



IBM Electronic Services

Electronic Service Agent
v1.4

Regina Moliff
rmoliff@us.ibm.com

Agenda

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IBM Electronic Services
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IBM Electronic Services Overview

IBM Electronic Services is comprised of two separate but complementary elements:

IBM Electronic Service Agent™ and the web portal

- IBM Electronic Services web
 - A single entry point for hardware and software support
 - 24-hour access to customized IT information
 - Access to web-delivered Premium Services
 - The ability to submit a hardware and/or software problem electronically
 - The ability to research technical problems
 - The ability to view Electronic Service Agent™ information
 - More efficient IT operations.

- IBM Electronic Service Agent™
 - No-additional-charge software that resides on your IBM
 - 24 x 7 System Monitoring
 - Reports H/W error logs and performance information
 - Automatic H/W problem submission
 - Tracks system inventory
 - Automated Microcode PTF downloads
 - IBM CSR access to data whilst diagnosing problems



The Electronic Services Web

← Support & downloads

IBM Electronic Services

• About this site / Tours

Alert for System i and System p

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IBM Electronic Services

Sign out

Welcome to the United States Electronic Services.

IBM Electronic Service Agent for Higher availability [Go](#)



You have an invisible service technician

More details [Go](#)

See a testimonial [Go](#)



IBM Electronic Service Agent



Open Service Request



My Search



New links

New offerings

[IBM Maintenance and Technical Support Services Brochure](#) (495 KB)

→ [Want to reduce \(most times significantly\) your search results?](#)
Then use My search! Try the Demo and see for yourself!!

[2007 HMC Security](#) (393 KB)
This document describes the data exchange, methods and protocols between Hardware management Console (HMC) and IBM. This document applies to HMC V6.1 and later.

[2007 eTools Brochure](#) (1.6 MB)

[IBM Electronic Services Overview](#) (4.6 MB)
This tour shows the IBM Electronic Services (Service Agent and web site) and explains at a high level the functions, benefits and features of the end to end capabilities

[IBM Electronic Service Agent™ Connectivity Guide](#) (232 KB)
Get your i5 or p5 eServer™ connected to IBM Service and Support with this quick reference connectivity guide for IBM Electronic Service Agent™

[IBM Electronic Service Agent™ Security Reference Doc.](#) (180 KB)
Learn more about the networking architecture that ensures the security and privacy of your IBM Electronic Service Agent™ transactions

→ [ServicePac® for post-warranty service agreements](#)
Post-warranty service agreements are for IBM machines that are out of warranty, or for an existing warranty service upgrade or maintenance agreement that is about to expire.

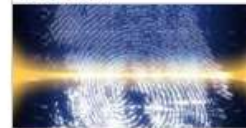
My Search Demo



We will provide the systems and the searches - you will see the results!

→ [Want to reduce \(most times significantly\) your search results?](#)

Internet Security Solutions



Can help protect your business against online threats.

→ [Learn More](#)

Looking for IT Training?



Look no further with our IBM Training eCatalog and take back control with 183 new courses, 25 updated courses and 25 technical conferences.

Alert

- Delivers notification of potential system problems before they occur.
- Increases your productivity by reducing time spent on researching known problems.
- When **IBM Electronic Service Agent** is installed and enabled on your servers, Alert can tailor the e-mail reports to the release levels and installed fixes on those servers.
- No contract is required to set up a generic profile.
- The advanced functions of Alert are available with a contract for Enhanced Technical Support or Alert for iSeries or pSeries.

My Messages

The screenshot displays the IBM My Messages web interface. The page title is "My Messages" and it includes a "Sign out" link. A navigation menu on the left lists various services like "Support & downloads", "IBM Electronic Services", and "My Messages". The main content area shows a list of messages with the following data:

Delete	Description	Date
<input type="checkbox"/>	Your iSeries system may have degraded performance	5/20/07
<input type="checkbox"/>	Remote Monitoring for iSeries and AS/400	5/30/07
<input type="checkbox"/>	Premium Search user - we would like to hear from you!	5/30/07
<input type="checkbox"/>	Notice: End-of-Support occurs within 90 days for products you have installed	6/11/07
<input type="checkbox"/>	My Recommendations: Defective PTFs	7/20/07
<input type="checkbox"/>	My Recommendations: Contract status for Software Service	7/30/07
<input type="checkbox"/>	My Recommendations - Important information about System i Group PTFs	8/2/07
<input type="checkbox"/>	My Recommendations - OS-level report	8/6/07
<input type="checkbox"/>	Downlevel System i Group PTFs	8/10/07
<input type="checkbox"/>	OS level report for AIX systems	8/10/07

At the bottom of the list, there is a "Delete" button and a "More" link. The interface also includes a search bar and a "Show categories" dropdown menu.

- Proactive Notifications to customers based on
 - Data mining of eSA Inventory data
- Deliver means
 - Targeted users by IBM ID / Internet address. Two delivery pipes implemented
 - Organized by category
 - “Recommendations”, “Alerts for performance, ...”, other
 - eMail
- Awareness: “Messages waiting” provided when customer logs in
- With your authorization you can allow Partners to access this function.

My Systems

United States [change]

Home Solutions Services Products Support & downloads My IBM Welcome Ms. LJ Allen [Not you?] [IBM Sign in]

← IBM Electronic Services

View reports for systems that use IBM Electronic Service Agent to transmit information to IBM.

Select	Type	Serial	LPAR# or name	Model	Group	Name for system	Company	Inventory received	Performance received
<input type="checkbox"/>	7026	1025C9F	0	H80	pSeries	grasp	Northrop Grumman	November 06, 2007 12:34:32	-
<input type="checkbox"/>	7026	442709A	0	B80	pSeries	nimserver	nordIT GmbH	October 31, 2007 16:03:10	-
<input type="checkbox"/>	9406	10-AE6EE	1	570	iSeries	ESVCAS03	IBM ESVCAS03	November 08, 2007 12:46:55	November 07, 2007 12:47:00
<input type="checkbox"/>	9076	94439	4	550	pSeries	esvcsp04	-	November 03, 2007 08:20:12	-
<input type="checkbox"/>	8676	78MW063	0	61X	xSeries	R9X335-102	IBM	August 30, 2006 09:15:22	-

- This function provides you with easy access to your installed inventory using information collected from your systems using IBM Electronic Service Agent.
- The reports on My Systems include your installed hardware, software, maintenance and configuration values.
- Using My Systems you can display and compare the inventory on all your systems, print reports with customized headings and share your inventory with other users that you authorize.
- With your authorization you can allow Partners to access this function.

My Systems

example of available reports for a selected systems



System 1 of 1:		
System: 9406-10-AE6EE-1		
Model: 570	Description: ESVCAS03	
Company: IBM ESVCAS03	Group: iSeries	
Inventory received: December 22, 2006 13:01:56		
Heartbeat received: January 25, 2007 12:12:27		
Performance received: December 22, 2006 12:56:45		

Select one or more reports or click Select all to view all reports in a category.		
Customer information <input type="checkbox"/> Company <input type="checkbox"/> Contact <input type="checkbox"/> Select all	Hardware inventory <input type="checkbox"/> Communications resources <input type="checkbox"/> Coupled system adapters <input type="checkbox"/> Hardware configuration list <input type="checkbox"/> Local workstation resources <input type="checkbox"/> Processor resources <input type="checkbox"/> Storage resources <input type="checkbox"/> Select all	Software inventory <input type="checkbox"/> License expiration <input type="checkbox"/> Programs <input type="checkbox"/> Select all
Maintenance information <input type="checkbox"/> All PTFs (Download only) <input type="checkbox"/> Cumulative PTFs <input type="checkbox"/> Group PTFs <input type="checkbox"/> Products <input type="checkbox"/> PTF number <input type="checkbox"/> PTFs by type <input type="checkbox"/> PTFSAVE <input type="checkbox"/> Select all	On Demand Reports <input type="checkbox"/> Memory on demand <input type="checkbox"/> Processor on demand <input type="checkbox"/> Select all	System configuration information <input type="checkbox"/> Configuration of TCP/IP* <input type="checkbox"/> Network attributes <input type="checkbox"/> Service attributes <input type="checkbox"/> System values <input type="checkbox"/> Select all

xSeries reports		
System summary <input type="checkbox"/> Operating system <input type="checkbox"/> Processor <input type="checkbox"/> Supported features <input type="checkbox"/> System and service processor timestamps <input type="checkbox"/> System BIOS <input type="checkbox"/> Select all	Hardware inventory <input type="checkbox"/> Adapter slots <input type="checkbox"/> ASM service processor data <input type="checkbox"/> Built-in pointing devices <input type="checkbox"/> Cache Information <input type="checkbox"/> Components <input type="checkbox"/> Cooling devices <input type="checkbox"/> Disk <input type="checkbox"/> FRU/Part numbers <input type="checkbox"/> Group associations <input type="checkbox"/> IBM director cache <input type="checkbox"/> IBM director serial numbers <input type="checkbox"/> IDE reports* <input type="checkbox"/> Memory reports* <input type="checkbox"/> Mother board <input type="checkbox"/> Network adapter <input type="checkbox"/> On-board devices <input type="checkbox"/> PCI device reports* <input type="checkbox"/> Physical enclosure <input type="checkbox"/> Physical memory arrays <input type="checkbox"/> Portable battery <input type="checkbox"/> Port connectors <input type="checkbox"/> RAID reports* <input type="checkbox"/> SCSI reports* <input type="checkbox"/> ServeRAID reports* <input type="checkbox"/> Service processor firmware <input type="checkbox"/> Video <input type="checkbox"/> Select all	System configuration information <input type="checkbox"/> BIOS language <input type="checkbox"/> Code page <input type="checkbox"/> Dial settings* <input type="checkbox"/> Display settings <input type="checkbox"/> Hardware security <input type="checkbox"/> IP addresses <input type="checkbox"/> Language <input type="checkbox"/> Locale <input type="checkbox"/> Logical disk drives <input type="checkbox"/> Next schedule <input type="checkbox"/> Options <input type="checkbox"/> Out-of-band reports* <input type="checkbox"/> Partition <input type="checkbox"/> Startup folder <input type="checkbox"/> System reset <input type="checkbox"/> TCP/IP <input type="checkbox"/> Select all
Customer information <input type="checkbox"/> Address <input type="checkbox"/> Company <input type="checkbox"/> Contact <input type="checkbox"/> License acceptance <input type="checkbox"/> Select all	Diagnostic information <input type="checkbox"/> Boot status <input type="checkbox"/> Device event log <input type="checkbox"/> Electrical current probes <input type="checkbox"/> Fan status <input type="checkbox"/> ServeRAID reports* <input type="checkbox"/> Service processor error log <input type="checkbox"/> System temperatures <input type="checkbox"/> Temperature probes <input type="checkbox"/> Voltage probe <input type="checkbox"/> Voltages <input type="checkbox"/> Select all	Software inventory <input type="checkbox"/> As shown by Add/remove programs <input type="checkbox"/> Device drivers <input type="checkbox"/> IBM director controller <input type="checkbox"/> IBM software <input type="checkbox"/> Installed packages - Linux <input type="checkbox"/> Installed programs <input type="checkbox"/> Microsoft software <input type="checkbox"/> Select all
Maintenance information <input type="checkbox"/> Installed patches (SCO Unix only)		

My Search using inventory data

My Search using inventory data

World wide support

Did your search give you the answer you needed? If not, with a support contract, you can submit the problem to IBM and get technical assistance.

My Search - Try it NOW!

Want to reduce (most times significantly) your search results?

My Search combines the function of search and the value of inventory data collected by Service Agent to provide advanced searching over the technical knowledgebase of service and support information. Using My Search and the inventory data, you are able to eliminate search results that don't apply to your system and include search terms that apply specifically to your system.

The search can:

- include and/or exclude certain keywords or phrases
- specify the operating system release on a product
- include or exclude installed fixes

The function to exclude all installed fixes eliminates search results that describe fixes that are found on your system. If you are researching a problem that you believe might be a defect that requires a code fix, enter search terms to describe your problem and choose the filter to exclude all installed fixes. The search is designed to show only fixes that apply to your system.

- IBM provides you with a robust database of technical support information. Finding what you need and ignoring the rest is what My Search is designed to provide.
- Using My Search you can filter the search using your system inventory – installed products, OS type and release, and installed fixes.
- The search results are reduced to the items that are relevant to your system and installed inventory.

Open service requests

United States [change] | Terms of use

IBM

Home | Products | Services & industry solutions | Support & downloads | My IBM

← IBM Electronic Services

Open service requests

Project ARROW Dashboard

My Recommendations

My Performance

My Fixes

My Systems

My Search using inventory data

My Contracts

Open service requests

Electronic Service Agent (tm)

Help

Welcome **Michel**.
Your prior sign in was: Friday, May 18, 2007 08:30 PM GMT.

Sign out

Open service requests

[Would you like to use Premium search to find a possible solution to your problem?](#)

Hardware - When selected, the "submit a service request to IBM" process gives you the ability to place and monitor hardware service requests electronically. This process can be used for machines under warranty, IBM Maintenance Agreement or for requesting hourly billable services. If during our entitlement process, your request is determined to be an hourly billable service request, IBM will contact you to determine the appropriate handling of your service request.

Software - When selected, this option gives you access to IBM services offerings which permit you to submit a service request to IBM electronically. These may require special registration and password that you would have received after purchasing services contract from IBM.

[Click here for your previous 10 selection sets.](#)

Send request to

Select type and submit

Select product and submit

About IBM | Privacy | Contact

- Select the country where the system resides that requires service
- Select hardware or software
- Select the product or type area for service
- You will be directed to the right place to manage your service requests.

Performance Management (PM)

- PM for System p Servers is an automated service that helps you plan for and manage the growth and performance of your system.
<http://www.ibm.com/systems/p/pm>
- This offering provides:
 - Performance and capacity utilization reports and graphs providing key system / partition level data on demand
 - “PM” data integration with the **IBM Systems Workload Estimator** to size: future requirements, growth possibilities, server consolidations, or the impact of adding new workloads, new operating systems and LPARs, etc
- Two levels of service
 - No charge: Summary level reports updated monthly. Requirement to be under warranty or on IBM hardware maintenance
 - Nominal charge: Full service detailed reports (30+ reports) many updated daily, customer access collected data to ‘redraw the graphs’ to time period desired and available as stand alone service offering or as part of Enhanced Technical Support offering.
- How it works: PM uses automated data collection, data management, data transmission to IBM providing performance and capacity graph/reports on the Internet



PM for System p: Executive Summary Service Complementary Reports

- The executive summary service is a no additional charge service that is easy to implement for both servers and LPARs
- It provides Internet access to 2 easy-to-read reports that allow for quick evaluation of the status of multiple IBM System p servers within the organization. The reports identify:
 - Current resource constraints
 - Marginal conditions that could lead to a constraint
- Platform Performance Report
 - Provides a high level review of the status of servers using colored icons to indicate whether a resource is acceptable (green check), marginal (yellow triangle), or critical (red box).
- Server Trend Report
 - Provides a 6 month historical view of the utilization for Process, Memory, and Disk.
 - The actual utilizations are shown along with a colored icon indicating the status of the resource.

Platform Performance Report

Platform Performance						
Enterprise: My Enterprise		Rules in Effect: Performance			Sub Client ID 1: All	
Sub Client ID 2: All		Customer: Our Company			Frequency: Monthly	
Shift: All		OS: All			Period: July, 2006	
▲ <u>Server</u>	<u>OS</u>	<u>Status</u>	<u>Processor</u>	<u>Memory</u>	Disk	<u>Attributes</u>
					<u>Disk Utilization</u>	
mypserver20	Linux	⚠	✓	✓	⚠	-
mypserverak	Linux	⚠	✓	✓	⚠	-
mypserver27	Linux	⚠	✓	✓	⚠	-
mypserverac	AIX	⚠	⚠	✓	✓	-
mypserver22	AIX	✓	✓	✓	✓	-
mypserveras	AIX	⚠	⚠	✓	✓	-
mypserver26	AIX	✓	✓	✓	✓	-
mypserversp	AIX	✓	✓	✓	✓	-
mypserver10	AIX	✓	✓	✓	✓	-
mypservertv	AIX	✓	✓	✓	✓	-
mypserverw0	AIX	✓	✓	✓	✓	-

Server Trend Report

Server Trend Report
 Rules in Effect: Performance

Enterprise: My Enterprise Customer: My Company Sub Client ID 1: All
 Sub Client ID 2: All OS: All Unix Frequency: Monthly
 Shift: All Period: ◀ August, 2006

▲ Server	OS	Processor % Average			Mem Average %			DASD % Used		
		Jun 2005	Jul 2005	Aug 2005	Jun 2005	Jul 2005	Aug 2005	Jun 2005	Jul 2005	Aug 2005
mypservers20	AIX	-	6.04% ✓	8.64% ✓	-	84.37%	88.38%	-	65.95% ✓	67.02% ✓
mypserversak	AIX	-	3.26% ✓	6.44% ✓	-	58.89%	85.68%	-	43.11% ✓	43.89% ✓
mypservers27	AIX	-	8.31% ✓	11.82% ✓	-	98.22%	98.05%	-	75.11% ✓	75.89% ✓
mypserversac	AIX	-	1.62% ✓	4.31% ✓	-	94.57%	95.24%	-	68.30% ✓	69.01% ✓
mypservers22	AIX	-	0.15% ✓	0.09% ✓	-	23.30%	24.05%	-	70.53% ✓	70.53% ✓
mypserversas	AIX	-	0.34% ✓	0.17% ✓	-	24.12%	24.87%	-	70.53% ✓	70.53% ✓
mypservers26	AIX	-	0.18% ✓	0.41% ✓	-	24.14%	24.88%	-	80.41% ✓	80.40% ✓
mypserversp	AIX	-	0.19% ✓	0.42% ✓	-	51.40%	52.08%	-	80.41% ✓	80.40% ✓
mypservers10	AIX	-	0.04% ✓	0.11% ✓	-	23.89%	25.09%	-	73.97% ✓	73.96% ✓
mypserversv	AIX	-	0.16% ✓	0.28% ✓	-	25.19%	26.11%	-	73.97% ✓	73.96% ✓
mypserversw0	AIX	-	32.18% ✓	38.70% ✓	-	98.68%	98.67%	-	81.86% ✓	81.97% ✓
mypserversvb	AIX	-	67.63% ✓	31.85% ✓	-	97.23%	96.42%	-	79.62% ✓	79.82% ✓
mypserversww	AIX	23.85% ✓	23.75% ✓	21.58% ✓	97.65%	97.49%	98.22%	81.80% ✓	93.13% ⚠	93.48% ⚠
mypserversdb	AIX	-	19.45% ✓	26.83% ✓	-	98.71%	98.57%	-	82.59% ✓	82.97% ✓
mypservers03	AIX	-	1.56% ✓	5.14% ✓	-	88.78%	86.44%	-	56.04% ✓	82.86% ✓
mypservers15	AIX	-	0.76% ✓	2.17% ✓	-	98.32%	98.64%	-	91.96% ⚠	92.47% ⚠
mypserverspl	AIX	60.38% ✓	86.17% ✓	14.86% ✓	97.92%	98.58%	98.37%	65.55% ✓	73.72% ✓	72.78% ✓

Electronic Service Agent

- This page provides access to documentation and downloads for IBM's Electronic Service Agent.
- Service Agent collects hardware, software, maintenance and configuration information from your systems. This information is then available to you, to others you authorize, and to IBM to help you service your systems.

Service Agent Components



■ Hardware problem reporting

- Indicates and prevents hardware errors by early detection of potential problems and automatically calls IBM Service when necessary.
- Once inside IBM, a problem error data is run through TSKBS and knowledge articles are appended to the PMR.

■ System service information

- Collects and electronically sends system information to IBM to provide improved service.
- The categories of information collected are:
 - Customer contact information
 - System utilization
 - Performance
 - System failure logs
 - Feature codes
 - Part numbers, serial numbers
 - Part locations
 - Software inventory
 - Operating system applications
 - Program temporary fix (PTF)
 - Maintenance levels
 - Configuration values

*System inventory information is stored in a **secure** database which is protected behind IBM firewalls.*

*System inventory information is treated as **confidential** information. It is viewable only by the Customer and IBM.*

Customer's Business Applications or Business-Data are never collected or transmitted.

ESA initiative for POWER6-based IBM System p570

- Electronic Service Agent tool configuration and activation comes **standard** with the POWER6 System p 9117-MMA. The IBM Systems Support Representative will configure Service Agent on the HMC at system installation time.

To assist Customers in preparing for system installation, the HMC External Connectivity security whitepaper has been published.

Go to the "Reference Guide" section at
<http://www.ibm.com/support/electronic>

The logo for POWER6, featuring the word "POWER6" in a bold, green, sans-serif font with a slight 3D effect.

Service Agent Data Transmission

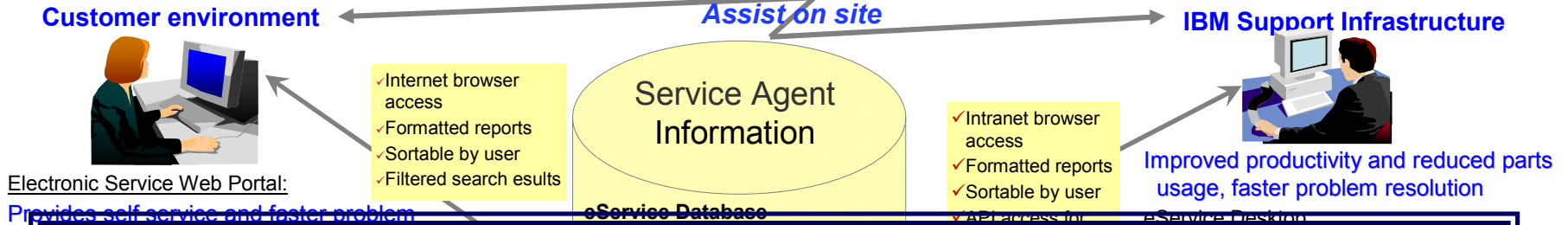
■ Internet

- Service Agent transmissions use HTTPS, which uses SSL 128-bit encryption and TCP/IP protocols
- Service Agent can be configured to work with firewalls and authenticating proxies.
- Only initiates HTTPS communications, does not respond to any.

■ Modem

- Service Agent uses the AT&T Global Network dialer for modem access.
- Access to AT&T requires a logon id and password, which is supplied electronically by Service Agent.
- Access control limits these userids to communication only with SDR.
- Dynamic IP address is assigned for each logon session.
- Does not accept incoming calls to modem.

eServices consist of Service Agents that Call Home on errors and collect HW and SW data and a Web Portal that provides customer self assist.



Electronic Service Agent is the foundation of IBM's Electronic Services tools and resources. Clients with service agreements and ESA can leverage the inventory, monitoring and self-help resources "on-demand" while ensuring that IBM has the correct data to quickly and correctly respond to hardware issues.

- Service Agent**
- Secure transmission
 - Proactive and predictive service, faster problem resolution, call avoidance
 - 7x24 System Monitoring
 - HW error logs and performance
 - Automatic HW problem submission
 - Tracks System Inventory
 - Automated Microcode PTF downloads on pSeries and iSeries
 - Central management of data collection from downstream systems

- Provides code updates to iSeries, pSeries and xSeries Service Agents
- Does data analysis and parsing into e.Service database
- Submission of service request
- Creates a unique system identification

* zSeries primarily software and I/O support

Engineering

- Improved quality
- Sales and MES Upgrade ordering
- Parts Quality
- Asset Management

Reference Materials

- **HMC Communications Security whitepaper:** "Reference Guide" section of <http://www.ibm.com/support/electronic>
- **HMC Best Practices:** <http://www14.software.ibm.com/webapp/set2/sas/f/best/home.html>
- **Product information, downloads, userguides and whitepapers:** <http://www.ibm.com/support/electronic>
- **Transaction/connection security whitepaper:** https://www-304.ibm.com/jct03004c/support/electronic/resources/2006_sa_transactionsecurity_v1.pdf
- **Additional whitepapers are available at:** <http://www.ibm.com/servers/eserver/support/unixservers/bestpractices.html>
- **IBM Electronic Services Support using Automation and Web Tools Redbook** <http://www.redbooks.ibm.com/abstracts/sg246323.html?Open>

Questions?

