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 indicated in new editions.

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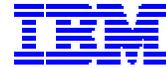
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# V5R1 Screen Shot and Expert Guide

## 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 [http://publib.boulder.ibm.com/as400\\_sd/sdsadoc.html](http://publib.boulder.ibm.com/as400_sd/sdsadoc.html)

**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*

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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.

```

Work with System Values
System: RCHASLNX
Position to . . . . . Starting characters of system value
Subset by Type . . . . . F4 for list

Type options, press Enter.
2=Change 5=Display

Option  System Value  Type  Description
=      QDATFMT  *EDT  Date format

Command
===>
F3=Exit  F4=Prompt  F5=Refresh  F9=Retrieve  F11=Display names only
F12=Cancel
    
```

System Value - QDATFMT

```

Display System Value
System value . . . . . : QDATFMT
Description . . . . . : 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.

```

Work with System Values
System: RCHASLNX
Position to . . . . . Starting characters of system value
Subset by Type . . . . . F4 for list

Type options, press Enter:
2=Change 5=Display

Option  System Value  Type  Description
=      QPRBFTR      *MSG  Problem log filter

Command
====>
F3=Exit  F4=Prompt  F5=Refresh  F9=Retrieve  F11=Display names only
F12=Cancel
    
```

System Value - QPRBFTR

```

Display System Value
System value . . . . . : QPRBFTR
Description . . . . . : Problem log filter

Problem log filter . . . . . : *NONE      Name, *NONE
Library . . . . . : 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/series/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.

```

Work with System Values
System: RCHASLNX
Position to . . . . . Starting characters of system value
Subset by Type . . . . . F4 for list

Type options, press Enter.
  2=Change  5=Display

Option      System Value      Type      Description
=          QRETSVRSEC      *SEC      Retain server security data

Command
===>
F3=Exit  F4=Prompt  F5=Refresh  F9=Retrieve  F11=Display names only
F12=Cancel
    
```

System Value - QRETSVRSEC

```

Display System Value
System value . . . . . : QRETSVRSEC
Description . . . . . : Retain server 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

- ✓ **QCNTYID** – Verify that system value **QCNTYID** 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 QCNTYID** on an iSeries or AS/400e command line and press **Enter**.

```

Work with System Values
System: RCHASLNX
Position to . . . . . Starting characters of system value
Subset by Type . . . . . F4 for list

Type options, press Enter.
2=Change 5=Display

Option System Value Type Description
= QCNTYID *SYSCTL Country identifier

Command
===>
F3=Exit F4=Prompt F5=Refresh F9=Retrieve F11=Display names only
F12=Cancel
    
```

System Value - QCNTYID

```

Display System Value
System value . . . . . : QCNTYID
Description . . . . . : Country identifier

Country identifier . . . : US Country abbreviation

Press Enter to continue.
F3=Exit F12=Cancel
    
```

System Value - QCNTYID

- ✓ **Modem** – see the **‘REQUIREMENTS for the Connection to IBM’** section on page 11.

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## 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:  
<http://publib.boulder.ibm.com/html/as400/infocenter.html>. (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:  
<http://publib.boulder.ibm.com/html/as400/infocenter.html>. (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:  
<http://www.redbooks.ibm.com/redpieces/pdfs/sg246224.pdf>

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.

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

\* 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.

Resource ID	Option	Feature	Feature Type	Library	Release
5798RZG	*BASE	5050	*CODE	QSVCDRCTR	V5R1M0
5798RZG	*BASE	2924	*LNG	QSVCDRCTR	V5R1M0
AJDGP01	*BASE	5050	*CODE	HHMACHHB	V5R1M0 L00
AJDG301	*BASE	5050	*CODE	HHMACHHB	V5R1M0 L00
AJEAA01	*BASE	5050	*CODE	HHMACHHB	V5R1M0 L00
AJEAR01	*BASE	5050	*CODE	HHMACHHB	V5R1M0 L00
AJEDA00	*BASE	5050	*CODE	HHMACHHB	V5R1M0 L00
AJEHL00	*BASE	5050	*CODE	HHMACHHB	V5R1M0 L00
AJEMM01	*BASE	5050	*CODE	HHMACHHB	V5R1M0 L00
AJENV00	*BASE	5050	*CODE	HHMACHHB	V5R1M0 L00
AJEP000	*BASE	5050	*CODE	HHMACHHB	V5R1M0 L00
AJEQU00	*BASE	5050	*CODE	HHMACHHB	V5R1M0 L00
AJER101	*BASE	5050	*CODE	HHMACHHB	V5R1M0 L00
AJGAK01	*BASE	5050	*CODE	HHMACHHB	V5R1M0 L00

System: RCHASLNX

More...

Press Enter to continue.

F3=Exit F11=Display descriptions F12=Cancel F19=Display trademarks

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
Sign-on attempts not valid . . . . . : 0
Status . . . . . : *ENABLED
Date password last changed . . . . . : 08/06/01
Password expiration interval . . . . . : *SYSVAL
Date password expires . . . . . : 02/08/02
Set password to expired . . . . . : *NO
User class . . . . . : *SECOFR

Press Enter to continue. More...
F3=Exit F12=Cancel
```

Display User Profile

```
Display User Profile - Basic
User profile . . . . . : JULIE
Special authority . . . . . : *ALLOBJ
                                *AUDIT
                                *IOSYSCFG
                                *JOBCTL
                                *SAVSYS
                                *SECADM
                                *SERVICE
                                *SPLCTL
Group profile . . . . . : *NONE
Owner . . . . . : *USRPRF
Group authority . . . . . : *NONE
Group authority type . . . . . : *PRIVATE
Supplemental groups . . . . . : *NONE
Assistance level . . . . . : *SYSVAL
Current library . . . . . : *CRTDFT

Press Enter to continue. More...
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 Support Contact Information System: RCHASLNX
Select one of the following:

  1. Work with question and answer (Q & A) database
  2. Work with local service information
  3. Work with IBM product information
  4. Work with technical information exchange (TIE)
  5. Work with upgrade order information
  6. Work with service providers

Selection or command
====> =

F3=Exit F4=Prompt F9=Retrieve F12=Cancel
(C) COPYRIGHT IBM CORP. 1980, 2000.
    
```

Work with Support Contact Information

```

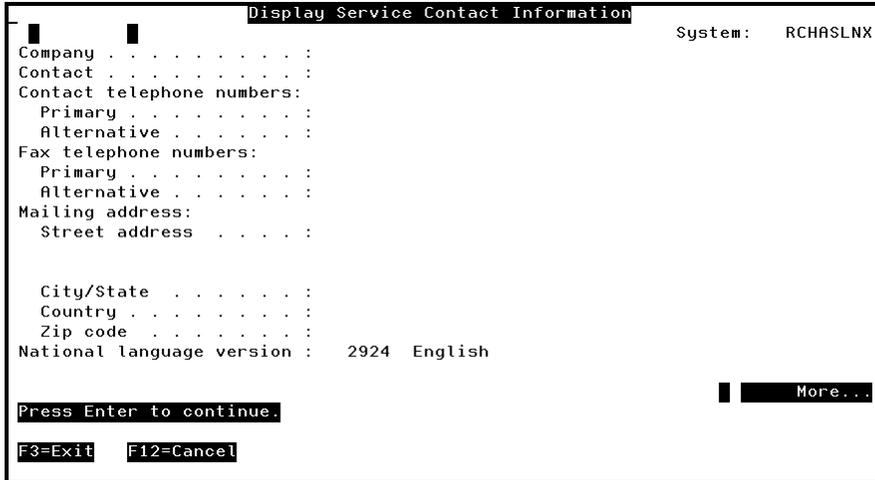
Work with Local Service Information System: RCHASLNX
Select one of the following:

  1. Display service contact information
  2. Change service contact information

Selection
=

F3=Exit F12=Cancel
    
```

Work with Support Contact Information



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 **OR** 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 load and apply this PTF and its associated requisite PTF(s) later 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.

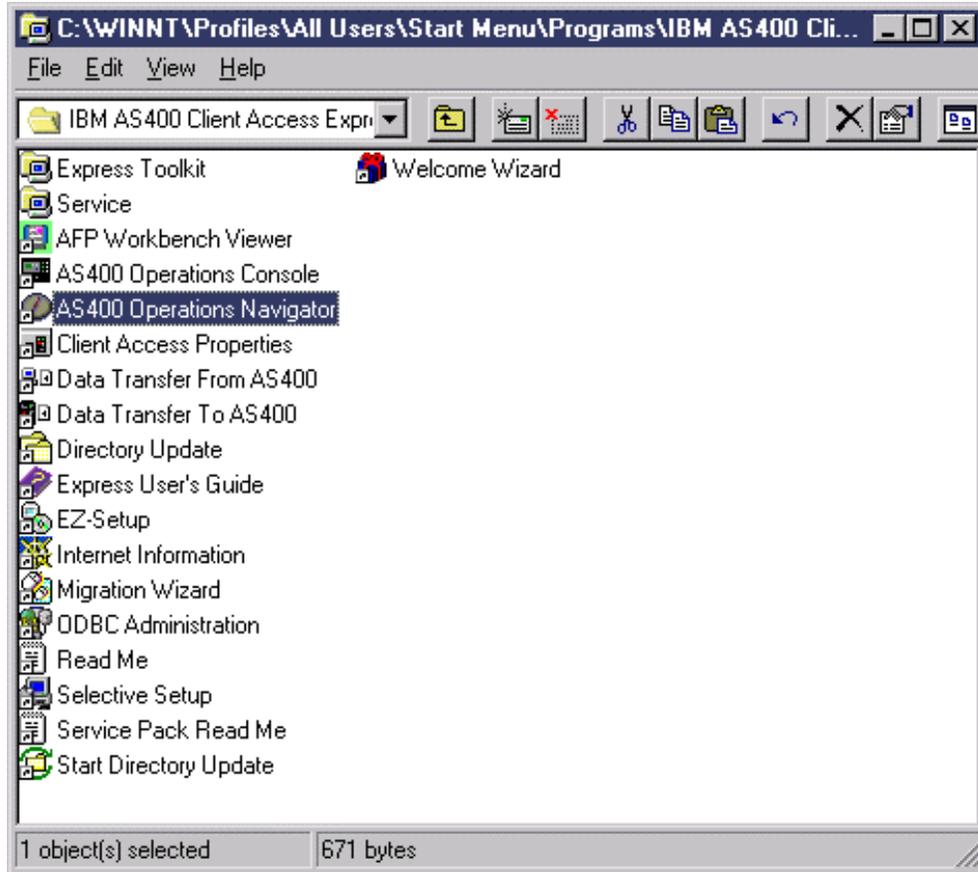
For additional information on **AS/400 NetServer**, see:  
<http://www.ibm.com/servers/eserver/series/netserver/>

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).



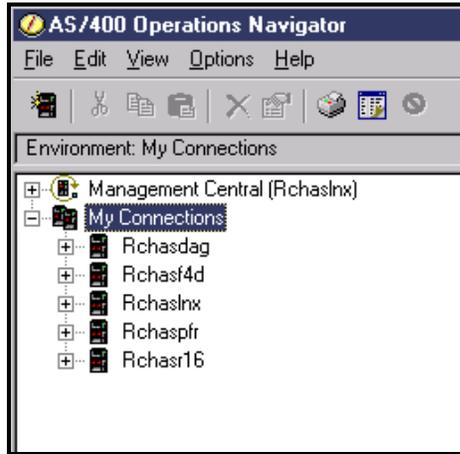
2. Open **AS400 Operations Navigator**.



**OR** (icon on PC desktop)

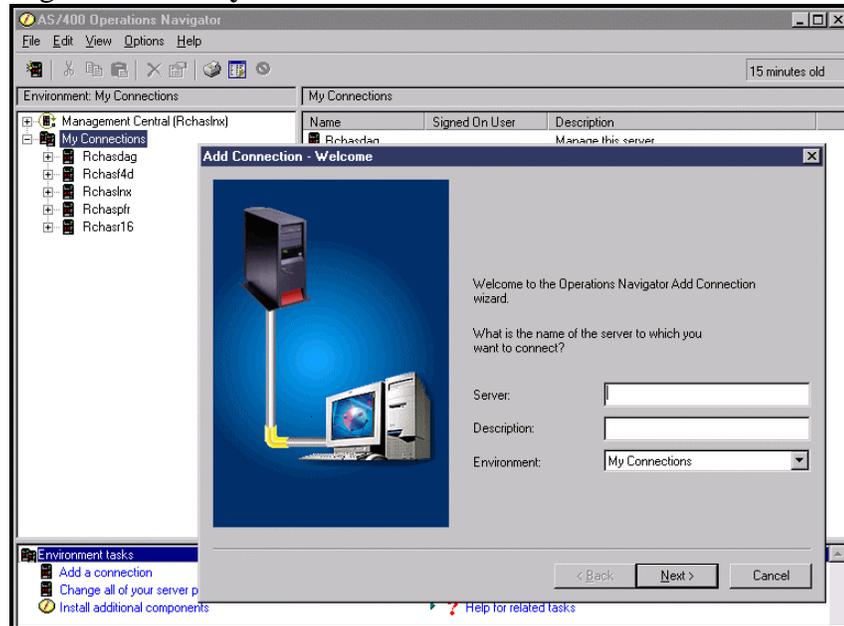


3. Expand **My Connections**.

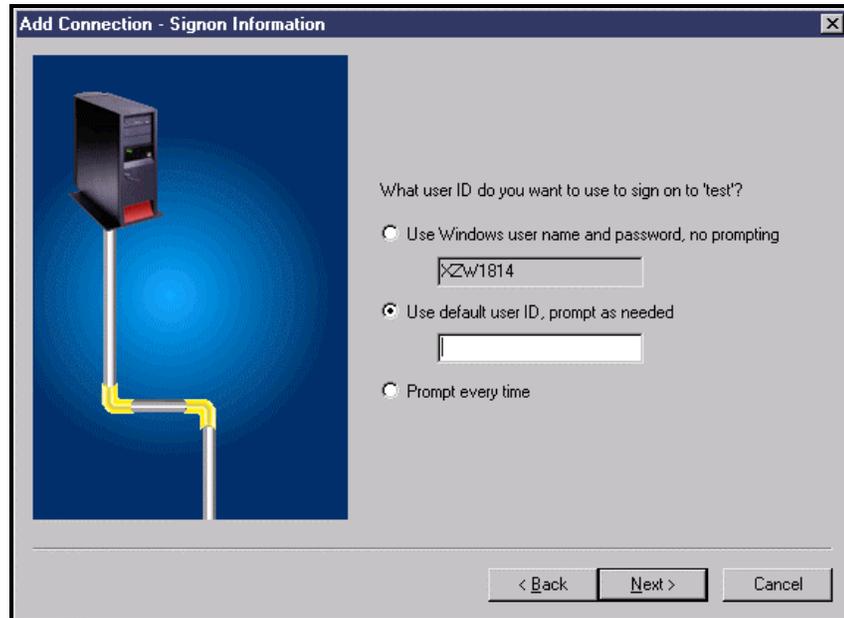


If you do not see the system (connection) that you want to use as your 'Central' system in this list, do this:

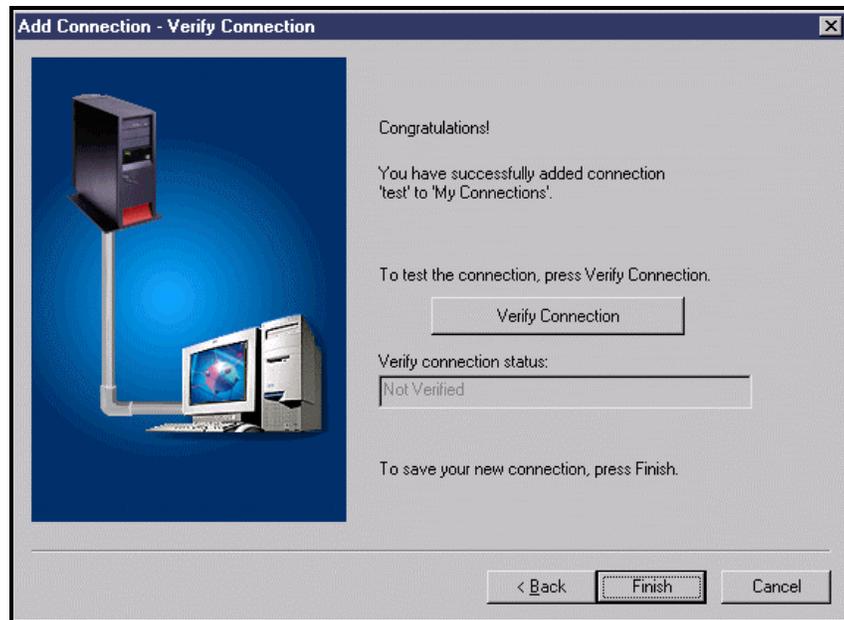
A. Right-click on **My Connections** and select **Add Connection**.



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

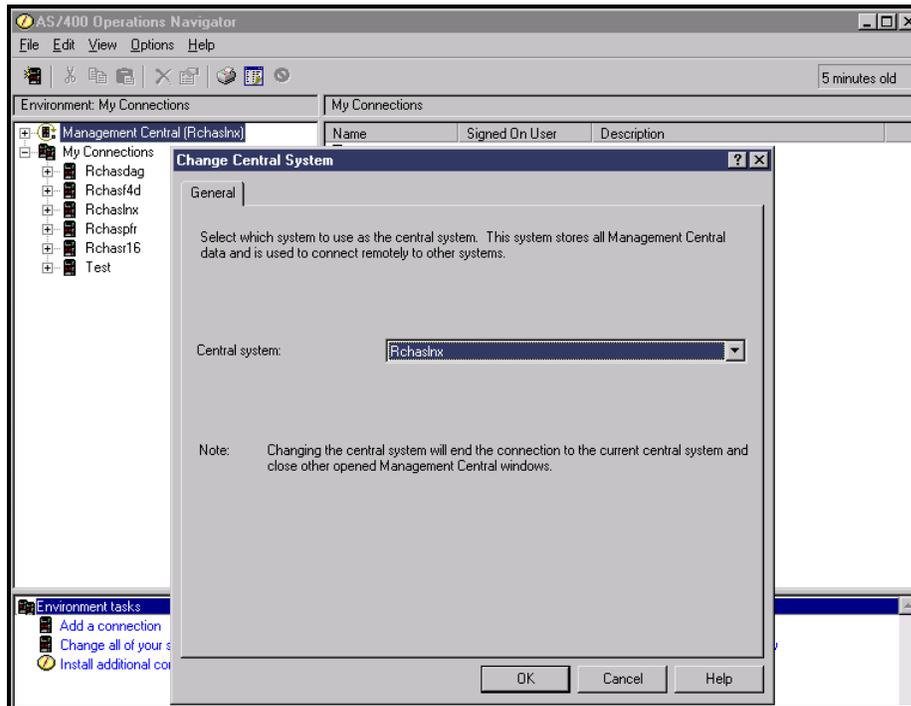
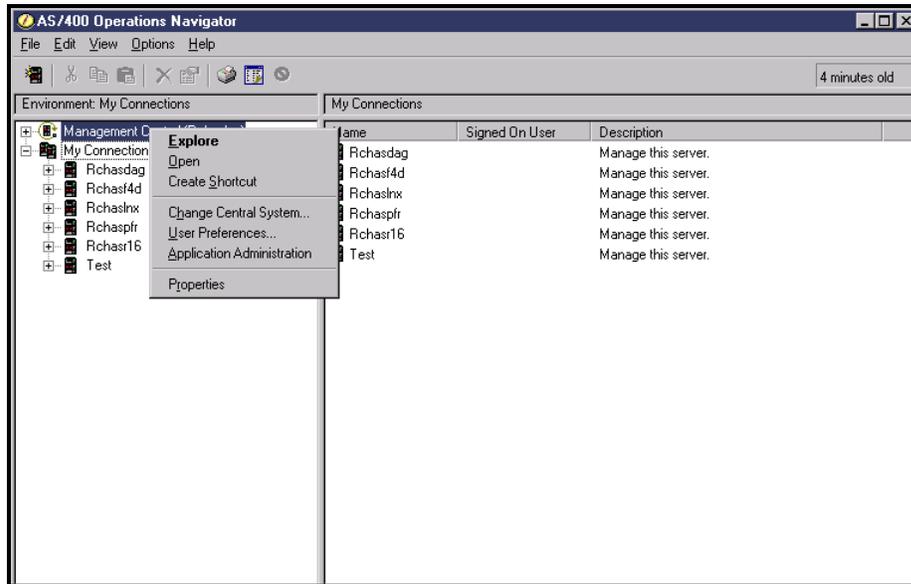


**Note:** XZW1814 is a 'user' system default.

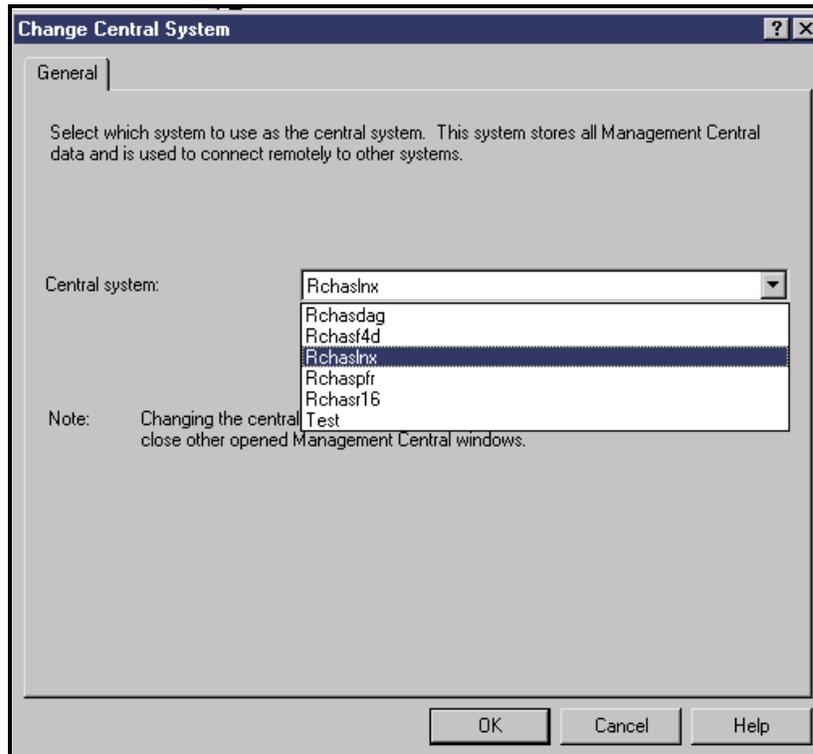


➤ To select the system you want to use as your 'Central' system, do this:

1. Right-click on **Management Central** and select **Change Central System**.



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

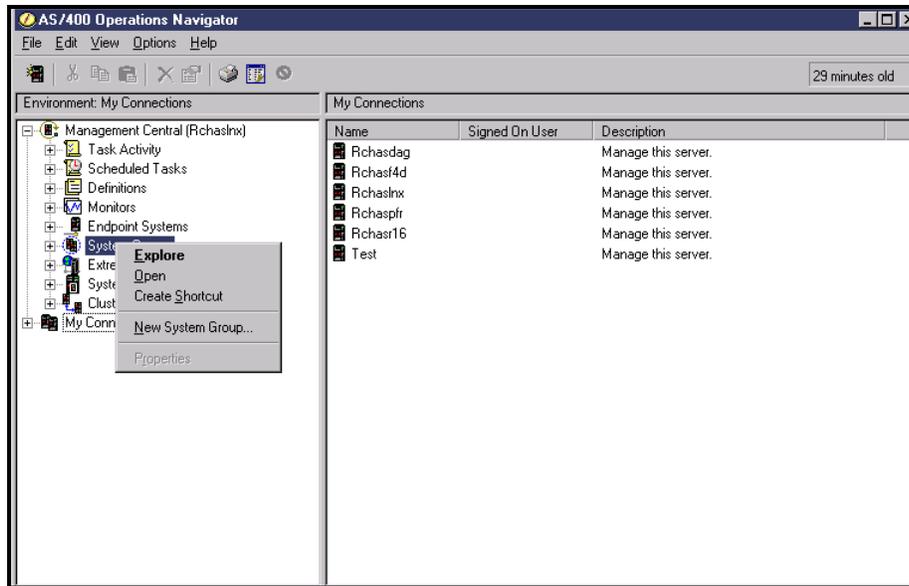


- **(SCT)**  
Create a Management Central system group.

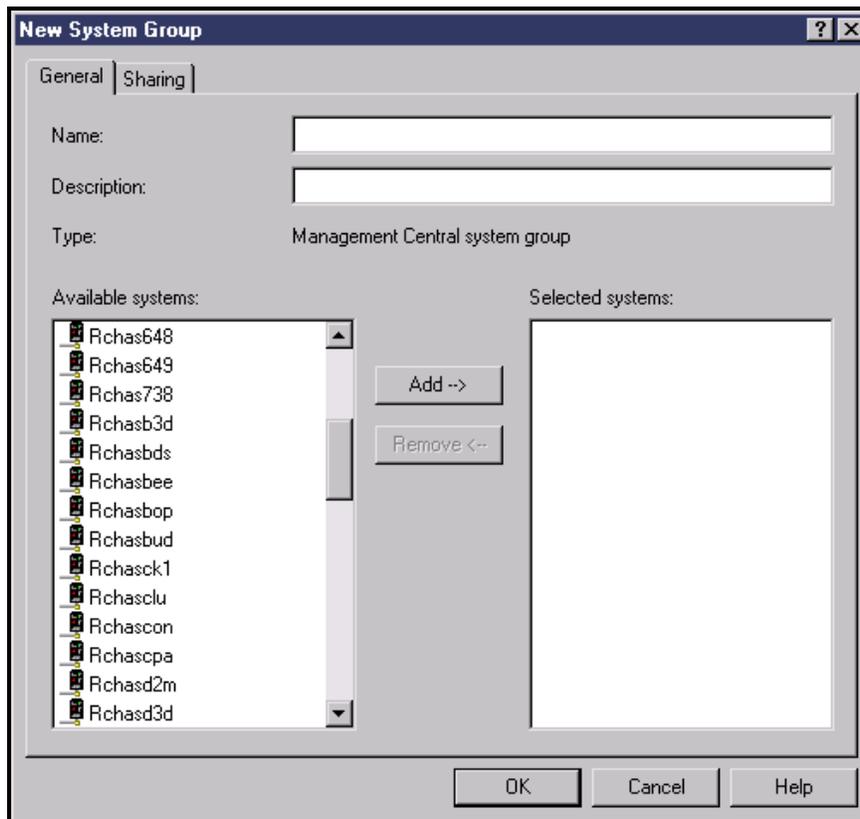
The systems from which you want to collect inventory data can be defined in a Management Central system group to simplify the task of scheduling for several systems. **A system group is required to complete the Electronic Service Agent wizard later in this document.**

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**.



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**.



## 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
ID      Option  Feature  Description
5722999 *BASE   5050    AS/400 Licensed Internal Code
5722SS1 *BASE   5050    Operating System/400
5722SS1 *BASE   2924    Operating System/400
5722SS1 1       5050    OS/400 - Extended Base Support
5722SS1 1       2924    OS/400 - Extended Base Support
5722SS1 2       5050    OS/400 - Online Information
5722SS1 2       2924    OS/400 - Online Information
5722SS1 3       5050    OS/400 - Extended Base Directory Support
5722SS1 3       2924    OS/400 - Extended Base Directory Support
5722SS1 7       5050    OS/400 - Example Tools Library
5722SS1 7       2924    OS/400 - Example Tools Library
5722SS1 9       5050    OS/400 - *PRV CL Compiler Support
5722SS1 9       2924    OS/400 - *PRV CL Compiler Support
5722SS1 12      5050    OS/400 - Host Servers

Press Enter to continue.

F3=Exit  F11=Display libraries/releases  F12=Cancel
F19=Display trademarks
    
```

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 Software Resources
System: RCHASLNX

Resource
ID      Option  Feature  Feature Type  Library  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
AJEAR01 *BASE   5050    *CODE    ###MACH#B  V5R1M0 L00
AJEAR01 *BASE   5050    *CODE    ###MACH#B  V5R1M0 L00
AJEDA00 *BASE   5050    *CODE    ###MACH#B  V5R1M0 L00
AJEHL00 *BASE   5050    *CODE    ###MACH#B  V5R1M0 L00
AJEMM01 *BASE   5050    *CODE    ###MACH#B  V5R1M0 L00
AJENV00 *BASE   5050    *CODE    ###MACH#B  V5R1M0 L00
AJEP000 *BASE   5050    *CODE    ###MACH#B  V5R1M0 L00
AJEQU00 *BASE   5050    *CODE    ###MACH#B  V5R1M0 L00
AJER101 *BASE   5050    *CODE    ###MACH#B  V5R1M0 L00
AJGAK01 *BASE   5050    *CODE    ###MACH#B  V5R1M0 L00

Press Enter to continue.

F3=Exit  F11=Display descriptions  F12=Cancel  F19=Display trademarks
    
```

- 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 OR 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.

```

                                     Sign On
System . . . . . : RCHASLNX
Subsystem . . . . : QINTER
Display . . . . . : QPADEV0003

User . . . . . :
Password . . . . . :
Program/procedure . . . . . :
Menu . . . . . :
Current library . . . . . :

RELEASE: V05R01M00
DRIVER: 100402

USE OF THIS SYSTEM IS FOR IBM MANAGEMENT APPROVED PURPOSES ONLY.
USE IS SUBJECT TO AUDIT AT ANY TIME BY IBM MANAGEMENT.

(C) COPYRIGHT IBM CORP. 1980, 2000.
```

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 level: 1
Previous commands and messages:
> go service
> wrkactjob
> DLTLICPGM LICPGM(5798RZG)
  *LNG objects for NLV 2924 for product 5798RZG option *BASE release V5R1M0
  deleted.
  *PGM objects for product 5798RZG option *BASE release V5R1M0 deleted.
  Objects for product 5798RZG option *ALL release *ONLY deleted.

Type command, press Enter.
===> LODRUN_

F3=Exit  F4=Prompt  F9=Retrieve  F10=Include detailed messages
F11=Display full  F12=Cancel  F13=Information Assistant  F24=More keys
    
```

LODRUN Command Entry

4.
  - If you plan to **ONLY install and setup Hardware problem reporting OR** 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

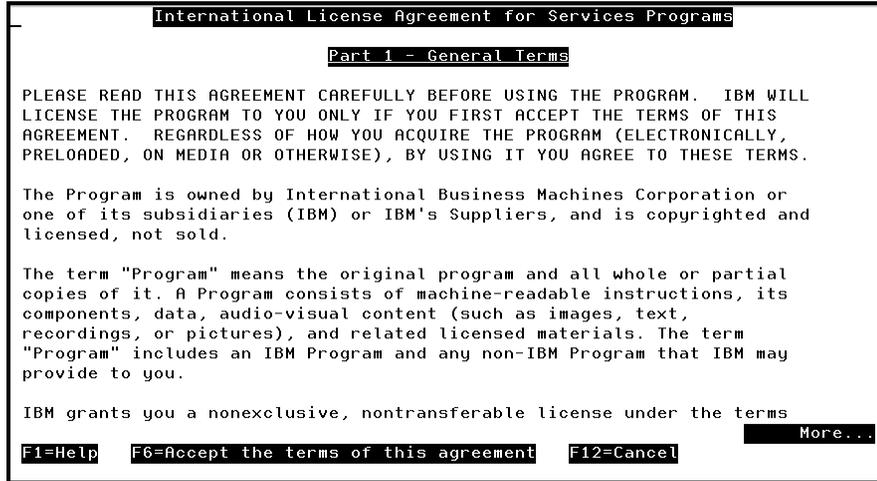
  1_

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!

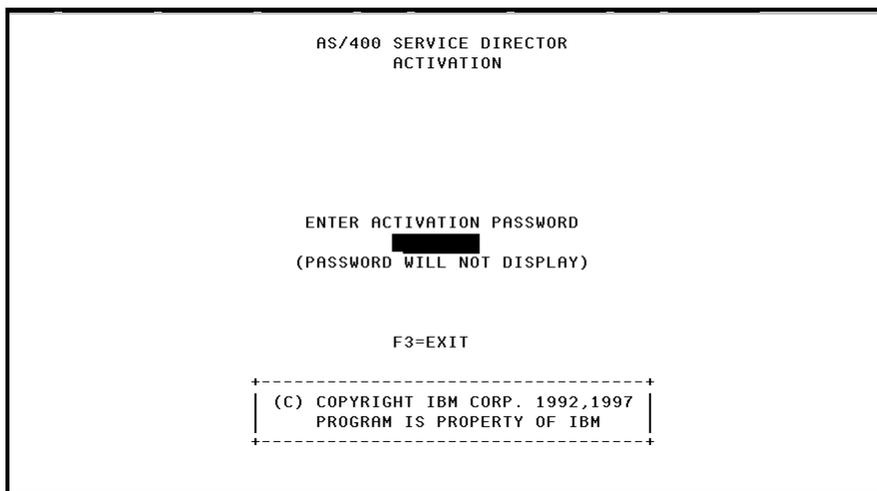


International License Agreement for Services Programs

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

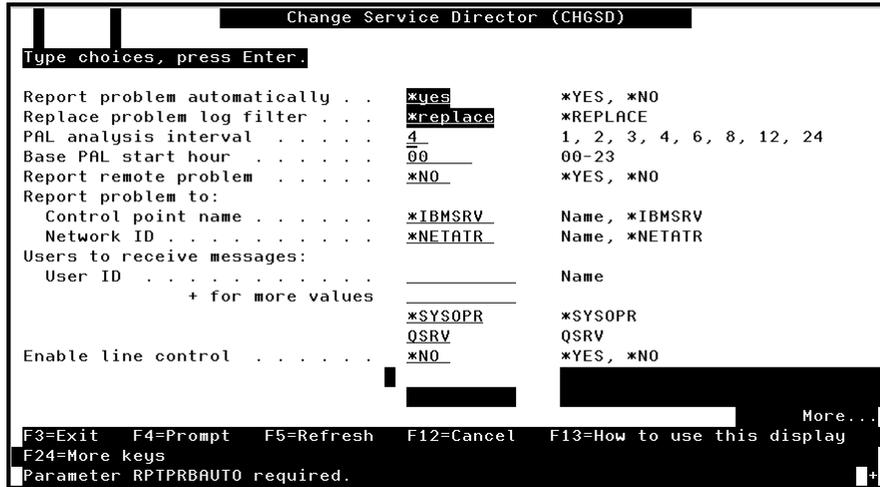
To obtain the activation password:

- **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.

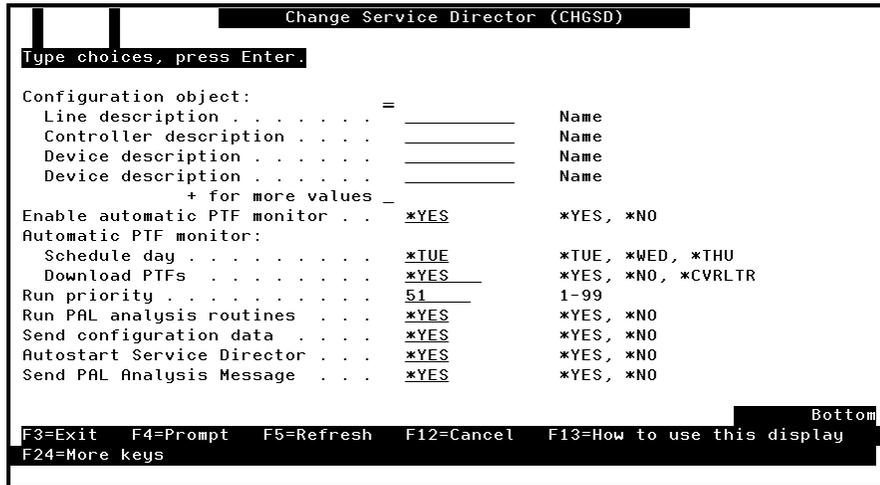


Activation

- 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 Service Director Settings



Change Service Director Settings

**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.

- 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**.

```
AS/400 ENHANCED SERVICE DIRECTOR
FUNCTION TEST

TO TEST/REGISTER SERVICE DIRECTOR, ENTER AN EXISTING ERROR LOG ID BELOW:
(CHOOSE A DASD OR IOP ERROR LOG ID. IF NONE AVAILABLE PRESS F3 TO CONTINUE.)

-----

IMPORTANT:
TO HELP TRACK INSTALLS, TRY TO SEND A TEST/REGISTER CALL.

SERVICE DIRECTOR WILL CREATE A PROBLEM LOG ENTRY WITH THE ERROR
LOG ID THAT YOU INPUT. THE PROBLEM WILL THEN BE REPORTED.

IF ECS IS ENABLED, THE PROBLEM WILL BE REPORTED.
AFTER A FEW MINUTES, CHECK MESSAGES FOR QSRV OR QSYSOPR FOR
SERVICE DIRECTOR MESSAGES AND PROBLEM PMR.

F3 - EXIT      F5 - STRSST
```

Function Test

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

```
SERVICE AGENT

Service Agent inventory functions were moved to Operations Navigator.
For more information, 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.

F1=Help  F12=Cancel  Bottom
```

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 apply 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

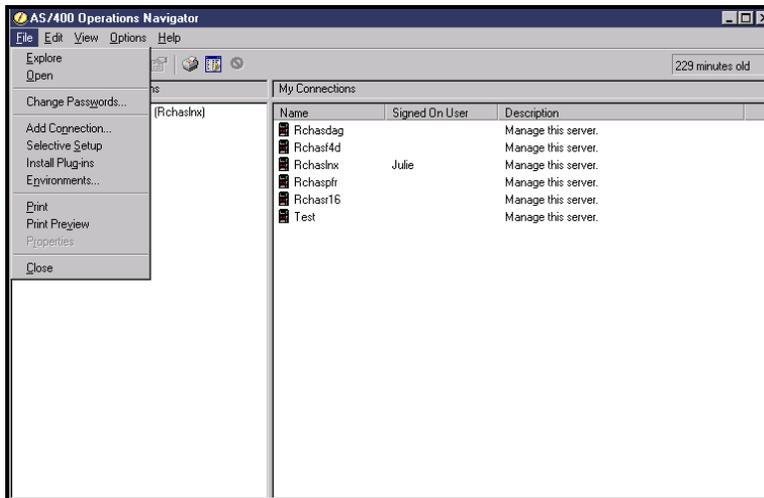


For additional information on **Operations Navigator**, see:  
[http://www.ibm.com/servers/eserver/series/oper\\_nav/](http://www.ibm.com/servers/eserver/series/oper_nav/)

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

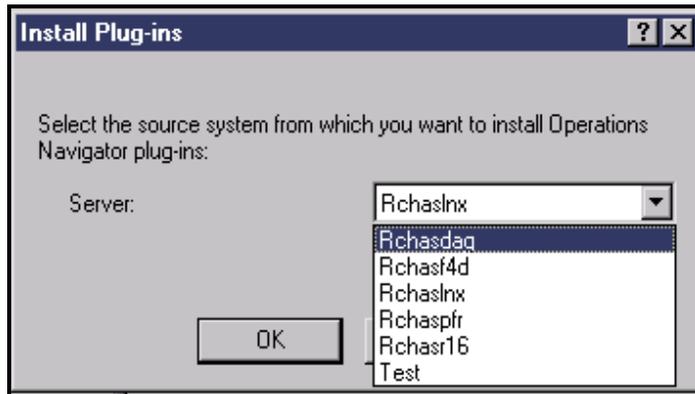
13. Install the **Electronic Service Agent Plug-in**.

- A. Open **File** from the AS/400 Operations Navigator window and select **Install Plug-ins**.



- 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**.



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

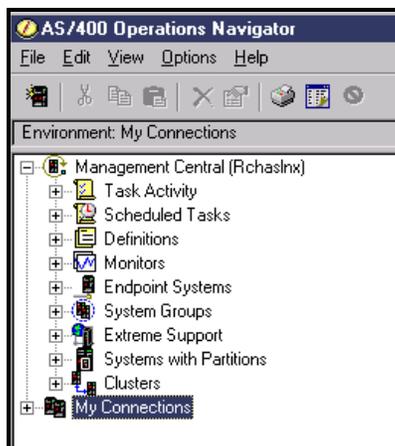
- C. From the Plug-in Selection window, check (to select) **Electronic Service Agent** and click **Next**.

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

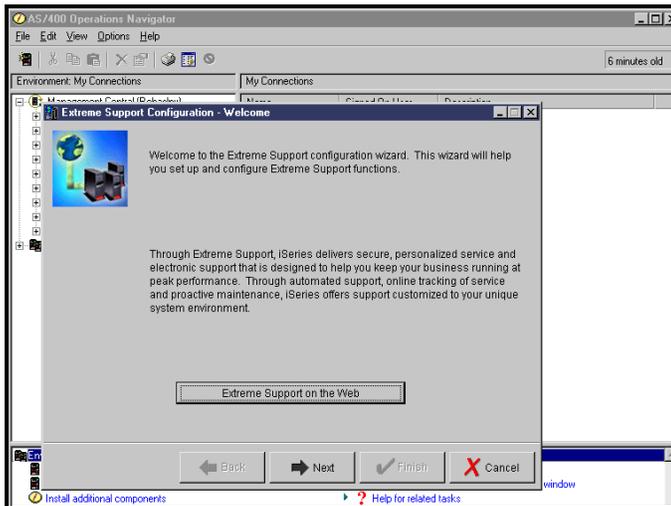
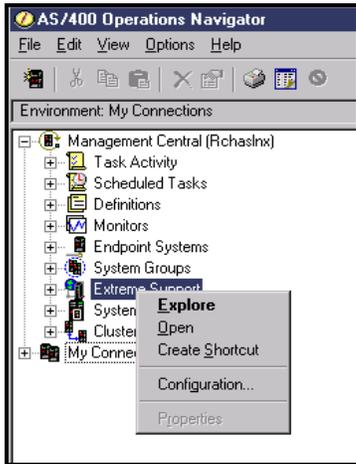
- D. From the **Start Copying Files** window, click **Next**.

- E. From the **Setup Complete** window, click **Finish**.

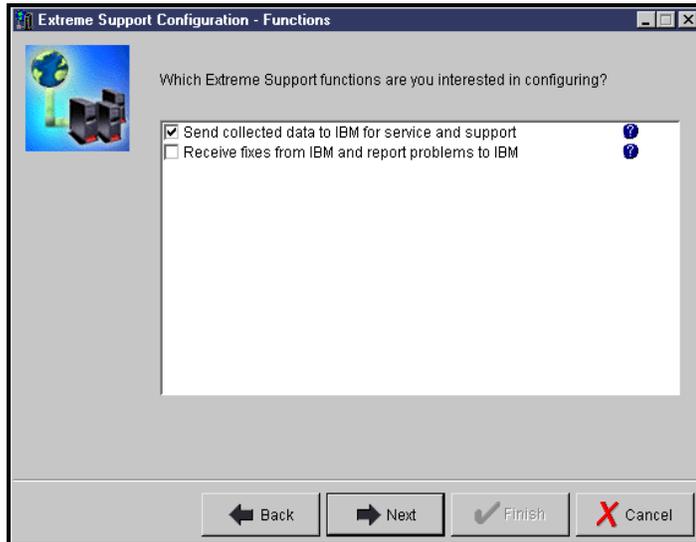
- 14. Expand **Management Central**. If necessary, sign on.



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**.



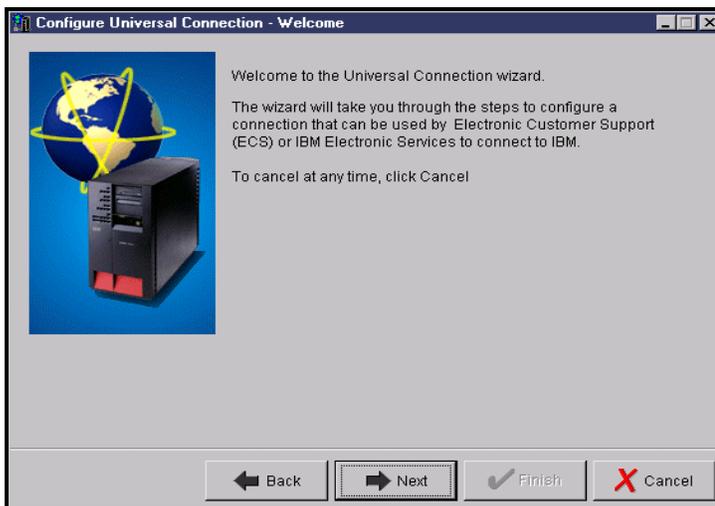
17. The **Connection Not Found** window will display if a connection has not already been set up. Click **Next**.

**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**.



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 Connection - Service Information

Enter your service contact information.

Company:

Contact Name:

Phone number:

Alternate phone number:

Fax number:

Back Next Finish 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 mailing address.

Street address:

City/State:

Country:

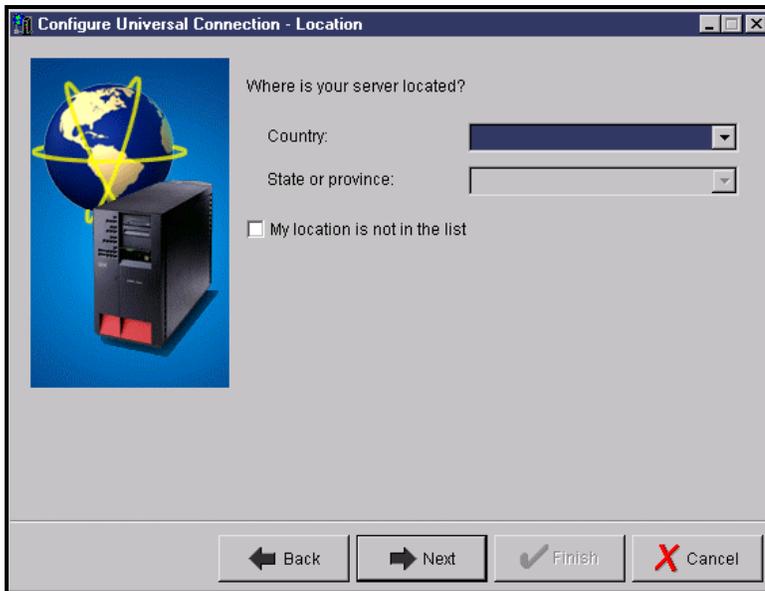
Zip code:

National language version: English (2924)

Media for PTFs: Automatic selection

Back Next Finish Cancel

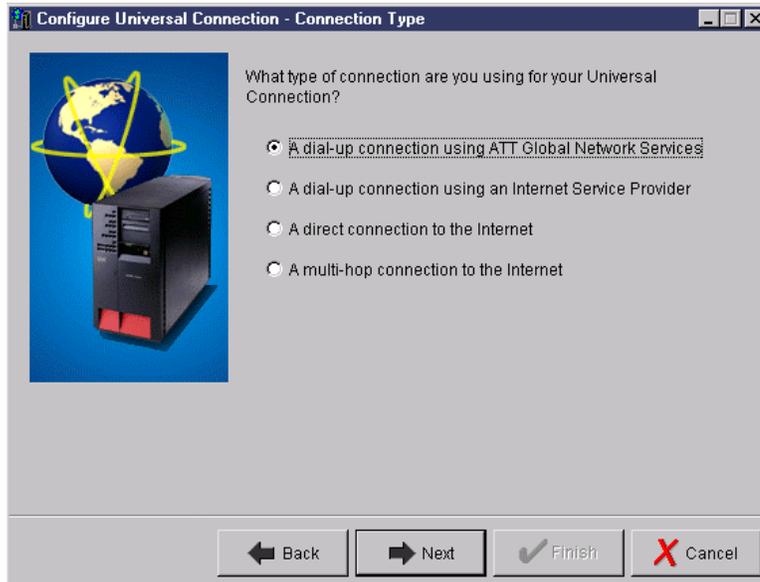
21. The **Location** window will display. Fill in your country and state or province. The check box titled **My location is not in the list** is only checked if a country is not listed. Click **Next**.



**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.

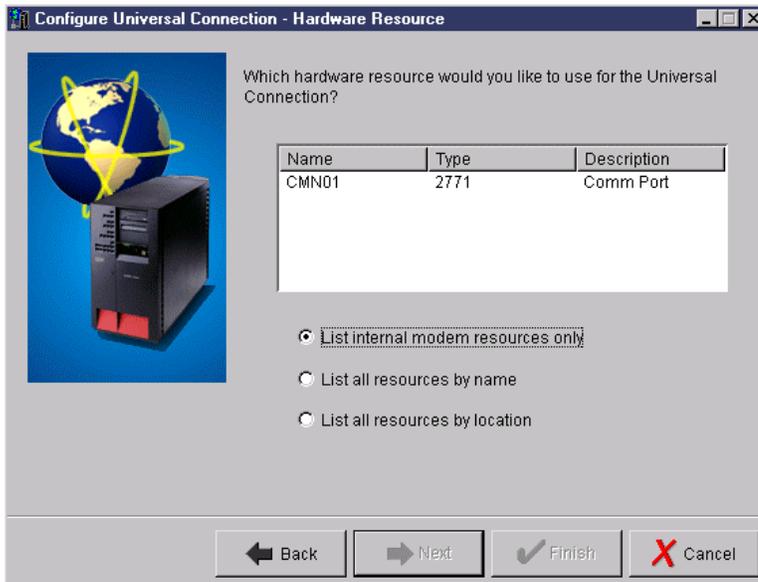


22. The next screen will prompt for the Connection Type. There are four choices. A **dial-up connection using ATT Global Network Services (AGNS)**, a **dial-up connection using an Internet Service Provider**, a **direct connection to the Internet** and a **multi-hop connection to the Internet**. Choose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



**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.

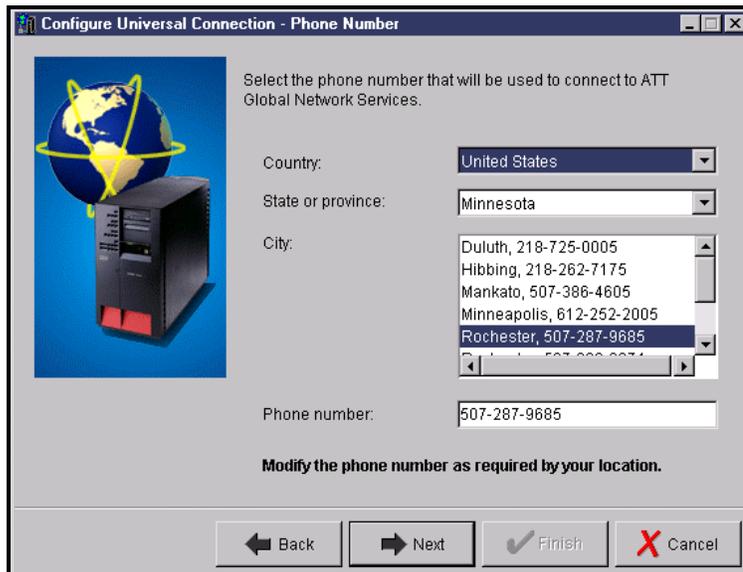
24. The **Line Description** window will display if no line descriptions exist for the resource selected. It will prompt to create a new line. The default line name is QESPPLIN. A different name can be used if preferred. Click **Next**.



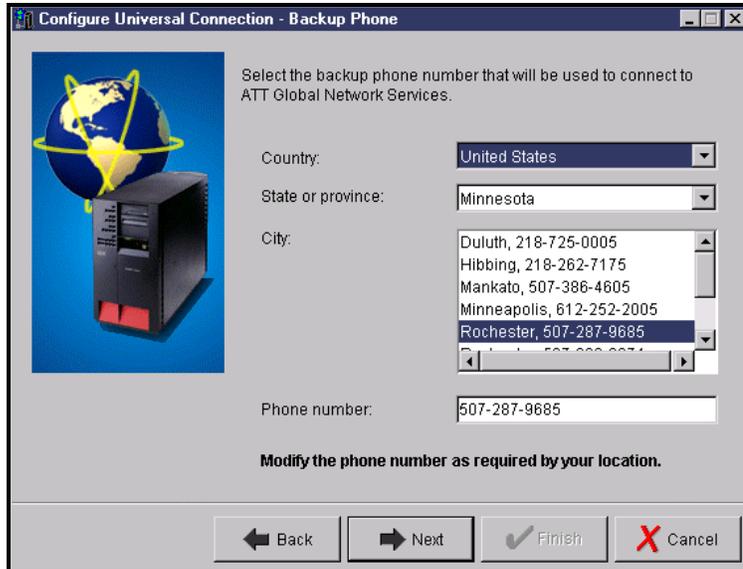
25. The **Phone Number** window will display. This prompts you to select the primary phone number that will be used for the connection to IBM. The country and state or province fields will be pre-filled with the values that were specified earlier. If the fields are not correct, change them to what they 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>

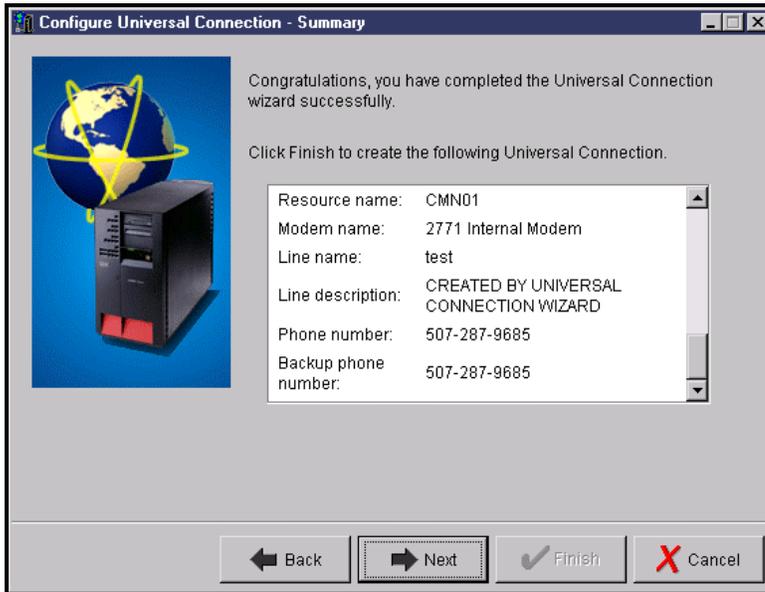


26. The **Backup Phone** number window will display to select a backup phone number for contacting IBM. It is important to select a backup phone number to ensure that you will get connected. The 800 numbers (USA Only) may be selected, but if at all possible should not be used for the primary number.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

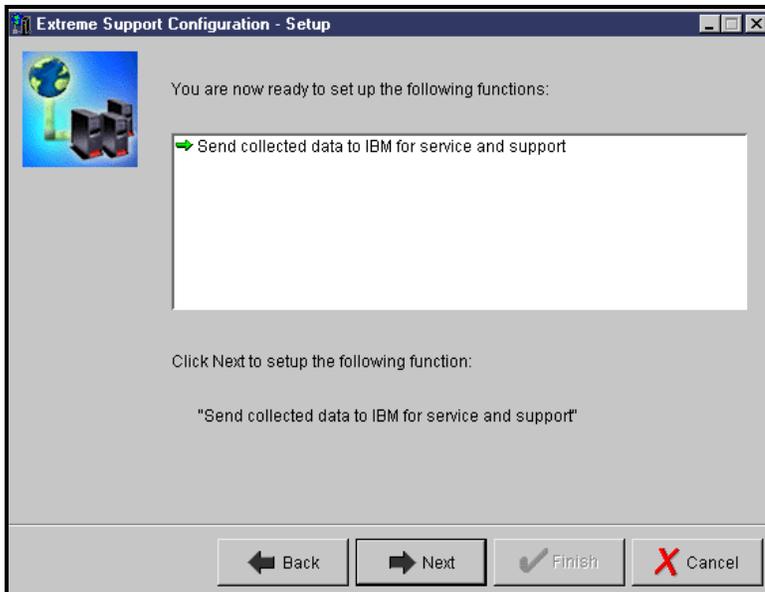


**Note:** The **Modem** window (requesting a modem name) will display if the resource selected does not contain an internal modem. There is a pull down menu for the modem selection. If the desired modem (the modem must be PPP capable) is not listed, you may create a new modem definition. This is done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

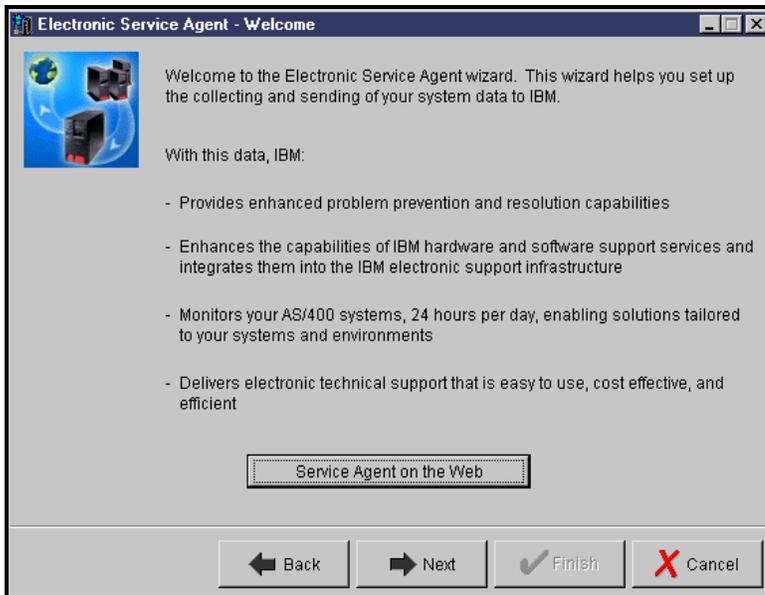
27. The Summary window will display upon completing all of the configuration screens. The summary screen will list the choices that have been made. Click **Next**.



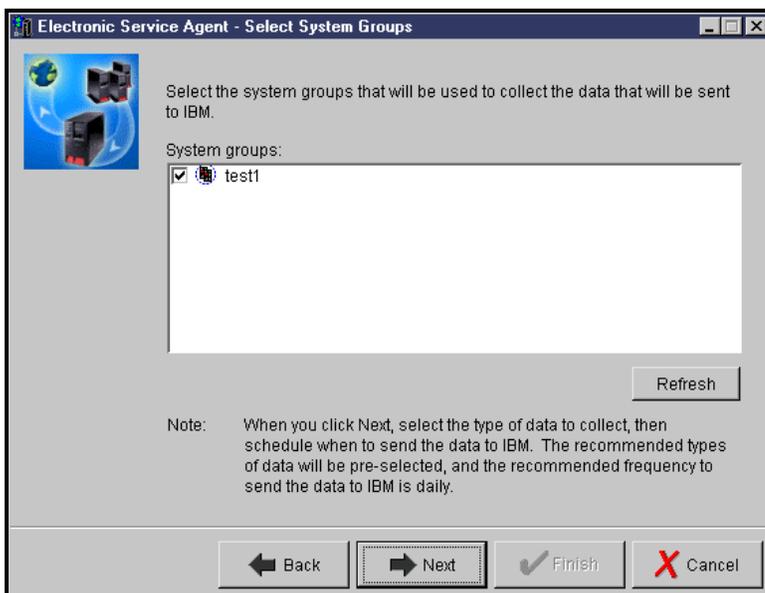
28. The **Extreme Support Configuration – Setup** window will display. This will begin set up for the System inventory and collection function of Electronic Service Agent. Click **Next**.



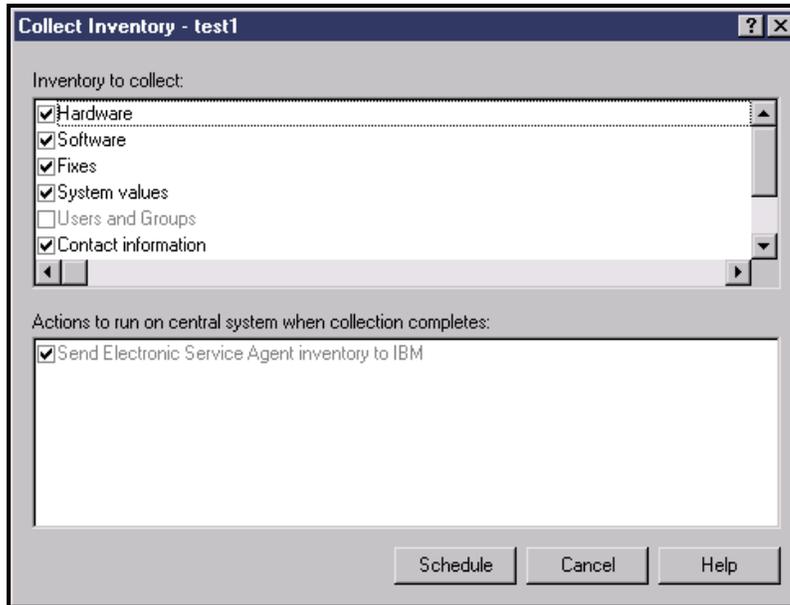
29. The **Electronic Service Agent – Welcome** window will display. This wizard helps you set up the collecting and sending of your system information to IBM. Read the entire window and then, click **Next**.



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**.



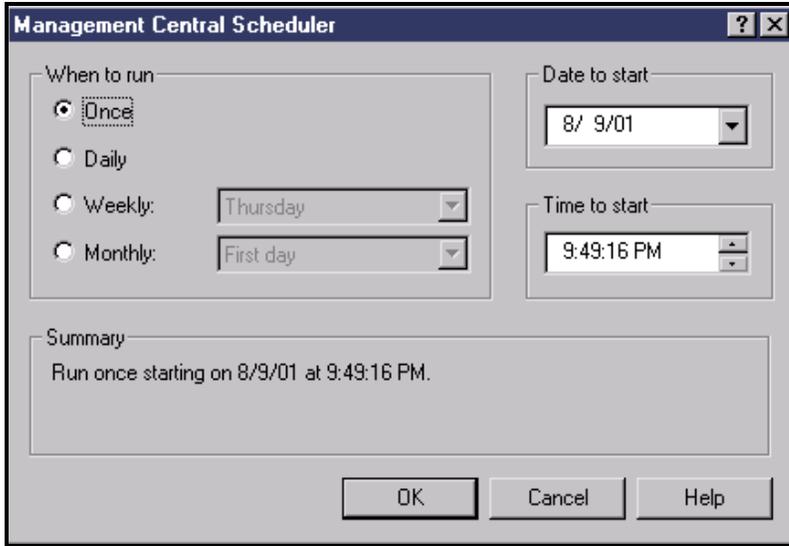
33. The **Collect Inventory** window will display. Select the inventory you would like to collect and send to IBM. To maximize IBM's ability to service you, you are recommended to select all inventories, **except Users and Groups**. Then, select the **'Send Electronic Service Agent inventory to IBM'**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



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.



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

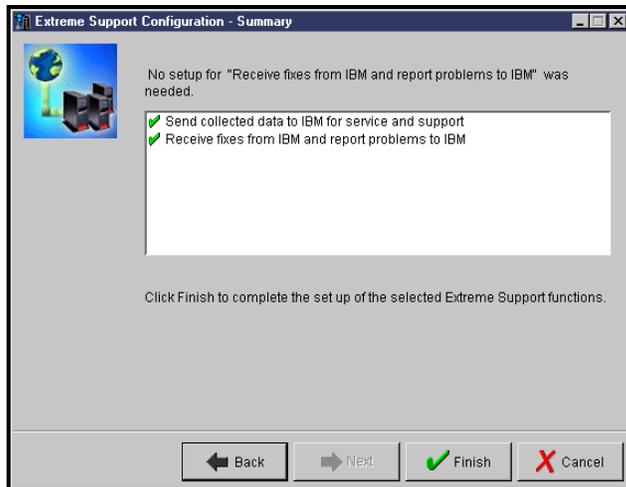
**Note:** You can view your inventory collection information by expanding **Management Central** and selecting **Scheduled Tasks**.



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.



**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 QCNTYID 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 apply 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.