



**IBM Electronic Service Agent  
for iSeries and AS/400e  
Simplified Activation  
User Guide – Release V5R2**

**(PTF SF67598 installed)**

**Document Version 1.0**



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## Preface

This guide provides an overview and installation and configuration instructions, and user information for the Electronic Service Agent Simplified Activation with PTF SF67598 installed.

## Overview

**This PTF provides simplified activation steps for both Service Agent Hardware Problem Reporting and System Inventory Collection and Transmission, which are the steps designed for a single iSeries or AS/400e system or partition.**

**These activation steps are for customers who do not have an attached PC running iSeries Navigator as their iSeries or AS/400e console or would prefer not to go through a longer and complex install and activation using iSeries Navigator.**

Activation of Electronic Service Agent in a batch environment is also now available using new CL commands. See Chapter 6 for further information.

The simplified activation will be an entirely “green screen” user interface. A Management Central configuration is needed only when collecting and sending information for groups of systems or groups of partitions.

Electronic Service Agent and its simplified activation are supported on all iSeries and AS/400e machine types and models running the OS/400 operating system Release V5R2.

## Who should read this guide?

This guide is intended for use by iSeries and AS/400e system administrators and/or System Service Representatives (SSRs) who are familiar with, or have a working knowledge of an iSeries and/or AS/400e system.

A basic understanding of an iSeries and/or AS/400e system is beneficial to assist you with the information provided in this guide as it pertains to Release 5.2 of IBM Electronic Service Agent for iSeries and AS/400e.

## ***Chapter 1. Introduction to Electronic Service Agent***

Electronic Service Agent (product ID 5798-RZG) is a Licensed Program Offering (LPO) that operates on an IBM iSeries or AS/400e, with operating system OS/400 at V5R2. Electronic Service Agent provides two functions:

- **Hardware problem reporting** predicts and prevents hardware errors by early detection of potential problems, downloads fixes, and automatically calls IBM Service when necessary.
- **System inventory collection and transmission** collects and electronically sends system information to IBM to be used for input for problem analysis and problem prevention functions, and to assist IBM in providing improved service.

For more information on **Electronic Service Agent**, see:  
[http://publib.boulder.ibm.com/as400\\_sd/sdsadoc.html](http://publib.boulder.ibm.com/as400_sd/sdsadoc.html)

## **Chapter 2. How do I Install and Setup Electronic Service Agent using the Simplified Activation?**

Depending on your existing Service Agent and OS/400 system setup, you may see a few panels or none during your Simplified Activation. Reference **Appendix A, “Activation Steps”** on page 12 to determine the panels you may see.

If no panels are displayed, it is because a Universal Connection configuration already exists, System Manager for iSeries is not installed, and Service Agent Hardware Problem Reporting is active.

1. Using a 5250 emulator, sign on to the system.
2. Sign on with a user profile (other than QSECOFR) with **\*SECOFR** authority with **\*ALLOBJ**, **\*SECADM** and **\*IOSYSCFG** special authorities.
3. The OS/400 system value **QRETSVRSEC** must be set to **1** for Service Agent operation.
4. Enter this OS/400 command:  
**CHGPF FILE(QUSRSYS/QAYIVRIG) WAITFILE(\*CLS)**
5. Install the Electronic Service Agent product on your iSeries or AS/400e system.
  - If Electronic Service Agent was obtained as a preloaded product or is already installed or activated, continue with **step 6**.
  - If Electronic Service Agent was obtained on a CD, insert the **CD** into the CD-ROM device on your iSeries or AS/400e. Type **RSTLICPGM LICPGM(5798RZG) DEV(XXXXX)** on an iSeries or AS/400e command line (where XXXXX is the name of the iSeries CD-ROM device) and press **Enter**.
6. Install the simplified activation requisite PTFs for V5R2 using one of the following methods:
  - Using ECS, order PTF SF67598 and install with its requisites.
  - Install cumulative PTF package C3021.
  - Order and install the Simplified Activation PTF CD-ROM (SK3T-8933-00). Use this command to install the PTFs from the CD-ROM.  
**INSPTF LICPGM(\*ALL) DEV(XXXXX) INSTYP(\*IMMDLY)**  
(where XXXXX is the name of the AS/400 CD-ROM device).

7. End and restart the Management Central server by entering the following two commands:
  - **ENDTCPSVR \*MGTC**
  - **STRTCPSVR \*MGTC**
8. Type **GO SERVICE** on an iSeries or AS/400e command line.
  - If the **Service Agent Activation Menu** is displayed, select option 1 to “**Activate Service Agent.**” Press **Enter**.
  - If the **Electronic Service Agent Main Menu** is displayed, select option 3 for **Inventory Collection Menu.**” Press **Enter**.
9. If the **International License Agreement for Services Programs** panel is displayed, read it and press **F6** to accept the agreement and to proceed.
10. If the **Add Contact Information** (ADDCNTINF) panel is displayed, add or update the contact information for this system. Press **Enter**.
11. If the **Create Service Configuration** (CRTSRVCFG) panel is displayed, notice that \*SELECT is the value for several parameters. Press **Enter**. An additional panel will be displayed for each parameter for which \*SELECT was specified. Make a selection and press **Enter** on each of the additional panels.
12. If the **Enter Activation Password** panel is displayed, you can proceed by pressing F3. You **DO NOT** need an activation password to report problems on a standalone system or standalone partition using this simplified activation.

In order to report problems for remote systems or remote partitions through a host system or a host partition, an activation password is required for the host system or host partition.

To obtain the activation password:

  - **Primary:** Contact IBM hardware service.
  - **Secondary:** Contact the iSeries Support Center.
13. Either the Service Agent Main Menu or the Inventory Collection Main menu will be displayed.

**Your Simplified Activation of Electronic Service Agent is complete!**

## ***Chapter 3. New Menus***

The initial menu that is displayed is dependent upon the activation of Hardware Problem Reporting.

If Hardware Problem Reporting has **not** been activated, the **Electronic Service Agent Activation Menu** will display. See Figure 1.

<b>ELECTRONIC SERVICE AGENT ACTIVATION MENU</b>
1. ACTIVATE SERVICE AGENT
4. ACCEPT SERVICE AGENT LICENSE AGREEMENT
11. CHANGE SERVICE AGENT JOB LOGGING
19. DISPLAY AUDIT LOG
F1=Help F3=Exit F12=Cancel

1. Electronic Service Agent Activation Menu

If Hardware problem reporting has been activated, you should see the following menu (Figure 2) after entering GO SERVICE. Take option 3 for the **Service Agent Inventory Collection Main Menu**. See Figure 2.

<b>SERVICE AGENT INVENTORY COLLECTION MAIN MENU</b>
SELECT ONE OF THE FOLLOWING:
1. CHANGE INVENTORY COLLECTION
2. DISPLAY INVENTORY COLLECTION
3. RUN INVENTORY COLLECTION
4. CHANGE SEND OPTION
5. CONFIGURE SERVICE CONNECTION
6. VERIFY SERVICE CONNECTION
9. SERVICE AGENT MAIN MENU
11. DISPLAY SERVICE REGISTRATION INFORMATION
F1=Help F3=Exit F12=Cancel

2. Service Agent Inventory Collection Main Menu

## ***Chapter 4. Questions and Answers***

For more information on Electronic Service Agent and System Manager/400, reference the FAQ document from the Electronic Service Agent Web site at:

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

### **Q1: How do I know if my simplified activation was complete?**

A1: To verify activation, use these commands:

Type **GO SERVICE**. Choose **Work with Service Agent Subsystem** to show the active status of the QSVCDRCTR subsystem.

**WRKJOBSCDE** will show the QSDSACOL job schedule entry that initiates the collection and transmission of Service Agent inventory information.

### **Q2: Does a communications configuration need to be setup before starting the Simplified Activation?**

A2: No. If needed, Simplified Activation will create point-to-point connection configuration(s) for ECS and Service Agent during the activation.

### **Q3: What if an error occurs when my system attempts to send inventory or hardware failure information to IBM?**

A3: Service Agent is dependent on many functions of the OS/400 to be in working order. Management Central, Connection profiles using TCP/IP, Electronic Customer Support Problem log and ECS are a few of the OS/400 functions that Service Agent uses. We recommend normal system problem determination processes be followed for any error received.

### **Q4: How do I know that information was sent to IBM using the simplified activation?**

A4: To verify that data was sent to IBM, do this:

Type **GO SERVICE**. Choose **Inventory Collection Menu**. Choose **Display Inventory Collection**.

### **Q5: How can I change the scheduled time of the Service Collection job?**

A5: To change the scheduled time, do this:

Type **GO SERVICE**. Choose **Inventory Collection Menu**. Choose **Change Inventory Collection**.



**Q6: How can I change the connection profiles created during the simplified activation?**

A6: To access the **Configure Service Connection Menu**, use this command:  
Type **GO SERVICE**. Choose **Inventory Collection Menu**. Choose **Configure Service Connection**.

**Q7: During the inventory transmission, I received message SQL0913 for one of the files in QUSRSYS. Is there a fix for this?**

A7: This problem can be fixed by doing the following; load and apply MF29343 and its requisite PTFs.

Also, on a command line type:

**CHGPF FILE(QUSRSYS/QAYIVRIG) WAITFILE(\*CLS)**

**Q8: From the Inventory Collection Menu, I used the RUN INVENTORY COLLECTION option to have inventory collected and sent to IBM. When I select the DISPLAY INVENTORY COLLECTION option from the same menu, immediately afterwards, I do not see entries for LAST RUN and LAST SEND for the current date and time. When should I expect to see these entries?**

A8: The Service Agent process of collecting inventory using Management Central and sending inventory using Universal Connection takes time to run.

- A collection task in Management Central will determine if inventories need to be collected and will collect new inventory as needed.
- After the collection is complete, a job is submitted to use Universal Connection to:
  - Start the connection profile
  - Vary on its associated line, controller and device descriptions
  - Dial into the AT&T Global Network
  - Connect to IBM
  - Send the inventories
- Factors which affect the length of the time needed to collect and send, are the size of your system, processing load, and the speed of the connection.

**Q9: How can I change a standalone system configured by the simplified activation to report problems for remote systems or partitions in my network?**

A9: After obtaining an activation password from your IBM Service Representative, do the following: Type **GO SERVICE**. Choose **Change Service Agent Settings**. Specify

**\*YES** for **Report Remote Problem** (RPTRMTPRB). Enter the activation password when prompted.

## Chapter 5. Simplified Activation in Batch

Electronic Service Agent can be activated in a batch environment. A sample CL program can be found in, Appendix B, page 14. Before using a program, the International License Agreement for Services Programs must be accepted.

To accept the license agreement, do one of the following:

- On a command line, enter **GO SERVICE**. Choose 'Display Service Agent license agreement. Read the agreement and press F6 to accept.
- On a command line, enter **QSVCDRCR/ACPTSALIC**. Read the agreement and press F6 to accept.

Command	Description	Product / Library
ADDCNTINF	Add service contact information. This information is used by command WRKCNTINF as the Local Service Information.	5722SS1 / QSYS
CHGCNTINF	Changes the service contact information. This information is used by command WRKCNTINF as the Local Service Information.	5722SS1 / QSYS
CRTSRVCFG	Creates the service configurations used to electronically report problems and inventory information to IBM.	5722SS1 / QSYS
CHGSRVCFG	Changes the service configurations used to electronically report problems and inventory information to IBM.	5722SS1 / QSYS
DLTSRVCFG	Deletes the service configurations used to electronically report problems and inventory information to IBM.	5722SS1 / QSYS
VFYSRVCFG	Verifies the service configurations used to electronically report problems and inventory information to IBM.	5722SS1 / QSYS
CHGSD	Changes the settings for Electronic Service Agent problem reporting.	5798RZG / QSVCDRCR
CHGSRVCOL	Changes the settings for Electronic Service Agent inventory collection and transmission.	5798RZG / QSVCDRCR
RTVAUTODAY	Retrieves the valid days of the week used by command QSVCDRCR/CHGSD parameters AUTOPTF and AUTOTEST.	5798RZG / QSVCDRCR
ACTSRVAGT	Activates Service Agent. If commands QSVCDRCR/CHGSD or QSVCDRCR/CHGSRVCOL are used before this command is used, Service Agent will start hardware problem reporting and inventory collection using those settings. If the commands were not used, Service Agent will start hardware problem reporting and inventory collection using the defaults.	5798RZG / QSVCDRCR

## Appendix A. Activation Steps

This table shows the panels that **may** be displayed during the simplified Service Agent activation path. The panels displayed are on dependent on whether the user starts from the Service Agent Activation menu or the Service Agent Main Menu. Pre-existing configurations will **decrease** the number of panels displayed.

Pre-existing Configurations and Setup					First Panel		Panels Displayed					Last Panel	
SA Problem Reporting configured?	SA Inventory configured?	UC ECS or Service Agent connection configured?	System Manager/400 installed?		A = Activation menu, option 1 M = SA Main menu, option 3		License agreement	Contact information	Create service configuration	Activation password		Service Agent Main Menu	Service Agent Inventory Collection Menu
									*				
N	N	N	N		A		X	X	X			X	
N	N	Y	N		A		X					X	
N	N	N	Y		A		X	X	X	X		X	
N	N	Y	Y		A		X			X		X	
Y	N	N	N		M			X	X				X
Y	N	Y	N		M								X
Y	N	N	Y		M			X	X				X
Y	N	Y	Y		M								X

- If the Service Agent license agreement has not previously been accepted, the **International License Agreement for Services Programs** panel will be displayed.
- If neither the ECS nor Service Agent Inventory dial connections have been previously configured, the **Change Contact Information** panel will be displayed.
- If neither the ECS nor Service Agent Inventory dial connections have been previously configured, the **Create Service Configuration** panel will be displayed.
- If System Manager for iSeries or System Manager for AS/400 (5722SM1) is installed on the iSeries, the **Enter Activation Password** panel will be displayed, if an Activation Password has not previously been entered.

\* **Note:** Additional panels are displayed by the **CRTSRVCFG** command \***SELECT** is used. The \***SELECT** value will allow the user to choose a value for a parameter from a list of available values. The user can use \***SELECT** for the following parameters:

- Country or Region
- State or Province
- Primary AGNS phone number
- Secondary AGNS phone number
- Resource Name
- Modem Type

## Appendix B. Sample CL Program for Batch Activation

```

/*****
/*
/* A sample program that illustrates how to activate
/* Electronic Service Agent.
/*
/*
/*****
/*
/* THIS CODE IS PROVIDED AS A SAMPLE AND IS NOT INTENDED
/* TO BE SUPPORTED BY IBM. THIS IS SUPPLIED ON AN AS-IS
/* BASIS AND IT IS THE END USER'S RESPONSIBILITY TO ENSURE
/* THE ACCURACY OF THE PROGRAM IN THEIR ENVIRONMENT.
/*
/*
/*****
/*
/* Before using a program, the International License Agreement for
/* Services Programs must be accepted. To accept the license
/* agreement, do one of the following:
/*
/* 1. On a command line, enter GO SERVICE. Choose 'Display Service
/* Agent license agreement. Read the agreement and press F6 to
/* accept.
/*
/* 2. On a command line, enter QSVCDRCTR/ACPTSALIC. Read the
/* agreement and press F6 to accept.
/*
/*
/* See the Electronic Service Agent User Guide for other
/* requirements, such as authorities and system values.
/*
/*
/*****
PGM

/*****
/*
/* The following variables are used to retrieve the possible
/* days to be used as input to the QSVCDRCTR/CHGSD AUTOPTF and
/* AUTOTEST parameters.
/*
/*
/*****

DCL          VAR(&DAY1) TYPE(*CHAR) LEN(4)
DCL          VAR(&DAY2) TYPE(*CHAR) LEN(4)
DCL          VAR(&DAY3) TYPE(*CHAR) LEN(4)
DCL          VAR(&DAY)  TYPE(*CHAR) LEN(4)
DCL          VAR(&DAYS) TYPE(*CHAR) LEN(28) +
              VALUE(' *WED*THU*FRI*SAT*SUN*MON*TUE')
DCL          VAR(&DAYPTR) TYPE(*DEC) LEN(1 0) VALUE(1)

/*****
/*
/* Change the contact information.
/*
/*
/*****
ADDCCNTINF  CMPNY(IBM) CONTACT('J Smith') +
              TELNBR('000-555-1234') MAILADDR('3605 +

```

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```

Highway 52 N' ROCHESTER USA 55901) +
LNGVER(2924) MEDPTF(*AUTOMATIC)

/*****
/*
/* Configure the ECS and Service Agent connections.
/*
/*
/*****
CRTSRVCFG  CNNTYPE(*PTP) SERVICE(*SRVAGT) +
           REFSRVCFG(*ANY) CNTRYID(US) STATE(MN) +
           TELNBR1('9,397-0005') +
           TELNBR2('9,397-0005') RSRcname(CMN03) +
           MODEM('IBM 7852-400')

/*****
/*
/* Retrieve the days of the week that can be used for CHGSD.
/*
/*
/* Choose the day that best fits the activity for my system.
/* Use the &DAYS variable. The first one is the first choice,
/* second one is the second choice, and so on.
/*
/*****
           QSVCDRCTR/RTVAUTODAY DAY1(&DAY1) DAY2(&DAY2) DAY3(&DAY3)

DAYLOOP:
           IF          (&DAY1 *EQ (%SUBSTRING(&DAYS &DAYPTR 4)))
           DO
               CHGVAR          VAR(&DAY) VALUE(&DAY1)
               GOTO ENDDAYLOOP
           ENDDO
           IF          (&DAY2 *EQ (%SUBSTRING(&DAYS &DAYPTR 4)))
           DO
               CHGVAR          VAR(&DAY) VALUE(&DAY2)
               GOTO ENDDAYLOOP
           ENDDO
           IF          (&DAY3 *EQ (%SUBSTRING(&DAYS &DAYPTR 4)))
           DO
               CHGVAR          VAR(&DAY) VALUE(&DAY3)
               GOTO ENDDAYLOOP
           ENDDO

           CHGVAR          VAR(&DAYPTR) VALUE(&DAYPTR+4)
           GOTO DAYLOOP

ENDDAYLOOP:

/*****
/*
/* Configure Service Agent hardware problem reporting using the
/* day of the week that was determined above and the desired time.
/*
/*
/* -- NOTE: Use this command only if you want to override the
/* CHGSD defaults.
/*****
           QSVCDRCTR/CHGSD RPTPRBAUTO(*YES) RPLFTR(*REPLACE) +

```

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```
AUTOPTFMON(*YES) AUTOPTF(&DAY) +
SNDCFGDTA(*NO) AUTOTEST(*YES &DAY '15:00')

/*****
/*
/* Configure Service Agent inventory collecting specifying the
/* desired times.
/*
/* -- NOTE: Use this command only if you want to override the
/* CHGSRVCOL defaults.
*****/

QSVCDRCTR/CHGSRVCOL COLLECT(*YES) CNNTYPE(*DIAL) +
COLSCDTIME(052000) SNDSCTIME(*COLLECT) +
STRSDAUTO(*YES)

/*****
/*
/* Activate Service Agent. If commands QSVCDRCTR/CHGSD or
/* QSVCDRCTR/CHGSRVCOL were used ahead of this, Service Agent will
/* start hardware problem reporting and inventory collection
/* using those settings. If the commands were not used, Service
/* Agent will start hardware problem reporting and inventory
/* collection using the defaults.
/*
*****/

SKIPIT: QSVCDRCTR/ACTSRVAGT

/*****
/*
/* End
/*
*****/
ENDPGM
```