IBM **INSTALLATION INSTRUCTIONS**

Addendum to EC H27946A as an Aid for Activation of Service Agent after Installation of EC H27946A on 3466 Models C00/C01 (Only)

Document Number ECA17AD EC H27946A

SSD, Tucson

Written by: V. Fischer

Checked by: V. Fischer

Approved by: L. Brown

Support/DPCE Review by: L. Lawson

Status: Field Use

3466 C00/C01	PN ECA17AD 1 of 12	EC H27946A 08 Apr 02				

© Copyright IBM Corp. 2002   **1**

Contents

3466	PN ECA17AD	EC H27946A				
C00/C01	2 of 12	08 Apr 02				

2

Before Activation of Service Agent(Sections 1 through 3)

1.0 Machines Affected

Any 3466 Models C00/C01 already at EC level H27946A or later.

2.0 Prerequisites / Concurrent / Companion

The 3466 must be at the following EC level:

- H27946A -- for Model C00

- H27946A -- for Model C01

    – Installation of EC H27946A must have been completed successfully before start of configuration and registration of Service Agent.

To determine the EC level of the 3466 system, issue the following command on the 3466 AIX command line:

`lsSSlevel`

3.0 Purpose and Description

3.1 Purpose

This Installation Instruction addendum provides the procedures for **configuring and registering** Service Agent for Call Home:

- Installation of AIX 5.1.0.0 and TSM V4.2.1.9 on your 3466 Model C00 or Model C01 erased the previous version of the Call Home program which was "Service Director".

- The new version of Call Home program loaded by EC H27946A is "Service Agent". **Service Agent** must be configured and registered for your 3466 machine in order to continue the Call Home function previously performed by "Service Director".

3.2 Description

These Installation Instructions require that this Model C00 or Model C01 is **directly** attached to a modem. Follow these instructions only from this machine (directly attached to the modem) for the **_single or gateway_** machine registration.

For registration of **multiple 3466 client machines on the LAN**, see section "**How to add a machine**" on page 6-1 of *Electronic Service Agent for pSeries and RS/6000 User's Guide*. Communication over the LAN between this machine (local server/gateway) and all client machines must already be **functional** to allow registration of multiple 3466 client machines.

This procedure will refer to illustrations or chapters in the *Electronic Service Agent for pSeries and RS/6000 User's Guide* manual, document number SC38-7105, for clarification. It is not necessary to have the manual at hand to perform configuration/registration of Service Agent.

Note: Any **time** spent installing, configuring/registering, updating, or talking to the customer about Service Agent for RS/6000 should be coded as **Service Code 48**, activity code 31 account management time, and the words SERVICE AGENT should be entered in the narrative/comments section. Time spent using Service Agent as part of a regular service call should be coded under the respective service codes for those activities.

Note: Before continuing with the Service Agent configuration/registration process, **make sure** that the 3466 machine serial number to be registered has **already** been assigned to the correct **customer number** in the RETAIN Customer Profile entitlement database. 3466 Remote Hardware Support will be able to verify that the 3466 machine serial number has been entered into the RETAIN Customer Profile database, and if not already entered, Remote Hardware Support should be able to provide the correct entries in the RETAIN database. Without proper assignment of the 3466 machine serial number to the customer number in the RETAIN database, you will **NOT** be able to register the 3466 subsystem.

3466 C00/C01	PN ECA17AD 4 of 12	EC H27946A 08 Apr 02				

Configuration and Registration of Service Agent (Section 4 and 5)

4.0 Safety

Not applicable.

5.0 Details of Configuration and Registration

5.1 Configuring and Registering Service Agent for Call Home

Note: All AIX commands are case sensitive and should be entered exactly as they appear in this document.

5.1.1 Capture Crucial System Information, Set up System for Call Home

___ 1. First, obtain and **write down** the values of three variables on your 3466 gateway machine: host name, processor ID and IP address. These three values will be required to complete step 15 on page 8 later in the configuration process of Service Agent. Copy the values **exactly** as they are presented on screen (distinguish between upper and lower case alpha characters)!

   ___ a. At the AIX command prompt, enter the command:

      hostname   (for the host name of your 3466 subsytem)

   ___ b. At the AIX command prompt, enter the command:

      uname -m   (for the processor ID number (12 digits))

   ___ c. At the AIX command prompt, enter the command:

      host "hostname"

      to obtain the IP address of your machine. Substitute the host name obtained in step 1a for *"hostname"* without the double quotes.

___ 2. To make the RS/6000 server and modem ready for Call-Out, enter the following commands:

   ___ a. At the AIX command prompt, enter:

      call_home

      The 'call_home' script's main menu will appear.

   ___ b. Select option **1**.
      Option 1 will *Configure the serial port for Service Agent Call out function. This will disable remote login.*

3466 C00/C01	PN ECA17AD 5 of 12	EC H27946A 08 Apr 02					

Several messages will appear on the screen as the script is executed indicating success or failure in configuring the serial port. The configuration must be **successful** before continuing with configuration/registration of the Service Agent on this machine.

5.1.2 Build List for Configuration and Registration

To configure and register Service Agent for this machine, enter the following commands or make the following selections:

___ 1. Update the "properties file" in Service Agent to reflect the hostname of the upgraded machine. At the AIX command prompt, enter:

 3466prop

___ 2. To activate Service Agent, it will first have to be started by the following commands:

At the AIX command line, enter: **smitty**
Select: **Problem Determination/Service Agent Gateway**
Select: **Start Service Agent GATEWAY Processes**

___ 3. Wait for the Start process to complete **(OK)**, then back out (by pressing **F3** key) to previous "Service Agent Gateway" menu.

___ 4. Select **Basic Service Agent Configuration** from the "Service Agent Gateway" menu.

___ 5. Select **Ascii Version** from the next menu to use Service Agent's ASCII interface.

___ 6. At the very beginning of the configuration process a License Agreement window appears. Read and accept the license agreement by by entering **y** at the prompt.

___ 7. A new screen appears with the Password prompt. Enter the password. The default password is **password** in lower case.

 Note: The password can only be changed by using the Advanced Service Agent graphical interface to go to the *Administration folder* and then selecting the *SA access* property. Or use the Advanced Service Agent ASCII interface to select *Administration* and *SA access*.

___ 8. The "Welcome" screen appears. Enter **y** for yes at the prompt when asked if you want to continue.

___ 9. A new window appears where you are prompted to complete certain required fields.

 ___ a. First you are prompted for the Customer Contact name. **Type** the customer contact name (for contact calls to the customer by IBM) at the prompt. That name is entered for approval of Service Agent use, and the name does not have to be an individual's name. For example, the name could be: IP OPS Center. This entry will automatically be included in the PMR header record.

 ___ b. Next you will be prompted for the Email address of the local customer contact. Type the E-mail address of the customer contact at the prompt.

 Note: This E-mail field is NOT for E-mail notification. E-mail notification is configured with an E-mail alert. See Chapter 6, "Advanced configuration tasks - How to add an E-mail alert" in the *Electronic Service Agent for pSeries and RS/6000 User's Guide*. An example of how to add the E-mail alert via the Advanced Ascii interface is provided by procedure ***Add an E-mail Alert***, starting with step 1 on page 11.

___   c. The next prompt will be for the customer contact phone number. **Enter** the customer contact telephone number at the prompt.

___ 10. The prompt for "Queue Country/Region" appears where you have to select the country in which your gateway server (the 3466 mchine directly attached to the modem) resides. First press **Enter**, then to obtain the number for the United States, **type:**

        `f[u] United States`

        The arrow in front of the number 162 appears. For United States, enter **162** at the prompt.

___ 11. The "Gateway -> Type" prompt appears on the next menu. The machine type has to be entered. Enter **3466** (four characters only) at the prompt.

___ 12. The "Gateway -> Serial" is the next field to fill in. At the prompt, enter seven characters for the machine serial number. The first two characters are **zeroes**. Then enter the last **5 digits** of the machine serial number which is located on the outside bottom of the C01 (or C00) frame's rear door. Enter any alpha characters in UPPER CASE only.

___ 13. The "Gateway -> Model" field appears. At the prompt, enter **C01** for the current model of the 3466. If you are configuring Service Agent for the previous model of the 3466, enter **C00**. Again, enter the alpha character (C) in UPPER CASE only.

___ 14. The **Network** screen appears. Enter **y** at the prompt. You will be asked to select a number corresponding to a field to be filled in.

- (**1**) allows the customer name to be filled in. It has already been filled in above in step 9 on page 6. Enter **s** to save entry.

- (**3**) is for the customer number. Filling in the customer number is helpful to the registration process, but it is **optional**.
  Select **1** (after the initial selection of (3)) to fill in the customer number.
  Enter **s** to save the entry.
  Then select **b** to go back for further selection.

- (**5**) selects the address parameter to fill in the rest of the customer location information. This is **required**. You will be presented with the following fields to be filled in. First **enter** the **number** corresponding to each field and then fill in the field:

  - Organization (Company name)

  - Organizational unit - **optional** field

  - Street

  - Locality (City)

  - State or Province

  - Postal Code (Zip code)

- Now enter **s** to save the entries.

- Then type **t** to go to the top of the Network menu.

- Finally, enter **n** for no additional update to Network Data.

3466 C00/C01	PN ECA17AD 7 of 12	EC H27946A 08 Apr 02				

___ 15. The **Gateway Host** screen appears. Check the hostname which the arrow is pointing to. This hostname must **match** the hostname of your 3466 gateway machine which you wrote down in step 1a on page 5 at the very beginning of this procedure.

If the arrow points to a hostname other than your subsystem's host name, enter **y** to update this screen. **Otherwise**, enter **n** for nothing to update.

To update this screen, you will have to fill in the values of the three parameters which you wrote down in previous step 1a on page 5. Proceed with the following steps:

___ a. Select **1** for name (hostname). **Type** in the hostname of your machine, exactly as you had copied it down previously.

___ b. Select **2** for IP address. **Type** the IP address of your machine, exactly as you had copied it down previously.

___ c. Select **3** for processor ID. **Enter** the processor ID number of your machine (12 digits), exactly as you had copied it down previously. **Remember** that all alpha characters in this number must be entered in UPPER CASE.

___ d. Select **9** to enter the correct hostname of your 3466 machine. **Type** the hostname of your machine, exactly as you had copied it down previously.

___ e. Select **10** for Secondary Server. **Type** correct hostname of your machine, as you did in previous step 15d.

___ f. Select **11** for Tertiary Server. **Type** correct hostname of your machine, as you did in previous step 15d.

___ g. Now enter **s** to save the entries.

___ h. Then type **t** to go to the top of the Gateway Host screen.

___ i. Finally, enter **n** for no additional update to Gateway Host Data.

___ 16. The **Dialer** Parameters window appears. Enter **y** to allow update.

___ • Select **1** for Location - Country.

___ • Type **f United States** to get the number of the country, in this case the USA. An arrow appears in front of the number 60. Enter **60** at the prompt (for USA).

___ • Choose Dialer **Parameters/Location**. You can scroll through the list to select a city close to your location for the *Primary Phone Number* to which the modem will dial out. For example, to get a phone number in Phoenix, at the prompt, **type**:

```
f Phoenix
```

An arrow will point to it.

___ • Enter the location **number** for the Primary Phone Number to which the arrow points, or which you selected by scrolling through the list.

Note: Verify the *Primary Phone Number* field to be sure that the dial out phone number has all the necessary prefix numbers to obtain an outside line. An account might have to dial a 9 to get an outside line, and in that case you would have to change the phone number as follows:
For example, if the phone number is 1-520-461-0205, you change it to be **9,1-520-461-0205**. The number would also have to be changed if it is a different country number.

3466 C00/C01	PN ECA17AD 8 of 12	EC H27946A 08 Apr 02				

___ • If it is necessary to change the Primary Phone Number, enter the number **2** and then modify the phone number.

___ • Next select a location for the *Secondary Phone Number*. Enter **3** at the prompt and follow the same steps as for the Primary Phone Number. You can choose another phone number in the same city that was chosen for the Primary Phone Number, or select another city. **Be sure** to correct the Secondary Phone Number field with a 9 prefix, if the Primary Phone Number had to be changed in that way to obtain an outside line.

___ • Enter **s** to save the entries.

___ • Enter **n** to go to the next screen.

___ • For the next selection, type **11** at the prompt to select the Modem connected to this gateway machine. Enter **n** at the prompt to scroll through a screen of available modems.

     – If the attached modem is the Multi Tech MultiModem II model which was shipped with almost all of the 3466 Model C01s, then select number **56** for **Multi Tech Multimodem II MT5600**.

     – If the attached modem is the Microcom Deskport model which was shipped primarily with 3466 Model C00s, then select number **48** for **Microcom Deskporte Fast**.

___ • Next, enter **13** at the prompt to change the Baud rate.

     – Enter **4** at the prompt to select 9600 baud rate.

___ • Enter **s** at the prompt to save the Baud rate and other selections, as well as the default selections.

___ • Enter **t** to go to the top of the current (Dialer) menu.

___ • The next window prompts you for another change in Dialer Parameters. Enter **n** at the prompt for nothing more to update.

___ 17. The new window is the **Machines** screen. Enter option **n** at the prompt for nothing to update.

___ 18. The next window to appear is the **Import/Export** screen. Enter option **n** at the prompt to indicate there is nothing to update.

___ 19. The next window to appear is the **Registration** Process screen. Enter **y** at the prompt to register your machine at the Service Agent server.

     ___ a. Another menu appears listing **your machine** with its **hostname**. **Be sure** that it is the correct hostname. Enter **r 1** at the prompt, where 1 is the number representing your machine. Also be sure to leave a space between **r** and **1**.

___ 20. You will be asked if you like to connect to IBM now. Enter **y** for yes, to start the registration process.

___ 21. This action to register the machine takes you to the **Registration Process/CallLog** screen. The ensuing registration process will be shown on the screen with output similar to the following:

3466 C00/C01	PN ECA17AD 9 of 12	EC H27946A 08 Apr 02				

```
1. Sent LIC  (Success - 1, Fail - 0)
2. SUCCESS:: Sent LIC
3. Sending VPD - ras1
4. Connected as 32.227.39.94
5. Initializing * with 9600
6. Dialing 9,1-520-461-0205
7. .........
```

If "SUCCESS" is indicated as in the example above, it is a solid indication that the call to register the gateway machine was successful. This status information will be available in the **CallLog** category of the Basic Ascii Interface and can be checked after the registration process has ended.

__ 22. The Basic Service Agent configuration for this machine has been **completed**.

__ 23. To return to the Main Menu, enter **t** at the prompt (for top or main menu).

__ 24. Enter **e** to exit from the Basic Service Agent Configuration screen, then press **F3** several times to back out to the AIX command line.

__ 25. If this is a Service Agent configuration/registration for a **single** 3466 subsystem installation, you **are done**.

Continue with procedure **Add an E-mail Alert** at step 1 on page 11, if you and/or the customer want to to be notified by E-mail alert when an error has occurred on the machine.

__ 26. If **additional** 3466 machines (attached on the LAN) are to be registered, add them in the following way:

   a. First, go to **each** additional 3466 machine to obtain three variables: hostname, processor ID number and machine serial number:

      1) At the AIX command line at each additional 3466 machine's console, enter:

         hostname   (for the host name)

      2) Then enter at the AIX command line:

         uname -m   (for the processor ID number (12 digits))

      3) Then write down:

         the machine serial number (last 5 digits) which you will find on the outside bottom of each 3466 C01 frame's rear door. Add **two zeroes** to the front of the five digit serial number for a total of seven characters in the serial number.

   b. **For actual** registration of **multiple 3466 client machines on the LAN**, see section "**How to add a machine**" on page 6-1 of *Electronic Service Agent for pSeries and RS/6000 User's Guide.*

5.2 Add an E-mail Alert

To add an E-mail alert to the Service Agent for this machine, enter the following selections:

__   1. At the AIX command line, enter:

   `smitty`

   Note: The **System Management** menu appears on the screen.

__   2. Select the **Problem Determination/Service Agent Gateway/Advanced Service Agent Config-uration** options from three consecutive menus.

__   3. Select **Ascii Version** from the next menu to use Service Agent's ASCII interface.

__   4. A new screen appears with the Password prompt. Enter the password. The default password is **password** in lower case.

__   5. Enter **1** (for Network) from the **Advanced** Main menu.

__   6. Enter **2** for Machine (also listed next to Machine is the machine's hostname) on this menu.

__   7. Enter **a** (to Add) from the **Network/Machine - (hostname of machine)** menu.

__   8. Enter **2** (for Child) from the **Add** menu.

__   9. Enter **3** (for Email Alert) from the next menu. Then do the following:

   __   a. Enter **1** (for Email Address) from the next menu. Then enter the E-mail address, for example **joe@countryname.companyname.com**. Multiple E-mail addresses may be entered, such as **joe@countryname.companyname.com, carol@companyname.com**.

   __   b. Enter **2** (for Email Subject). Then enter **Service Agent Alert**, unless this entry is already provided by default.

   __   c. Enter **3** (for Email Server). Then enter the **hostname of your machine**, unless this entry has already been provided by default. This should be the hostname of your gateway server machine.

   __   d. Enter **7** (for "Failed Enabled"). Then enter **2** for **true**.

   __   e. Enter **13** (for "Opened Enabled"). Then enter **2** for **true**.

   __   f. Enter **n** to go to the next screen.

   __   g. On the next screen, enter each of the following numbers and set **each** of them to **true**, as performed in the previous step 9e. Enter **17,19, 21, 23, 25, 27 and 29** in sequence. An additional **n** will have to be entered to display the definitions for numbers 27 and 29.

__ 10. Enter **s** to save all of your input.

__ 11. Enter **t** to go to the top of the menu (or to Main menu).

__ 12. Enter **e** to exit from the Main Advanced Ascii interface.

__ 13. You have **completed** setup of the E-mail notification alert.

__ 14. Press the **F3** key several times to exit Service Agent and to return to the AIX command line.

3466 C00/C01	PN ECA17AD 11 of 12	EC H27946A 08 Apr 02				

Note: You may now check the E-mail Alert function by sending a test E-mail alert. This is done by invoking **Test Tools** from the Advanced Ascii interface. Then select **TestEmail** and **send** from the Test Tools panels.

Important: Please note that from now on the **local server or gateway machine** (attached to modem) will be in constant Call-Out mode. To enable the serial port (tty0) for **Call-In** support, you must invoke script **call_home** (on gateway machine) and select option **2**, *Configure the serial port for Remote Call-In Support*. At the same time, it is highly advisable to select option **3** also to reset the frequency of disabling the port to allow Call-In support free of unnecessary disturbance.

3466	PN ECA17AD	EC H27946A				
C00/C01	12 of 12	08 Apr 02				