



IBM Systems  
Electronic Service Agent on AIX

*Version 6.1*







IBM Systems

Electronic Service Agent on AIX

*Version 6.1*

**Note**

Before using this information and the product it supports, read the information in “Notices,” on page 43.

**First Edition (June 2007)**

This edition applies to Version 6.1 of Electronic Service Agent (product number 6950-02S) and to all subsequent releases and modifications until otherwise indicated in new editions.

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## Electronic Service Agent

Electronic Service Agent™, along with the Electronic Services Web site, make up IBM® Electronic Services.

Electronic Service Agent can run on multiple operating systems. It provides different functions and capabilities dependent on the operating system on which it is installed. Select your operating system below for information on installing, activating, configuring, using, and troubleshooting Electronic Service Agent. After selecting your operating system, you can view the information directly in your browser or print a PDF of the information specifically for your operating system.

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### Electronic Service Agent on AIX 5.3 TL6 and later

This topic provides information about installing, activating, configuring, using, and troubleshooting the embedded Electronic Service Agent on the AIX® 5.3 TL6 and later operating system.

For information on how to download and activate Electronic Service Agent on prior releases of AIX 5L, go to *Electronic Services Web site*.

#### Related information



Electronic Services Web site

To access Electronic Service Agent user guides, select "Electronic Service Agent" from the left-hand navigation. In the content pane, select "Reference Guides > Select a platform > Select an Operating System or Software."

### PDF file for Electronic Service Agent for AIX

You can view and print a PDF file of this information.

To view or download the PDF version of this document, select Electronic Service Agent for AIX (about 810 KB).

#### Saving PDF files

To save a PDF on your workstation for viewing or printing:

1. Right-click the PDF link in your browser.
2. Click the option that saves the PDF locally.
3. Navigate to the directory in which you want to save the PDF.
4. Click **Save**.

#### Downloading Adobe® Reader

You need Adobe Reader installed on your system to view or print these PDFs. You can download a free copy from the Adobe Web site ([www.adobe.com/products/acrobat/readstep.html](http://www.adobe.com/products/acrobat/readstep.html)) .

### Electronic Service Agent Overview

Electronic Service Agent automatically monitors and collects hardware problem information and sends this information to IBM support. It also can collect hardware, software, system configuration, and performance management information which may help IBM support assist in diagnosing problems.

Electronic Service Agent is a no-charge software tool that resides on your system to continuously monitor events and periodically send service information to IBM support on a user definable time table. This tool

tracks and captures service information, hardware error logs, and performance information. It automatically reports hardware error information to IBM support as long as the system is under an IBM maintenance agreement or within the IBM warranty period. Service information and performance information reporting do not require an IBM maintenance agreement or do not need to be within the IBM warranty period to be reported. Information collected through the Electronic Service Agent is available to IBM service support representatives to help them in diagnosing problems.

Previous Electronic Service Agent products were unique to the platform or operating system on which they were designed to run. Since the Electronic Service Agent products were unique, each offered its own interface to manage and control the Electronic Service Agent and its functions. Since networks can have different platforms with different operating systems, administrators had to learn a different interface for each different platform and operating system in their network. Multiple interfaces added to the burden of administering the network and reporting problem service information to IBM support.

Electronic Service Agent 6.1 installs on platforms running different operating systems. It offers a consistent interface to Electronic Service Agent 6.1 and its functions, reducing the burden of administering a network with different platforms and operating systems. Your network can have some clients running the Electronic Service Agent 6.1 product and other clients running the previous Electronic Service Agent product. If you have a mixed network of clients running Electronic Service Agent 6.1 and previous Electronic Service Agent products, you need to refer to the information specific to each Electronic Service Agent product for instructions on installing and administering that product. To access Electronic Service Agent user guides, go to the Electronic Services Web site and select **Electronic Service Agent** from the left navigation. In the contents pane, select **Reference Guides** → **Select a platform** → **Select an Operating System or Software**.

It is important to activate Electronic Service Agent on every platform, partition, and Hardware Management Console (HMC) in your network. This gives you maximum coverage of Electronic Service Agent capabilities.

Electronic Service Agent, along with the Electronic Services Web site, make up IBM Electronic Services. For information about how these two components of IBM Electronic Services work together, see the following:

#### **Related concepts**

“Using Electronic Service Agent on a system with an HMC” on page 13

If the system running Electronic Service Agent has an attached Hardware Management Console (HMC), there are things to consider when using Electronic Service Agent.

“Using Electronic Service Agent in an environment with other operating systems” on page 14

If the system running Electronic Service Agent is in an environment with other operating systems, there are things to consider when using Electronic Service Agent.

“Using the Electronic Service Agent graphical user interface (GUI)” on page 25

The Electronic Service Agent GUI is an intuitive way to manage and control Electronic Service Agent. It uses standard GUI controls to access Electronic Service Agent functions.

#### **Related information**



Electronic Services Web site

To access Electronic Service Agent user guides, select “Electronic Service Agent” from the left-hand navigation. In the content pane, select “Reference Guides > Select a platform > Select an Operating System or Software.”

## **Electronic Services**

Electronic Services provides a coordinated end-to-end electronic service between you and IBM support.

It provides a mechanism across a broad array of configurations and products for automatic problem reporting. This becomes increasingly important as you run heterogeneous, disparate environments and are seeking a means to simplify the complexities this causes.

IBM Electronic Services is the technical support infrastructure that is offered to IBM customers as a no additional charge offering. With this offering, you can use virtually any browser connected to the Internet to receive 24-hour-a-day access to IBM support for enhanced problem resolution and problem prevention capabilities. This offering emphasizes use of the Internet and other electronic databases to access IBM products and services.

The benefits of IBM Electronic Services include the following:

- As an IBM Maintenance Agreement or Warranty Customer, you'll get 24-hour access to IBM technical support and enhanced problem resolution and problem prevention capabilities.
- Higher availability, shorter downtime
- Automatic problem reporting
- Consistent worldwide service and support
- Single portal to IBM support for customizable and comprehensive support information
- Automatic gathering and reporting of required system information by Electronic Service Agent, thus reducing data entry errors or misreading of system information
- Less personnel time providing and gathering information and reporting problems
- Routing of calls to the correct resource the first time, with required information
- Access to web delivered services such as viewing Electronic Service Agent information and tracking and managing reported problems

IBM Electronic Services is comprised of Electronic Service Agent and the Electronic Services functions. See the following for more information about the Electronic Services Web site:

#### **Accessing the Electronic Services Web Site:**

The Electronic Services Web site provides the ability to view service information reported by Electronic Service Agent, use the Premium Search function, open and manage service requests, receive support messages by platform or individual, and customize the site to your preferences.

To use some of the functions found on the Electronic Services Web site, such as viewing service information, you need to supply an IBM ID. See *Providing IBM IDs* for details about associating your IBM ID to your system.

#### **Related tasks**

"Providing IBM IDs" on page 21

An IBM ID is needed to view service information that was sent to IBM support by Electronic Service Agent. Service information can be viewed on the Electronic Services Web Site.

#### **Related information**



Electronic Services Web site

For more information on Electronic Services and the Electronic Services Web site, select "About this site/Tours" from the left-hand navigation.

## **Problem processing overview**

Problem processing is an important capability of Electronic Service Agent. When Electronic Service Agent detects a problem, there is a specific sequence of events that occur to record the problem, report the problem, resolve the problem, and close the problem.

The following shows the problem processing sequence of events, with references to procedures, settings, and information to help you control those events.

- Electronic Service Agent detects and records a problem. To see all problems recorded by Electronic Service Agent, see *Displaying problems*. If you don't want problems recorded for specific resources in your network, you can add the resources to a resource filter which prevents service calls for that resource. See *Configuring operational settings* and select **Resource filters**.

- Electronic Service Agent reports the problem to IBM support. To see when the problem was reported to IBM support, see *Displaying problems*. If problem reporting fails because of a transmission problem, you can adjust the frequency and number of retry attempts. See *Configuring operational settings* and select **Problem information**.
- Electronic Service Agent sends service information related to the problem to IBM support. Service information includes hardware, software, system configuration, and performance information. To view the service information sent to IBM support, go to the Electronic Services Web site and select **My systems** from the left navigation. See *Accessing the Electronic Services Web site*.
- IBM support receives the problem and service information. IBM support may contact the person specified as the service contact for more information. See *Configuring operational settings* and select **Service contact**.
- After the problem is resolved, the service request is closed by IBM support. See *Displaying problems* to verify that the service request assigned to the problem is closed.

#### **Related concepts**

“Accessing the Electronic Services Web Site” on page 3

The Electronic Services Web site provides the ability to view service information reported by Electronic Service Agent, use the Premium Search function, open and manage service requests, receive support messages by platform or individual, and customize the site to your preferences.

#### **Related tasks**

“Displaying problems” on page 22

Displaying problems allows you to see problems recorded by Electronic Service Agent and the details about them.

“Configuring operational settings” on page 19

Configuring operational settings allows you to have Service Agent perform the functions important to your service environment.

## **Planning for Electronic Service Agent**

When planning for Electronic Service Agent, you need to consider required prerequisites, security, and the topology of the network you plan to support.

For planning information about prerequisites, security, and topology, see the following:

### **Prerequisites**

Ensure you have the required prerequisites before installing Electronic Service Agent.

For information about prerequisites needed before installing Electronic Service Agent, see the following.

### **Operating system:**

Ensure that you have the right operating system level before you install Electronic Service Agent.

Electronic Service Agent on AIX supports the following operating system:

AIX 5.3 Technology Level 6 (AIX 5.3 TL6)

### **Browsers for Electronic Service Agent:**

It is recommended that you use one of the following browsers as the Electronic Service Agent graphical user interface (GUI).

## Electronic Service Agent supported browsers

Browsers used as the Electronic Service Agent GUI may be on systems running different operating systems. Although other browsers may work when viewing the Electronic Service Agent GUI, the following browsers have been tested on the indicated operating systems:

- Mozilla 1.4.2 and 1.7.12 - for use on AIX operating systems
- Mozilla 1.7 for use on Red Hat Enterprise Linux® (RHEL) and SUSE Linux operating systems
- Firefox v1.5 for use on Red Hat Enterprise Linux (RHEL) and SUSE Linux operating systems
- Microsoft® Windows® Internet Explorer 6 for use on Microsoft Windows operating system
- Firefox v1.5 on Microsoft Windows operating system

## Modems for Electronic Service Agent:

If a dial connection is being used for Electronic Service Agent, ensure you have a supported modem.

### Supported modems include the following

- IBM 7852 - 400
- IBM 7857 - 017
- IBM 7858 - 336
- Multi-Tech MultiModem MT 5600

**Note:** See your MultiModem MT 5600 documentation for configuration information.

Modem init strings can be found in the following directory:

```
/var/ecc/dial/modems.txt
```

### Modem communication steps

1. Ensure that the system that is running Electronic Service Agent has an available serial port. The serial port must have a TTY device that is available and configured on the system. Use the automatic default options if a TTY device needs to be added.
2. An asynchronous modem with a minimum communications speed of 19200 baud is required. However, for optimum results, a higher baud rate is recommended.
3. The modem and phone must be connected and operational. Make sure to verify the physical connections.

**Remember:** The physical port to which the modem is attached does not equate to the assigned TTY port. Check the TTY configuration to associate the physical port to the proper TTY.

4. Ensure that the system running Electronic Service Agent has Point-to-Point Protocol (PPP) installed and configured on it. PPP is only required if a modem is going to be used for reporting information to IBM support.
  - a. If `pppcontrol` cannot be located, determine if it is installed by entering the following command:

```
lspp -l bos.net.ppp
```

**Attention:** You must install the code from the AIX media.

- b. To configured PPP,do the following:
  - 1) Type

```
smit
```
  - 2) Select **Communications Applications and Services** → **PPP** → **Link Control Configuration** → **Change/Show a Link Configuration**.

**Note:** If an error occurs, it means there is no link configured.

To create a link, perform the following steps:

- a) Cancel out of **Change/Show a Link Configuration**.
- b) Select **Add a Link Configuration**.
- c) These values are used for Electronic Service Agent. The values may be adjusted depending on any additional connections configured.
  - PPP Subsystem name = PP
  - max server connections(num) = 0
  - max client Connections(Num) = 1
  - max demand connections(Num) = 0
  - max IP interfaces(num) = 1
  - Max IPv6 interfaces = 0
  - Max IP \*!ENTITY!\* IPv6 interfaces = 0
  - max async hdlc attachments(num) = 545
  - mru(Num) = 1500
  - async character map (Hex) = 454 (for vty port a0001)
  - transmit async character map (Hex) = 343
- d) Accept the remaining defaults by clicking **OK**.
- e) Return to **PPP** and select **Start PPP**.

*Configuring the 7852-400 modem:*

7852-400 modem configuration includes setting up and initializing the modem to work correctly with Electronic Service Agent.

### **Complete the following procedure to set up and initialize the 7852-400 modem**

The DIP switches on the side of the modem are set at the factory. However, you need to ensure that they are set correctly for use with Electronic Service Agent.

1. Set the DIP switches on the modem as follows:

*Table 1. 7852 Model 400 DIP switches*

Up (On)	On	On				On	On			On			On	On	On	On
Down (Off)			Off	Off	Off			Off	Off		Off	Off				
Switch	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

**Note:** Switch 5 is set to the off (down) position to disable automatic answering to meet the security requirement that the modem will not answer. Switch 12 is set to the off (down) position for asynchronous mode.

2. Connect the RS232 cable to the modem and to a serial port.
3. Connect the telephone cable (sent with the modem) to the modem connector labeled Line (middle connector), and to the telephone wall jack.
4. Connect the modem power cable to the modem and the transformer to the wall power outlet.
5. Power-on the modem using the power switch located on the back of the modem.

*Configuring the 7857-017 or 7858-336 modem:*

7857-017 and 7858-336 modem configuration includes setting up, initializing, and placing the modem in a known configuration to work correctly with Electronic Service Agent.

**Complete the following procedure to set up and initialize the 7857-017 or 7858-336 modem**

1. Connect the RS232 cable to the modem and to a serial port.
2. Connect the telephone cable (sent with the modem) to the modem connector labeled PSTN, and to the telephone wall jack.
3. Connect the modem power cable to the wall power outlet.
4. Power-on the modem.
5. Wait for the main display panel to appear.

**Complete the following procedure to place the modem in a known configuration**

After the modem is powered on and local tests have completed, two lines of configuration information are displayed on the modem LCD panel.

1. Press the down arrow key 12 times until the CONFIGURATIONS message is displayed.  
↓ CONFIGURATIONS D12  
Press →
2. Press the right arrow key until the Select Factory message is displayed.  
→ CONFIGURATIONS D12  
Select Factory\_
3. Press the Enter key to select the Factory configuration option.
4. Press the arrow key until 0 is displayed.  
↑ CONFIGURATIONS D12  
Select Factory 0
5. Press the Enter key to load the predefined factory configuration 0.  
IBM 7857 AT CMD aa ■  
td\_rd\_dsr\_ec ■ 11\_                    ■ = Shows LCD as on.
6. Press the down arrow key 7 times until the S-REGISTER message is displayed.  
↓ S-REGISTER D7  
Press →
7. Press the right arrow key until the message Ring to answ. on is displayed.  
→ S-REGISTER D7  
Ring to answ. 0n=2
8. Press the Enter key to select Ring to answ. on.  
S-REGISTER D7  
Ring to answ. 0n=
9. Press the up arrow key until 0 is displayed.  
↑ S-REGISTER D7  
Ring to answ. 0n=0
10. Press the Enter key to set Auto Answer to 0.  
S-REGISTER D7  
Press →
11. Press the down arrow key 5 times until the CONFIGURATIONS message is displayed.  
↓ CONFIGURATIONS D12  
Press →
12. Press the right arrow key 3 times until the Store User Conf. message is displayed.  
→ CONFIGURATIONS D12  
Store User Conf.\_
13. Press the Enter key to select the Store User Configuration option.
14. Press the up arrow key until 0 is displayed

↑ CONFIGURATIONS D12  
Store User Conf. 0

15. Press the Enter key to select location 0.
16. Press the Enter key to save current configuration into User 0.

CONFIGURATIONS D12  
Press →

17. Press the Enter key to return to the main display panel.

IBM 7857 AT CMD aa\_  
td\_rd\_dsr\_ ec ■ 11\_                    ■ = Shows LCD as on.

The modem is now correctly configured for use by Electronic Service Agent.

#### Note:

1. The modem initialization strings provided are on an as is basis. Although they have been tested in a typical environment, they may need to be modified depending on the actual setup and configuration of your environment.
2. If modem configuration assistance is required, you should contact the modem vendor for assistance. Information regarding modem standards, general modem setup, and specific configuration tips for IBM asynchronous adapters can be found in the modems package on aixserv.

## Security

When using Electronic Service Agent, ensure you consider the privacy of your information, the security of the information you transmit to IBM support, and user security.

See the following on the privacy of your information, the security of information you transmit to IBM support, and the security of those using Electronic Service Agent.

#### Related information



Electronic Services Web site

See the IBM Electronic Services Web site.

#### Information privacy:

The service information you provide to IBM support will remain private. Only authorized IBM support personnel and those people specifically authorized by you have access to this information.

The service information that is gathered by IBM support is collected from the information you entered into Electronic Service Agent and the information Electronic Service Agent collected from the system. It is also gathered from phone calls with the IBM Support Center, pre-sales specialists, administrative clerks, and other groups within IBM. These IBM groups have electronic access to the information so that they can prepare for and perform advanced problem determination to more efficiently serve you.

The service information collected by Electronic Service Agent includes the following:

- Your support contact information, including names, phone numbers, and email addresses.
- System failure logs, part feature codes, part numbers, part serial numbers, part locations, software listing, operating system applications, program temporary fixes (PTFs), the maintenance level, configuration values, system utilization, and performance.

Authorized IBM employees can view all service information about the system. Service information does not include the following:

- Collection or transmission of any of your company's financial, statistical, or personnel information
- Client information
- Your business plans

In addition, Electronic Service Agent may provide a call-home mechanism for other IBM offerings. The call-home mechanism sends information specific to a particular IBM offering. The information collected by such offerings is covered in a separate agreement for each IBM offering.

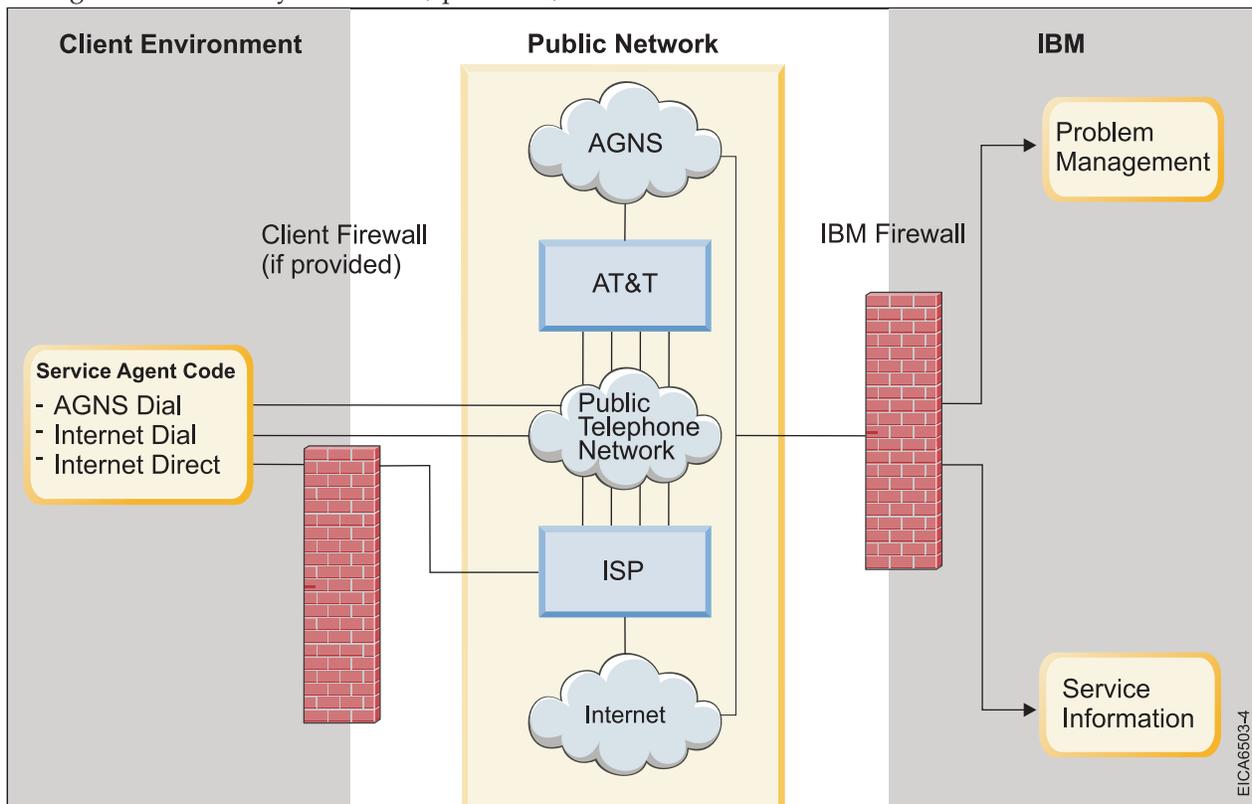
### Information transmission security:

The problem information and service information you send to IBM support is safe and secure.

Electronic Service Agent has the ability to collect problem and service information and send it to IBM support on a scheduled basis. All Electronic Service Agent transactions are outbound requests sent using the security of Hypertext Transfer Protocol Secure (HTTPS). Electronic Service Agent has no inbound capability. It cannot accept incoming connection attempts. Electronic Service Agent initiates a connection with IBM support and then IBM support replies. IBM support never initiates a connection to Electronic Service Agent. During the activation and setup of Electronic Service Agent, you select to transmit this information using the Internet, a proxy, or an AT&T Global Network Services (AGNS) phone connection. Electronic Service Agent uses the client's connectivity environment, including any firewalls that the client has established.

For the authentication of transmissions, a system ID and password is used. Electronic Service Agent requests the system ID and password from IBM support. The password is changed periodically. A user may request that a new password be generated, if deemed necessary.

The following figure shows a summary of the connection into IBM support. The nature of maintaining a high-level security posture dictates that IBM and AGNS do not divulge in-depth details regarding the management of security or its tools, processes, and audits.



Information transmission security is important whether your connection to IBM support is through the Internet or through dialup.

## Internet transmission of service information

**Note:** The Internet provider relationship and connection are the responsibility of the client.

If you select the Internet path to send your information, then the following process applies:

1. At the scheduled time, Electronic Service Agent collects the information to be transmitted and queues it for transmission.
2. Electronic Service Agent establishes an SSL Internet connection with IBM support using the system ID and password previously created.
3. The collected information is sent to IBM.
4. After the arrival to IBM, the information is transferred to the appropriate IBM database.

## Proxy transmission of service information

The proxy can be either a client supplied HTTP proxy or the IBM Service and Support Proxy. The proxy resides on a client system.

**Note:** The client supplied HTTP proxy is the responsibility of the client.

If you select the proxy path to send your information, then the following process applies:

1. At the scheduled time, Electronic Service Agent collects the information to be transmitted and queues it for transmission.
2. Using the SSL connection between the system and IBM support, Electronic Service Agent establishes an SSL Internet connection between the proxy and IBM support. This connection is authenticated using the system ID and password previously created.
3. Electronic Service Agent sends the collected information through the proxy to IBM support.
4. After the information has arrived to IBM support, the information is transferred to the appropriate IBM database.

## AGNS transmission of service information

You can use the AGNS TCP/IP Remote Access Service (Secure IP) as a limited use network service provider. This is a point-to-point, dial connection. The information is encrypted before entering the AT&T network, and then decrypted only inside IBM firewalls by the appropriate application.

The following process applies if you use the AGNS:

1. You have a modem connected to your system.
2. At the scheduled time, Electronic Service Agent collects the information to be transmitted and queues it for transmission.
3. The system, using Point-to-Point Protocol (PPP), dials AGNS and establishes an SSL connection with IBM support the system ID and password.
4. The collected information is sent to the IBM.
5. After the arrival to IBM, the information is transferred to the appropriate IBM database, and a response is returned to client.

## User security:

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

For detailed information about AIX user and file security, see *Users, roles and passwords* in the pSeries® and AIX Information Center.

## Related concepts

“Using the Electronic Service Agent graphical user interface (GUI)” on page 25

The Electronic Service Agent GUI is an intuitive way to manage and control Electronic Service Agent. It uses standard GUI controls to access Electronic Service Agent functions.

## Related information



Users, roles, and passwords

See Users, roles, and passwords in the IBM System p and AIX Information Center.

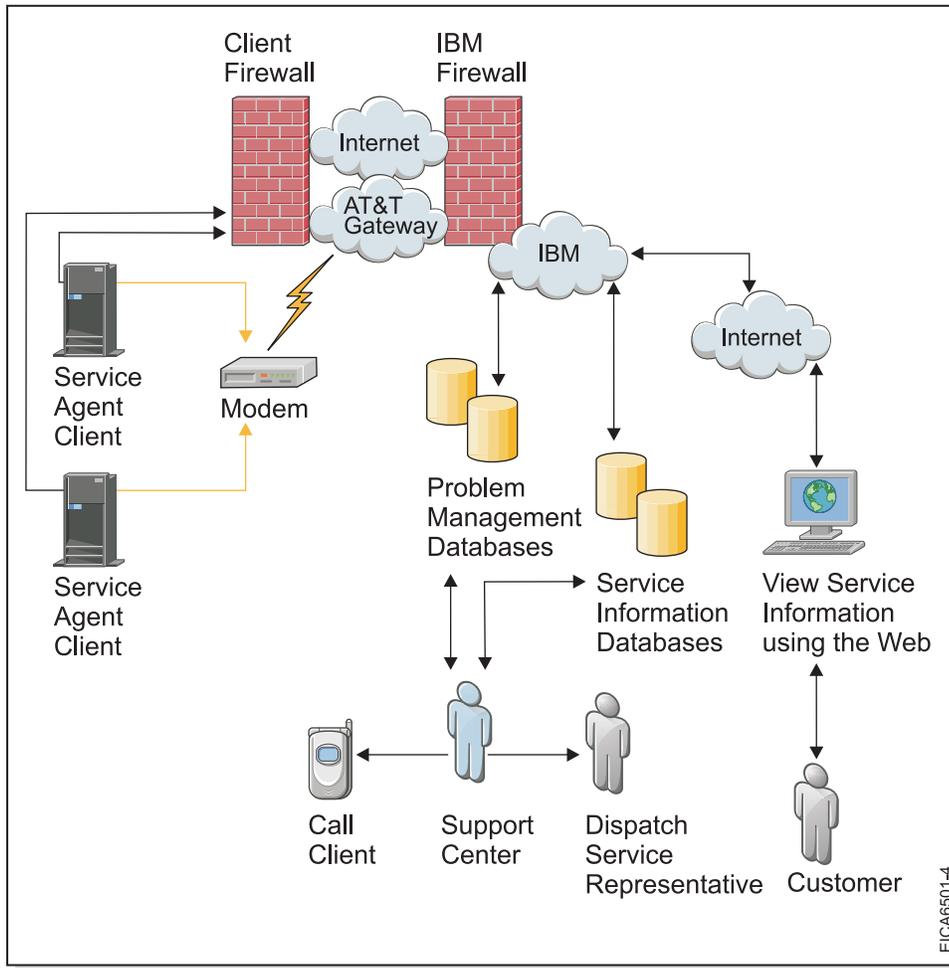
## Topology

Ensure you consider your topology when planning for Electronic Service Agent.

Your topology may consist of stand-alone Electronic Service Agent clients independently connecting to IBM support, Electronic Service Agent clients connecting to IBM support through a common exit point, or HMC managed systems.

### Stand-alone client topology

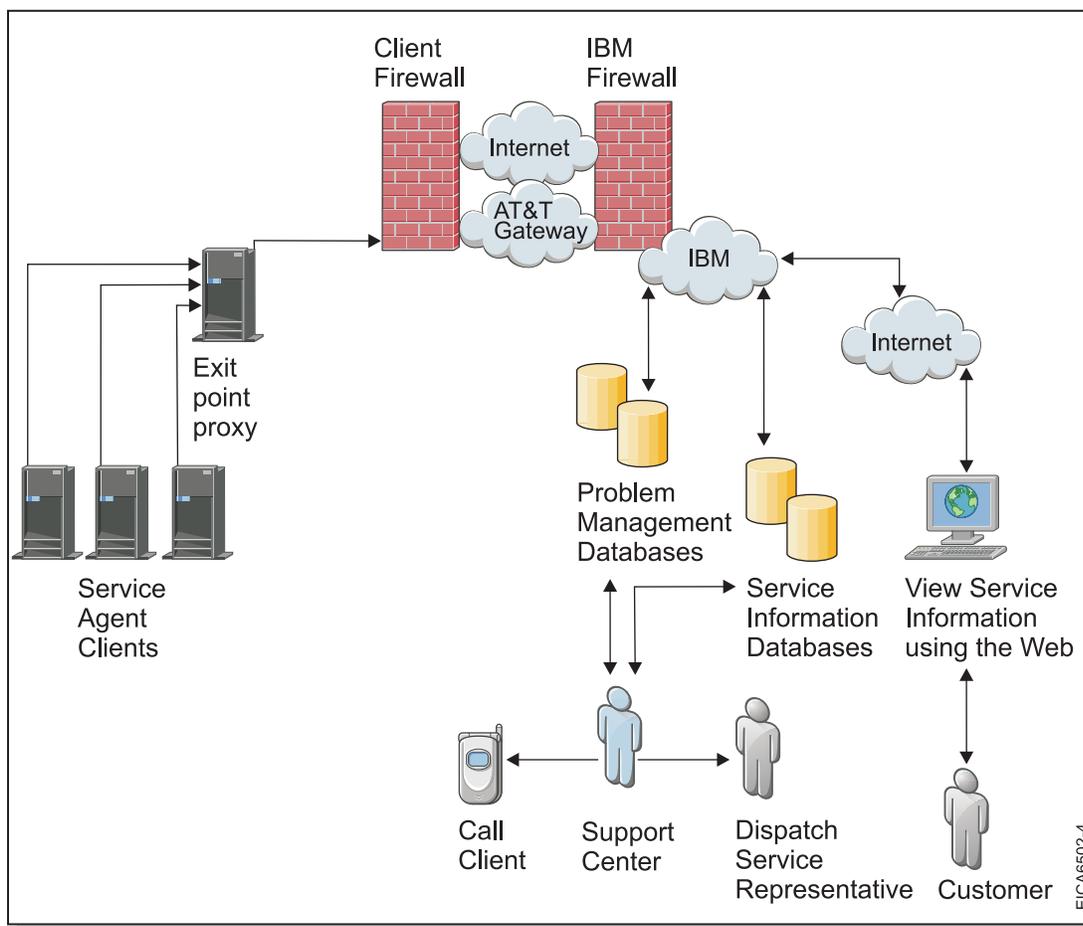
1. The Service Agent client gathers the information for transmission to IBM support.
2. The information is transmitted to IBM support in one of the following ways:
  - Through an Internet connection to IBM support. Information is protected using existing client firewalls and the IBM firewall.
  - Through a proxy. The proxy can be either a client supplied HTTP proxy or the IBM Service and Support Proxy. Information is protected using existing client firewalls and the IBM firewall.
  - Through a dial modem connected to IBM support using an AT&T Global Network Services (AGNS) phone connection. Information is protected using AGNS security and the IBM firewall.
3. The information is stored in problem management databases and service information databases and made available to the IBM Support Center and service representative to help them assist you in diagnosing problems



## Common exit point topology

The common exit point topology consists of Electronic Service Agent clients connecting through a proxy to the service and support facilities of IBM. The proxy can be either a client supplied HTTP proxy or the IBM Service and Support Proxy. Information is protected using existing client firewalls and the IBM firewall. In the following diagram, the information transmission proceeds as follows:

1. Each Electronic Service Agent client gathers the information for that particular client.
2. Each client transmits the information to IBM support through the exit point proxy.
3. The Electronic Service Agent exit point transmits the information to IBM support through the proxy.
4. The information is stored in problem management databases and service information databases and made available to the IBM Support Center and service representative to help them assist you in diagnosing problems.



### Related tasks

“Configuring your service connection” on page 15

Electronic Service Agent can connect to IBM support through direct Internet (direct HTTPS connection), service and support proxy, HTTP proxy connection paths, or modem (dial). When Electronic Service Agent connects to IBM support it uses IPv4, the current standard for Internet traffic.

### Using Electronic Service Agent on a system with an HMC:

If the system running Electronic Service Agent has an attached Hardware Management Console (HMC), there are things to consider when using Electronic Service Agent.

The HMC includes its own version of Electronic Service Agent. Electronic Service Agent on the HMC monitors the system and AIX and Linux partitions for errors, and reports those errors to IBM. It also collects and reports hardware service information and performance management information to IBM support. Electronic Service Agent on a partition does not collect hardware information. It collects other service information such as software information.

To access the Electronic Service Agent user guide for HMC, go to the Electronic Services Web site and select **Electronic Service Agent** from the left navigation. In the contents pane, select **Reference Guides** → **Select a platform** → **Select an Operating System or Software**.

### Related information



Electronic Services Web site

To access Electronic Service Agent user guides, select “Electronic Service Agent” from the left-hand navigation. In the content pane, select “Reference Guides > Select a platform > Select an Operating System or Software.”

## Using Electronic Service Agent in an environment with other operating systems:

If the system running Electronic Service Agent is in an environment with other operating systems, there are things to consider when using Electronic Service Agent.

Electronic Service Agent is operating system specific. Each operating system needs its own compatible version of Electronic Service Agent.

To access the Electronic Service Agent user guides for different operating systems, go to the Electronic Services Web site and select **Electronic Service Agent** from the left navigation. In the contents pane, select **Reference Guides** → **Select a platform** → **Select an Operating System or Software**.

### Related information



Electronic Services Web site

To access Electronic Service Agent user guides, select "Electronic Service Agent" from the left-hand navigation. In the content pane, select "Reference Guides > Select a platform > Select an Operating System or Software."

## Installing Electronic Service Agent

To install Electronic Service Agent you need to install the code on your system and prepare to activate Electronic Service Agent.

AIX 5.3 Technology Level 6 (AIX 5.3 TL6) has the Electronic Service Agent 6.1 code in the base operating system, as part of the AIX installation media. Electronic Service Agent 6.1 detects any previous releases of Electronic Service Agent installed on the system. You are required to uninstall previous releases of Electronic Service Agent before you can activate the new one. Perform the following steps to install Electronic Service Agent 6.1 (and later) on an AIX 5.3 TL6 or later system.

1. To see if Electronic Service Agent is already installed on this system, enter the following on an AIX command line: `lslpp -l cq | grep -i esagent`
2. Check if information is returned from running the command.
  - If no information is returned, then Electronic Service Agent is not installed.
  - If any information is returned, then Electronic Service Agent is installed.
3. Go to the directory that contains the Electronic Service Agent installation file.
4. Use your normal installation process to install Electronic Service Agent. The Electronic Service Agent file set is `bos.esagent`.
5. Go to *Activating Electronic Service Agent* to enable it to report problems and transmit service information to IBM support.

### Related concepts

"Activating Electronic Service Agent"

Activation of Electronic Service Agent consists of all steps necessary to enable problem detection and reporting and transmission of service information to IBM support.

## Activating Electronic Service Agent

Activation of Electronic Service Agent consists of all steps necessary to enable problem detection and reporting and transmission of service information to IBM support.

Activating Electronic Service Agent consists of the following:

- Specifying contact and location information so IBM support knows the location of the system running Electronic Service Agent and who to contact about a problem sent to IBM support by Electronic Service Agent.
- Configuring the service connection to IBM support so that Electronic Service Agent can report problems and send service information.

- Configuring the operational settings of Electronic Service Agent. Default values for operational settings are used during activation. You can change the operational settings during configuration of Electronic Service Agent.

For instructions on activating Electronic Service Agent, see the following information.

## Configuring your service connection

Electronic Service Agent can connect to IBM support through direct Internet (direct HTTPS connection), service and support proxy, HTTP proxy connection paths, or modem (dial). When Electronic Service Agent connects to IBM support it uses IPv4, the current standard for Internet traffic.

**Note:** If you use the default direct Internet connection, no additional configuration action is needed.

Specifying connection paths is done using the System Management Interface Tool (SMIT). These are the connection paths that Electronic Service Agent will use to report problems and send service information to IBM support. Select **Help** from the SMIT panels if you have questions about the specific panel or the information to enter.

To specify connection path information, complete the following steps:

1. Log on to the system as root or sign on using a root-authorized ID.
2. Enter `smit` at the AIX command prompt.
3. Select **Problem Determination** → **Electronic Service Agent** → **Configure Service Connectivity**.

**Note:** To go directly to the Electronic Service Agent connectivity panel, enter the following at the command prompt: `smit srv_conn`

4. Select **Create/Change Service Configuration** → **Create/Change Primary Service Configuration** → **Create/Change Secondary Service Configuration** or **Create/Change Tertiary Service Configuration**. If the primary service connection is not configured, busy or unavailable, the secondary or tertiary service connection will be used.
5. Select the **Connection Type** of the service connection you are creating or changing.

**Note:** Consider the following when selecting the connection type:

- A direct Internet connection is faster than a dial connection.
- A proxy connection minimizes the number of systems that are directly connected to the Internet.

6. To complete the configuration of the connection to IBM support, see the following information for the connection type that you selected.

### Connecting to IBM support through a direct Internet connection:

Connecting Electronic Service Agent to IBM support through a direct HTTPS Internet connection is fast and efficient; however, each Electronic Service Agent client must have a separate Internet connection.

To specify a direct Internet connection type, complete the following steps:

1. Press Enter to create or change the service configuration.
2. Enter yes in the Test service configuration field to automatically test the connection when Enter is pressed.
3. Go to *Configuring Electronic Service Agent* to enable it to perform the functions that are important to your service environment.

#### Related concepts

“Configuring Electronic Service Agent” on page 18

Configuring Electronic Service Agent consists of specifying contact and location information,

connectivity choices and values, and operational settings. You can also change information and settings previously entered using these configuration procedures.

### **Connecting to IBM support through a proxy:**

Connecting Electronic Service Agent through the IBM Service and Support proxy or your HTTP proxy can be fast and easy from your business network, and minimizes the number of systems directly connected to the Internet.

If you decide to use the IBM Service and Support proxy, it should be created on an exit point system. See *Common exit point topology* under *Topology* for information about using an exit point for Electronic Service Agent. Then go to *Creating the IBM Service and Support proxy* before specifying the proxy connection type.

To specify a proxy connection type, complete the following steps:

1. Enter yes in the **Test service configuration** field to automatically test the connection after all information is entered and Enter is pressed.
2. In the **IP address** field, enter the IP address of the proxy server through which this system will attempt to connect.
3. In the **Port** field, enter the port number on which the proxy server accepts connections.
4. In the **Authentication userid ID** field, enter the userid to use if the proxy server requires authentication.
5. Enter the password interactively when prompted if the proxy server requires authentication.
6. After the connection information is entered, press Enter to create or change the service configuration and to test the connection path if previously selected.
7. Go to *Configuring Electronic Service Agent* to enable it to perform the functions that are important to your service environment.

#### **Related concepts**

“Topology” on page 11

Ensure you consider your topology when planning for Electronic Service Agent.

“Configuring Electronic Service Agent” on page 18

Configuring Electronic Service Agent consists of specifying contact and location information, connectivity choices and values, and operational settings. You can also change information and settings previously entered using these configuration procedures.

#### **Related tasks**

“Creating the IBM Service and Support proxy”

Create the IBM Service and Support proxy as your connection to IBM support.

### **Creating the IBM Service and Support proxy:**

Create the IBM Service and Support proxy as your connection to IBM support.

Creating the IBM Service and Support proxy is done using the System Management Interface Tool (SMIT). Select **Help** from the SMIT panels if you have questions about the specific panel or the information to enter.

To create the IBM Service and Support proxy, complete the following steps:

1. Log on to the system as root or sign on using a root-authorized ID.
2. Enter smit at the AIX command prompt.
3. Select **Problem Determination** → **Electronic Service Agent** → **Configure Service Connectivity** → **Manage Service and Support Proxy** → **Create/change the Service and Support Proxy**
4. Enter the information appropriate to your environment and press Enter to create the IBM Service and Support proxy.

5. Enter yes in the **Enable** field
6. Go back to the **Manage Service and Support Proxy** panel and select **Start the Service and Support Proxy**.
7. After starting the IBM Service and Support Proxy, go back to *Connecting to IBM support through a proxy* and complete the procedure.

#### **Related tasks**

“Connecting to IBM support through a proxy” on page 16

Connecting Electronic Service Agent through the IBM Service and Support proxy or your HTTP proxy can be fast and easy from your business network, and minimizes the number of systems directly connected to the Internet.

#### **Connecting to IBM support through a dial connection:**

Connecting Electronic Service Agent to IBM support through modem support (dial) is slower than other connection methods and each Electronic Service Agent client must have a separate Internet connection. However, it is your only option if you don't have a direct connection to the Internet.

You selected to use a dialup connection to IBM support.

To specify a dialup connection type, complete the following steps:

1. Enter yes in the **Test service configuration** field to automatically test the connection after all information is entered and Enter is pressed.
2. In the **TTY Port of modem** field, enter the port number of the modem to be used for the dialup connection.
3. In the **Modem Type** field, enter the modem type to be used for the dialup connection.
4. In the **Primary telephone number** field, enter the primary telephone number that is dialed to connect to AT&T Global Network Services (AGNS).
5. In the **Alternate telephone number** field, enter the alternate telephone number that is dialed to connect to AT&T Global Network Services (AGNS). This is the number that is used if the connection attempt using the primary telephone number is unsuccessful.
6. In the **Dial prefix** field, enter any prefix number that must be dialed before the primary or secondary telephone number is dialed. Specify any numbers or characters needed to obtain an outside line, pause while dialing, or similar requirement.
7. If Dial Pre-test fails on Point-to-Point (PPP), configure PPP protocol by doing the following:
  - a. Go back to the **Configure Service Connectivity** panel.
  - b. Select **Configure PPP for Dial**. See the *Asynchronous Point-to-Point Protocol configuration* topic in the pSeries and AIX Information Center and follow the instructions to complete the configuration.
8. Go back to the **Create/Change Service Configuration** panel.
9. After the connection information is entered, press Enter to create or change the service configuration and to test the connection path if previously selected.
10. Go to *Configuring Electronic Service Agent* to enable it to perform the functions that are important to your service environment.

#### **Related concepts**

“Configuring Electronic Service Agent” on page 18

Configuring Electronic Service Agent consists of specifying contact and location information, connectivity choices and values, and operational settings. You can also change information and settings previously entered using these configuration procedures.

#### **Related information**



Asynchronous Point-to-Point Protocol configuration

See the "Asynchronous Point-to-Point Protocol configuration" topic in the pSeries and AIX Information Center.

## Specifying contact and location information

Specifying Electronic Service Agent contact and location information is the first step in preparing to connect to IBM support.

Specifying contact and location information during the activation stage is done using the System Management Interface Tool (SMIT). Select **Help** from the SMIT panels if you have questions about the specific panel or the information to enter.

To specify contact and location information, complete the following steps:

1. Log on to the system as root or sign on using a root-authorized ID.
2. Enter `smit` at the AIX command prompt.
3. Select **Problem Determination** → **Electronic Service Agent**.

**Note:** To go directly to the Electronic Service Agent main panel, enter the following at the command prompt: `smit esa_main`

4. Select **Configure Electronic Service Agent**.
5. Enter contact information for the person IBM support may contact about problems reported by Electronic Service Agent, the location information for the system.
6. Press Enter.
7. Go to *Configuring your service connection* so Electronic Service Agent can report problems and send service information to IBM.

After activation of Electronic Service Agent, problem monitoring and service information collection functions become active. After you configure your service connection, reporting to IBM support begins.

### Related tasks

"Configuring your service connection" on page 15

Electronic Service Agent can connect to IBM support through direct Internet (direct HTTPS connection), service and support proxy, HTTP proxy connection paths, or modem (dial). When Electronic Service Agent connects to IBM support it uses IPv4, the current standard for Internet traffic.

## Configuring Electronic Service Agent

Configuring Electronic Service Agent consists of specifying contact and location information, connectivity choices and values, and operational settings. You can also change information and settings previously entered using these configuration procedures.

For instructions on configuring Electronic Service Agent and importing a configuration from another system, see the following information.

### Specifying contact and location information

Specifying contact and location information is done using the Electronic Service Agent graphic user interface (GUI).

Specifying contact and location information allows you to change the basic information already entered during the activation process, or add additional information to better identify the contact and location. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To specify contact and location information, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Settings**.
5. Select **Service contact** to specify or change the contact information.
6. Select **System location** to specify or change the system location information.

#### **Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## **Configuring your connection to IBM**

Electronic Service Agent can connect to IBM support through direct Internet (direct HTTPS connection), modem (dial), service and support proxy, or HTTP proxy connection paths. These are the connection paths that Electronic Service Agent will use to report problems and send service information to IBM support.

Specifying connection paths can only be done or changed using SMIT. See *Configuring your service connection* for information about how to specify or change connection paths.

#### **Related tasks**

“Configuring your service connection” on page 15

Electronic Service Agent can connect to IBM support through direct Internet (direct HTTPS connection), service and support proxy, HTTP proxy connection paths, or modem (dial). When Electronic Service Agent connects to IBM support it uses IPv4, the current standard for Internet traffic.

## **Configuring operational settings**

Configuring operational settings allows you to have Service Agent perform the functions important to your service environment.

Configuring operational settings are done using the Electronic Service Agent graphical user interface (GUI). Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To configure operational settings, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Settings**.
5. Select the settings category for the settings that you want to configure or change. Click **Help** for detailed information about each panel. See *Using the Electronic Service Agent GUI* for information about the Electronic Service Agent settings that you can change.

#### **Related concepts**

“Using the Electronic Service Agent graphical user interface (GUI)” on page 25

The Electronic Service Agent GUI is an intuitive way to manage and control Electronic Service Agent. It uses standard GUI controls to access Electronic Service Agent functions.

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## Exporting a configuration

The export configuration function allows you to export Electronic Service Agent configuration information to a file so you can use the same contact and location information and operational settings on another system.

Exporting a configuration is done using the Electronic Service Agent graphical user interface (GUI). Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To export a configuration, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Export**.
5. Click **Export settings** to export the configuration information to a file.

To view a sample configuration file, go to your installation directory and open the *IBM\_ESAconfig.properties* file.

### Related concepts

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## Importing a configuration

The import configuration function allows you to import an Electronic Service Agent configuration file so you can use the same contact and location information and operational settings as used on another system.

See *Exporting a configuration* for steps about creating a configuration file.

**Note:** You can only export a file from a system that has Electronic Service Agent 6.1 (and later).

Importing a configuration is done using the Electronic Service Agent graphical user interface (GUI). Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To import a configuration, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Import**.
5. Select **Import local file** or **Import remote file**.
6. Enter the name of the configuration file you want to import.

7. Click **Import** to import the configuration information.

#### **Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

#### **Related tasks**

“Exporting a configuration” on page 20

The export configuration function allows you to export Electronic Service Agent configuration information to a file so you can use the same contact and location information and operational settings on another system.

## **Managing Electronic Service Agent**

Managing Electronic Service Agent consists of displaying Electronic Service Agent activity, checking connections and access to IBM, and suspending, resuming, starting or stopping Electronic Service Agent.

For instructions on how to manage Electronic Service Agent, see the following:

### **Providing IBM IDs**

An IBM ID is needed to view service information that was sent to IBM support by Electronic Service Agent. Service information can be viewed on the Electronic Services Web Site.

#### **Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

#### **Related information**



Electronic Services Web site

To access Electronic Service Agent user guides, select “Electronic Service Agent” from the left-hand navigation. In the content pane, select “Reference Guides > Select a platform > Select an Operating System or Software.”

### **Registering a new IBM ID:**

**Important:** The first IBM ID that is sent to IBM from Electronic Service Agent becomes the administrator. The administrator has the only IBM ID that has the authority to manage IBM IDs using the IBM Electronic Services Web site functions.

To register for a new IBM ID, go to My IBM profile website and click **Register**.

### **Providing IBM IDs:**

For security and privacy reasons, it is necessary that an IBM ID be associated with a specific system. Only the specified IDs are able to view the service information for that system. Authorizing users to view service information can be done using the Electronic Service Agent GUI.

To authorize users to view service information using Electronic Service Agent GUI, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.

3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **IBM ID**.
5. Enter the IBM ID of the authorized user in the **IBM ID to add** field.
6. Click **Add** to add the ID to the **IBM IDs to send** list.
7. Click **Send authorization**.

### **Managing your IBM ID:**

To manage your IBM IDs, which includes associating new IBM IDs with a system or removing existing IBM IDs, go to the IBM Electronic Services Web site and click **Services administration**.

### **Displaying Electronic Service Agent activity**

You can display Electronic Service Agent activity by viewing problems, problem reporting activity, service information collection activity, and the activity log.

To view Electronic Service Agent activity, see the following information:

#### **Displaying problems:**

Displaying problems allows you to see problems recorded by Electronic Service Agent and the details about them.

Displaying problems is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To display problems, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Problem information**.
5. View and work with the problems in the list.

#### **Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

#### **Displaying service information collection activity:**

Displaying service information collection activity allows you to view information about the collection of service information.

Displaying service information collection activity is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To display service information collection activity, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.

2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Service information**.

#### **Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

### **Displaying the activity log:**

Displaying the activity log allows you to see all Electronic Service Agent activity for a designated time period.

Displaying the activity log is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To display the activity log, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Activity log**.

#### **Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

### **Suspending and Resuming Electronic Service Agent**

Electronic Service Agent is automatically started when the activation process is complete. However, there may be times when you need to suspend or resume Electronic Service Agent.

Problem monitoring and collecting and sending service information is stopped when Electronic Service Agent is suspended. However, the other Electronic Service Agent GUI functions continue to operate. If Electronic Service Agent is suspended it will automatically resume after rebooting the system.

To suspend or resume Electronic Service Agent, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Suspend** or **Resume**.

**Note:** If Electronic Service Agent is suspended, only the Resume option will be available. If Electronic Service Agent is running, only the Suspend option will be available.

### Related concepts

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

### Related tasks

“Stopping and Starting Electronic Service Agent”

Electronic Service Agent is automatically started when the activation process is complete. However, there may be times when you need to stop or start Electronic Service Agent.

## Stopping and Starting Electronic Service Agent

Electronic Service Agent is automatically started when the activation process is complete. However, there may be times when you need to stop or start Electronic Service Agent.

Problem monitoring and collecting, and sending service information is stopped when Electronic Service Agent is stopped, along with the Electronic Service Agent GUI functions. Electronic Service Agent must be started again to activate these functions. If Electronic Service Agent is stopped it will stay stopped after rebooting the system. If you want to stop problem monitoring and collecting and sending service information but continue to use the other Electronic Service Agent GUI functions, you should suspend Electronic Service Agent rather than stopping it.

Stopping and starting Electronic Service Agent is done using SMIT (System Management Interface Tool). Select **Help** from the SMIT panels if you have questions about the specific panel or the information to enter.

To stop or start Electronic Service Agent, complete the following steps:

1. Log on to the system as root or sign on using a root-authorized ID.
2. Enter smit at the AIX command prompt.
3. Select **Problem Determination**.
4. Select **Stop Electronic Service Agent** or **Start Electronic Service Agent**.

### Related tasks

“Suspending and Resuming Electronic Service Agent” on page 23

Electronic Service Agent is automatically started when the activation process is complete. However, there may be times when you need to suspend or resume Electronic Service Agent.

## Running an operational test

Check to see if the transmission of service information to IBM is working correctly.

Checking your connection and the transmission of service information to IBM support is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To check your connection and the transmission of service information to IBM, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Service information**.
5. Click **Run operational test**. The results of the test are displayed. You can also view the results of the test in the activity log. See *Displaying the activity log*.

### Related concepts

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

### Related tasks

“Displaying the activity log” on page 23

Displaying the activity log allows you to see all Electronic Service Agent activity for a designated time period.

## Sending a test problem

Send a test problem to IBM support to see if the problem reporting function is working correctly.

Sending a test problem to IBM support is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To send a test problem to IBM, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Problem information**.
5. Click **Send test problem**.
6. Click **Refresh list of problems** to see if the test problem shows up in the problem summary list.

### Related concepts

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## Using Electronic Service Agent user interfaces

There are two user interfaces that you use to manage and control Electronic Service Agent and its functions. These include the Electronic Service Agent graphical user interface (GUI) and the AIX System Management Interface Tool (SMIT) interface.

For information about using these interfaces, see the following:

### Using the Electronic Service Agent graphical user interface (GUI)

The Electronic Service Agent GUI is an intuitive way to manage and control Electronic Service Agent. It uses standard GUI controls to access Electronic Service Agent functions.

To access and use the Electronic Service Agent GUI, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024. For example, if your system was called `mssystem`, you would enter this information into the address bar:  
`https://mssystem:5024`
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.

4. If you receive a popup window warning you about an untrusted site certificate, accept the certificate or click Yes to proceed to the Electronic Service Agent GUI.
5. Select one of the following categories:

**Note:** Each Electronic Service Agent panel has help. Click **Help** in the upper right corner of the panel to view the help information.

- **Status details**

The Electronic Service Agent status panel shows the status of the Electronic Service Agent monitoring, collecting, and reporting services. It also shows information identifying the system or partition on which Electronic Service Agent is running.

- **Suspend/Resume Electronic Service Agent**

- **Suspend**

Problem monitoring and collecting, and sending service information is stopped when Electronic Service Agent is suspended. However, the other Electronic Service Agent GUI functions continue to operate.

- **Resume**

If Electronic Service Agent is suspended, it will need to be resumed to start problem monitoring and collecting, and sending service information. This occurs automatically after rebooting the system or can be done through this GUI function.

- **Problem information**

The problem information panel allows you to view problems that Electronic Service Agent recorded and to send a test problem to IBM.

- **Service information**

The service information panel shows you the type of service information that is collected by Electronic Service Agent and sent to IBM. This includes hardware, software, system configuration, and performance management information.

- **Activity log**

The activity log panel shows Electronic Service Agent activity for a selected time period.

- **Settings**

- **Problem information**

The problem information panel allows you to enable and set the frequency and number of retry attempts to make if automatic transmission of a service request to IBM support fails.

- **Service information**

The service information panel allows you to enable and set the type and frequency of information to collect.

- **Performance management collection**

The performance management collection panel allows you to enable and set the time and frequency at which to collect performance management information.

- **Operational test**

The operational test panel allows you to enable and specify the frequency of automatic testing of the connection to IBM.

- **System information**

The system information panel allows you to view system, partition, and cluster information for the system being monitored by Electronic Service Agent. It also shows the status of the monitoring, collecting, and reporting services of Electronic Service Agent.

- **Notifications**

The notifications panel allows you to enable sending e-mail notifications and SNMP traps to the locations you specify.

- **Service contact**

The service contact panel allows you to specify information about the person that IBM support may contact about a problem reported by Electronic Service Agent.

- **System location**

The system location panel allows you to specify information about the physical location of the system being monitored by Electronic Service Agent.

- **Resource filters**

The resource filters panel allows you to specify a range of resources available to the system running Electronic Service Agent and add them to a filter.

Adding resources to a filter prevents service calls for the specified resources. When a range is specified, the start of the range is the first resource in the range that Service Agent is to ignore. The end of the range is the last resource in the range that Service Agent is to ignore.

- **Trace level**

The trace level panel allows you to specify the message severity level recorded during Electronic Service Agent activity.

- **SRC filters**

The SRC filters panel shows system reference codes (SRCs) that are ignored during Electronic Service Agent problem reporting.

- **Export/Import**

- **Import**

Importing an Electronic Service Agent configuration allows you to use the same contact and location information and operational settings as used on another system.

- **Export**

Exporting an Electronic Service Agent configuration allows you to use the same contact and location information and operational settings on another system, or to save the configuration for later use on the same system.

- **IBM ID**

The IBM ID panel allows you to authorize users with IBM IDs to view service information that was sent to IBM support by Electronic Service Agent.

- **IBM Electronic Support**

The IBM Electronic Support panel allows you to display and manage service requests to IBM support.

**Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## Using SMIT

System Management Interface Tool (SMIT) is the AIX interface used to manage and control some aspects of Electronic Service Agent.

Each SMIT GUI panel has help. Click **Help** in the upper right corner of the panel to view the help information. The text-based version of SMIT requires the use of a function key to open the help information.

To access and use SMIT, complete the following steps:

1. Log on to the system as root or sign on using a root-authorized ID.
2. Enter `smit` at the AIX command prompt.
3. Select **Problem Determination**.
4. Select **Electronic Service Agent**.
5. Select one of the following:

- **Configure Electronic Service Agent**

The contact information for the person that IBM support may contact about a problem reported by Electronic Service Agent.

- **Configure Service & Support Connectivity**

Configure Electronic Service Agent to connect to IBM support through direct Internet (direct HTTPS connection), modem (dial), service and support proxy, or HTTP proxy connection paths.

- **Start Electronic Service Agent**

Problem monitoring and collecting, and sending service information is stopped when Electronic Service Agent is stopped, along with the Electronic Service Agent GUI functions. If Electronic Service Agent is stopped it will stay stopped after rebooting the system, until it is started using this SMIT option. To activate these functions Electronic Service Agent must be started.

- **Stop Electronic Service Agent**

Problem monitoring and collecting, and sending service information is stopped when Electronic Service Agent is stopped, along with the Electronic Service Agent GUI functions. Electronic Service Agent remains stopped until it is started using the start Electronic Service Agent option on this SMIT panel.

## Performing Electronic Service Agent tasks

Performing Electronic Service Agent tasks allows you to configure and manage Electronic Service Agent. Through these tasks, you can fine tune how Electronic Service Agent monitors and collects problem information, and sends service information to IBM.

For instructions on performing Electronic Service Agent tasks, see the following:

### Accessing the Electronic Services Web Site

The Electronic Services Web site provides the ability to view service information reported by Electronic Service Agent, use the Premium Search function, open and manage service requests, receive support messages by platform or individual, and customize the site to your preferences.

To use some of the functions found on the Electronic Services Web site, such as viewing service information, you need to supply an IBM ID. See *Providing IBM IDs* for details about associating your IBM ID to your system.

#### Related tasks

“Providing IBM IDs” on page 21

An IBM ID is needed to view service information that was sent to IBM support by Electronic Service Agent. Service information can be viewed on the Electronic Services Web Site.

#### Related information



Electronic Services Web site

For more information on Electronic Services and the Electronic Services Web site, select “About this site/Tours” from the left-hand navigation.

## Providing IBM IDs

An IBM ID is needed to view service information that was sent to IBM support by Electronic Service Agent. Service information can be viewed on the Electronic Services Web Site.

#### Related concepts

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

#### Related information



### Electronic Services Web site

To access Electronic Service Agent user guides, select "Electronic Service Agent" from the left-hand navigation. In the content pane, select "Reference Guides > Select a platform > Select an Operating System or Software."

### Registering a new IBM ID:

**Important:** The first IBM ID that is sent to IBM from Electronic Service Agent becomes the administrator. The administrator has the only IBM ID that has the authority to manage IBM IDs using the IBM Electronic Services Web site functions.

To register for a new IBM ID, go to My IBM profile website and click **Register**.

### Providing IBM IDs:

For security and privacy reasons, it is necessary that an IBM ID be associated with a specific system. Only the specified IDs are able to view the service information for that system. Authorizing users to view service information can be done using the Electronic Service Agent GUI.

To authorize users to view service information using Electronic Service Agent GUI, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **IBM ID**.
5. Enter the IBM ID of the authorized user in the **IBM ID to add** field.
6. Click **Add** to add the ID to the **IBM IDs to send** list.
7. Click **Send authorization**.

### Managing your IBM ID:

To manage your IBM IDs, which includes associating new IBM IDs with a system or removing existing IBM IDs, go to the IBM Electronic Services Web site and click **Services administration**.

### Collecting and sending service information

Electronic Service Agent collects and sends service information to IBM. Service information consists of hardware, software, system configuration, and performance management information about the system being monitored by Electronic Service Agent.

Manually collecting and sending service information to IBM is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To manually collect and send service information to IBM, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.

4. Select **Service information**. On this panel, you can see what types of service information are collected, when they were last collected, and when they will be collected next.
5. Click **Collect information**. On this panel, you can see when service information was last sent to IBM.
6. On the Collect Service Information panel, select the service information categories that you want to run.
7. Click **Run** to collect information for the service information categories selected and to send it to IBM.

#### **Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## **Configuring operational settings**

Configuring operational settings allows you to have Service Agent perform the functions important to your service environment.

Configuring operational settings are done using the Electronic Service Agent graphical user interface (GUI). Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To configure operational settings, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Settings**.
5. Select the settings category for the settings that you want to configure or change. Click **Help** for detailed information about each panel. See *Using the Electronic Service Agent GUI* for information about the Electronic Service Agent settings that you can change.

#### **Related concepts**

“Using the Electronic Service Agent graphical user interface (GUI)” on page 25

The Electronic Service Agent GUI is an intuitive way to manage and control Electronic Service Agent. It uses standard GUI controls to access Electronic Service Agent functions.

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## **Configuring your service connection**

Electronic Service Agent can connect to IBM support through direct Internet (direct HTTPS connection), service and support proxy, HTTP proxy connection paths, or modem (dial). When Electronic Service Agent connects to IBM support it uses IPv4, the current standard for Internet traffic.

**Note:** If you use the default direct Internet connection, no additional configuration action is needed.

Specifying connection paths is done using the System Management Interface Tool (SMIT). These are the connection paths that Electronic Service Agent will use to report problems and send service information to IBM support. Select **Help** from the SMIT panels if you have questions about the specific panel or the information to enter.

To specify connection path information, complete the following steps:

1. Log on to the system as root or sign on using a root-authorized ID.
2. Enter smit at the AIX command prompt.
3. Select **Problem Determination** → **Electronic Service Agent** → **Configure Service Connectivity**.

**Note:** To go directly to the Electronic Service Agent connectivity panel, enter the following at the command prompt: `smit srv_conn`

4. Select **Create/Change Service Configuration** → **Create/Change Primary Service Configuration** → **Create/Change Secondary Service Configuration** or **Create/Change Tertiary Service Configuration**. If the primary service connection is not configured, busy or unavailable, the secondary or tertiary service connection will be used.
5. Select the **Connection Type** of the service connection you are creating or changing.

**Note:** Consider the following when selecting the connection type:

- A direct Internet connection is faster than a dial connection.
- A proxy connection minimizes the number of systems that are directly connected to the Internet.

6. To complete the configuration of the connection to IBM support, see the following information for the connection type that you selected.

#### **Connecting to IBM support through a direct Internet connection:**

Connecting Electronic Service Agent to IBM support through a direct HTTPS Internet connection is fast and efficient; however, each Electronic Service Agent client must have a separate Internet connection.

To specify a direct Internet connection type, complete the following steps:

1. Press Enter to create or change the service configuration.
2. Enter yes in the Test service configuration field to automatically test the connection when Enter is pressed.
3. Go to *Configuring Electronic Service Agent* to enable it to perform the functions that are important to your service environment.

#### **Related concepts**

“Configuring Electronic Service Agent” on page 18

Configuring Electronic Service Agent consists of specifying contact and location information, connectivity choices and values, and operational settings. You can also change information and settings previously entered using these configuration procedures.

#### **Connecting to IBM support through a dial connection:**

Connecting Electronic Service Agent to IBM support through modem support (dial) is slower than other connection methods and each Electronic Service Agent client must have a separate Internet connection. However, it is your only option if you don't have a direct connection to the Internet.

You selected to use a dialup connection to IBM support.

To specify a dialup connection type, complete the following steps:

1. Enter yes in the **Test service configuration** field to automatically test the connection after all information is entered and Enter is pressed.
2. In the **TTY Port of modem** field, enter the port number of the modem to be used for the dialup connection.
3. In the **Modem Type** field, enter the modem type to be used for the dialup connection.
4. In the **Primary telephone number** field, enter the primary telephone number that is dialed to connect to AT&T Global Network Services (AGNS).

5. In the **Alternate telephone number** field, enter the alternate telephone number that is dialed to connect to AT&T Global Network Services (AGNS). This is the number that is used if the connection attempt using the primary telephone number is unsuccessful.
6. In the **Dial prefix** field, enter any prefix number that must be dialed before the primary or secondary telephone number is dialed. Specify any numbers or characters needed to obtain an outside line, pause while dialing, or similar requirement.
7. If Dial Pre-test fails on Point-to-Point (PPP), configure PPP protocol by doing the following:
  - a. Go back to the **Configure Service Connectivity** panel.
  - b. Select **Configure PPP for Dial**. See the *Asynchronous Point-to-Point Protocol configuration* topic in the pSeries and AIX Information Center and follow the instructions to complete the configuration.
8. Go back to the **Create/Change Service Configuration** panel.
9. After the connection information is entered, press Enter to create or change the service configuration and to test the connection path if previously selected.
10. Go to *Configuring Electronic Service Agent* to enable it to perform the functions that are important to your service environment.

#### Related concepts

“Configuring Electronic Service Agent” on page 18

Configuring Electronic Service Agent consists of specifying contact and location information, connectivity choices and values, and operational settings. You can also change information and settings previously entered using these configuration procedures.

#### Related information



Asynchronous Point-to-Point Protocol configuration

See the “Asynchronous Point-to-Point Protocol configuration” topic in the pSeries and AIX Information Center.

### Connecting to IBM support through a proxy:

Connecting Electronic Service Agent through the IBM Service and Support proxy or your HTTP proxy can be fast and easy from your business network, and minimizes the number of systems directly connected to the Internet.

If you decide to use the IBM Service and Support proxy, it should be created on an exit point system. See *Common exit point topology* under *Topology* for information about using an exit point for Electronic Service Agent. Then go to *Creating the IBM Service and Support proxy* before specifying the proxy connection type.

To specify a proxy connection type, complete the following steps:

1. Enter yes in the **Test service configuration** field to automatically test the connection after all information is entered and Enter is pressed.
2. In the **IP address** field, enter the IP address of the proxy server through which this system will attempt to connect.
3. In the **Port** field, enter the port number on which the proxy server accepts connections.
4. In the **Authentication userid ID** field, enter the userid to use if the proxy server requires authentication.
5. Enter the password interactively when prompted if the proxy server requires authentication.
6. After the connection information is entered, press Enter to create or change the service configuration and to test the connection path if previously selected.
7. Go to *Configuring Electronic Service Agent* to enable it to perform the functions that are important to your service environment.

#### Related concepts

“Topology” on page 11

Ensure you consider your topology when planning for Electronic Service Agent.

“Configuring Electronic Service Agent” on page 18

Configuring Electronic Service Agent consists of specifying contact and location information, connectivity choices and values, and operational settings. You can also change information and settings previously entered using these configuration procedures.

#### **Related tasks**

“Creating the IBM Service and Support proxy” on page 16

Create the IBM Service and Support proxy as your connection to IBM support.

## **Displaying the activity log**

Displaying the activity log allows you to see all Electronic Service Agent activity for a designated time period.

Displaying the activity log is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To display the activity log, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Activity log**.

#### **Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## **Displaying problems**

Displaying problems allows you to see problems recorded by Electronic Service Agent and the details about them.

Displaying problems is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To display problems, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Problem information**.
5. View and work with the problems in the list.

#### **Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## Displaying problem reporting activity

Displaying problem reporting activity allows you to view information about the problems recorded by Electronic Service Agent.

Displaying problem reporting activity is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To display problem reporting activity, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Problem Information**.
5. The problem status column shows the problem reporting activity for each problem.

### Related concepts

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## Displaying service information collection activity

Displaying service information collection activity allows you to view information about the collection of service information.

Displaying service information collection activity is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To display service information collection activity, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Service information**.

### Related concepts

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## Exporting a configuration

The export configuration function allows you to export Electronic Service Agent configuration information to a file so you can use the same contact and location information and operational settings on another system.

Exporting a configuration is done using the Electronic Service Agent graphical user interface (GUI). Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To export a configuration, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Export**.
5. Click **Export settings** to export the configuration information to a file.

To view a sample configuration file, go to your installation directory and open the *IBM\_ESAconfig.properties* file.

#### **Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## **Importing a configuration**

The import configuration function allows you to import an Electronic Service Agent configuration file so you can use the same contact and location information and operational settings as used on another system.

See *Exporting a configuration* for steps about creating a configuration file.

**Note:** You can only export a file from a system that has Electronic Service Agent 6.1 (and later).

Importing a configuration is done using the Electronic Service Agent graphical user interface (GUI). Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To import a configuration, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Import**.
5. Select **Import local file** or **Import remote file**.
6. Enter the name of the configuration file you want to import.
7. Click **Import** to import the configuration information.

#### **Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

#### **Related tasks**

“Exporting a configuration” on page 20

The export configuration function allows you to export Electronic Service Agent configuration information to a file so you can use the same contact and location information and operational settings on another system.

## Running an operational test

Check to see if the transmission of service information to IBM is working correctly.

Checking your connection and the transmission of service information to IBM support is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To check your connection and the transmission of service information to IBM, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Service information**.
5. Click **Run operational test**. The results of the test are displayed. You can also view the results of the test in the activity log. See *Displaying the activity log*.

### Related concepts

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

### Related tasks

“Displaying the activity log” on page 23

Displaying the activity log allows you to see all Electronic Service Agent activity for a designated time period.

## Sending a test problem

Send a test problem to IBM support to see if the problem reporting function is working correctly.

Sending a test problem to IBM support is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To send a test problem to IBM, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Problem information**.
5. Click **Send test problem**.
6. Click **Refresh list of problems** to see if the test problem shows up in the problem summary list.

### Related concepts

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## Setting the trace Level

Trace level determines the message severity recorded during Electronic Service Agent activity.

Setting the trace level is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To set the trace level, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Settings**.
5. Select **Trace level**.
6. Select the trace level for the message severity you want recorded during Electronic Service Agent activity.

#### **Related concepts**

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## **Specifying contact and location information**

Specifying contact and location information is done using the Electronic Service Agent graphic user interface (GUI).

Specifying contact and location information allows you to change the basic information already entered during the activation process, or add additional information to better identify the contact and location. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To specify contact and location information, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Settings**.
5. Select **Service contact** to specify or change the contact information.
6. Select **System location** to specify or change the system location information.

## **Stopping and Starting Electronic Service Agent**

Electronic Service Agent is automatically started when the activation process is complete. However, there may be times when you need to stop or start Electronic Service Agent.

Problem monitoring and collecting, and sending service information is stopped when Electronic Service Agent is stopped, along with the Electronic Service Agent GUI functions. Electronic Service Agent must be started again to activate these functions. If Electronic Service Agent is stopped it will stay stopped after rebooting the system. If you want to stop problem monitoring and collecting and sending service information but continue to use the other Electronic Service Agent GUI functions, you should suspend Electronic Service Agent rather than stopping it.

Stopping and starting Electronic Service Agent is done using SMIT (System Management Interface Tool). Select **Help** from the SMIT panels if you have questions about the specific panel or the information to enter.

To stop or start Electronic Service Agent, complete the following steps:

1. Log on to the system as root or sign on using a root-authorized ID.
2. Enter `smit` at the AIX command prompt.
3. Select **Problem Determination**.
4. Select **Stop Electronic Service Agent** or **Start Electronic Service Agent**.

#### Related tasks

“Suspending and Resuming Electronic Service Agent” on page 23

Electronic Service Agent is automatically started when the activation process is complete. However, there may be times when you need to suspend or resume Electronic Service Agent.

## Suspending and Resuming Electronic Service Agent

Electronic Service Agent is automatically started when the activation process is complete. However, there may be times when you need to suspend or resume Electronic Service Agent.

Problem monitoring and collecting and sending service information is stopped when Electronic Service Agent is suspended. However, the other Electronic Service Agent GUI functions continue to operate. If Electronic Service Agent is suspended it will automatically resume after rebooting the system.

To suspend or resume Electronic Service Agent, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.
2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Suspend** or **Resume**.

**Note:** If Electronic Service Agent is suspended, only the Resume option will be available. If Electronic Service Agent is running, only the Suspend option will be available.

#### Related concepts

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

#### Related tasks

“Stopping and Starting Electronic Service Agent” on page 24

Electronic Service Agent is automatically started when the activation process is complete. However, there may be times when you need to stop or start Electronic Service Agent.

## Updating notifications

Notifications allows you to send email notifications and SNMP traps about Electronic Service Agent activity to the locations you specify.

Updating notifications is done using the Electronic Service Agent GUI. Select **Help** from the GUI panels if you have questions about the specific panel or the information to enter.

To update notifications, complete the following steps:

1. Start a browser so you can use the Electronic Service Agent GUI.

2. In the browser address field, enter `https://host name or IP address:port`, where host name or IP address is the name or IP address of the system running Electronic Service Agent, and port is the port being used to access Electronic Service Agent. The default port is 5024.
3. Log on to the Electronic Service Agent GUI. See *User security* for information about authorization requirements.
4. Select **Settings**.
5. Select **Notifications** and enter the information for the email notifications and SNMP traps you want to send.

#### Related concepts

“User security” on page 10

User and file security is provided by AIX user authorizations and privileges. Any userid in the AIX system group can use their userid and password to log on to the Electronic Service Agent graphical user interface (GUI).

## Updating Electronic Service Agent

To update Electronic Service Agent you need to download the Electronic Service Agent update file to your AIX system and run the install command.

Go to Fix Central and download and save the Electronic Service Agent update file: `bos.esaagent`  
`bos.ecc_agent`

#### Related information



Fix Central Web site

Go to Fix Central to get the Electronic Service Agent update file.

## Uninstalling Electronic Service Agent

When you uninstall Electronic Service Agent, consider if you want to use the same configuration information about another system or later on this system.

Electronic Service Agent can be uninstalled from your system using an AIX command. Uninstalling removes the Electronic Service Agent code and configuration information. The configuration information contains contact and location information, and operational settings. If you plan to install Electronic Service Agent again later and want to use the same configuration information, or use the same configuration information about another system, you should export the configuration information for later use.

To uninstall Electronic Service Agent, see the following information:

### Uninstalling Electronic Service Agent and saving configuration information

Uninstalling Electronic Service Agent and saving configuration information allows you to reuse the configuration for the next installation or another system.

The configuration information contains contact and location information, and operational settings.

To save the configuration information and uninstall Electronic Service Agent, complete the following steps:

1. Export the configuration information from Electronic Service Agent and save the file. For information about how to export the configuration information, see *Exporting a configuration*.
2. Use your normal procedure for uninstalling software to uninstall Electronic Service Agent, fileset `bos.esagent`.

#### Related tasks

“Exporting a configuration” on page 20

The export configuration function allows you to export Electronic Service Agent configuration information to a file so you can use the same contact and location information and operational settings on another system.

## **Uninstalling Electronic Service Agent without saving configuration information**

If you uninstall Electronic Service Agent without saving configuration information, you will not be able to reuse the configuration for the next installation.

If you don't save the configuration information, you'll need to reconfigure Electronic Service Agent if you reinstall it on this system.

To uninstall Electronic Service Agent without saving the configuration information, complete the following step:

Use your normal procedure for uninstalling software to uninstall Electronic Service Agent, fileset `bos.esagent`.

### **Related tasks**

“Uninstalling Electronic Service Agent and saving configuration information” on page 39

Uninstalling Electronic Service Agent and saving configuration information allows you to reuse the configuration for the next installation or another system.

## **General troubleshooting guidelines**

Follow these general troubleshooting guidelines when monitoring Electronic Service Agent.

### **Set the Electronic Service Agent trace level**

Adjusting the trace level using the Electronic Service Agent GUI allows you to set the message severity recorded during Electronic Service Agent activity. Working with IBM support to analyze the messages may help you diagnose problems. If the trace level is set to Severe or Error, you may want to change it to Warning or Information to gather more information about the problem. See *Setting the trace level*.

### **View the activity log to see if there are problems recorded**

The activity log shows the date and time a problem occurred, as well as a description of the problem. See *Displaying the activity log*.

If a problem occurs when the system attempts to electronically send a problem or service information to IBM support, there are many possible reasons why the transmission may not have been successful. Electronic Service Agent is dependent on functions of the operating system to be working correctly. This includes managing the Electronic Service Agent daemon and system connectivity. Normal system problem determination is recommended for this type of problem.

### **Verifying that service information was sent to IBM support**

Service information collection activity shows the type of service information collected, when it was last collected, and when it was last sent.

If service information is currently being collected or transmitted, the last collected and last sent activity will not show until the tasks are completed.

The tasks of collecting service information and sending service information take time to run. The time needed to collect and send information is influenced by the size of the system, processing load, and the speed of the connection. Here is a summary of the collection and transmission process.

1. A collection task collects new service information.

2. After the collection is complete, a task is started to do the following steps:
  - a. Start the connection profile
  - b. Connect to IBM support
  - c. Send the service information

To verify that the information was sent to IBM support, refer to *Displaying service information collection activity*.

## Problems opening the Electronic Service Agent GUI

If you cannot access the Electronic Service Agent GUI, perform the following steps:

### Restart your Electronic Service Agent

1. Go to a command prompt.
2. Navigate to the bin directory under the install directory.

**Note:** The default directory is `/opt/IBM/ISAandESA/Electronic Service Agent/bin`.

3. Log on to the system as root or sign on using a root-authorized ID.
4. Enter `smit` at the AIX® command prompt.
5. Select **Problem Determination** → **Stop Electronic Service Agent** → **Start Electronic Service Agent**.
6. Reconnect to the Electronic Service Agent GUI.

### Verify your port number

Verify that the port number used by Service Agent matches the port number that you are using in the URL to connect to the Electronic Service Agent GUI in the following file. The port number can be found in `data/tomcat.properties` file. The property is called `port`.



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## Appendix. Notices

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