

**IBM Electronic Service Agent for IBM
eServer xSeries and Netfinity**

Version 3.1

User's Guide

Total Pages: 66

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Note:

Before using this information and the product it supports, read the information in Appendix A, “Notices and Trademarks,” on page 57.

SECOND EDITION (March 2004)

This edition applies to version 3.1 of IBM® Electronic Service Agent™ for IBM® eServer™ xSeries® and Netfinity® (product number 5639-L09) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. About This User's Guide

Introduction

This guide provides overview information, prerequisite information, installation instructions, and configuration instructions for the IBM® Electronic Service Agent™ for IBM eServer™ xSeries® and Netfinity®, Version 3.1, hereafter referred to as “Electronic Service Agent.”

Who Should Read This Guide

This document is intended for use by the Information Technology or network administrators who are responsible for Windows™ systems. Readers should have extensive knowledge of their LAN environment and a general knowledge of operating systems.

Conventions Used in This Guide

This guide uses several typeface conventions for special terms and actions, as follows:

Bold

Commands and other controls, keywords, and other information you should use literally appear in **bold**.

Italics

Variables that you must provide appear in *italics*.

Monospace

Examples of code or text you should type appear in monospace.

Chapter 2. Understanding Electronic Service Agent

What is Electronic Service Agent?

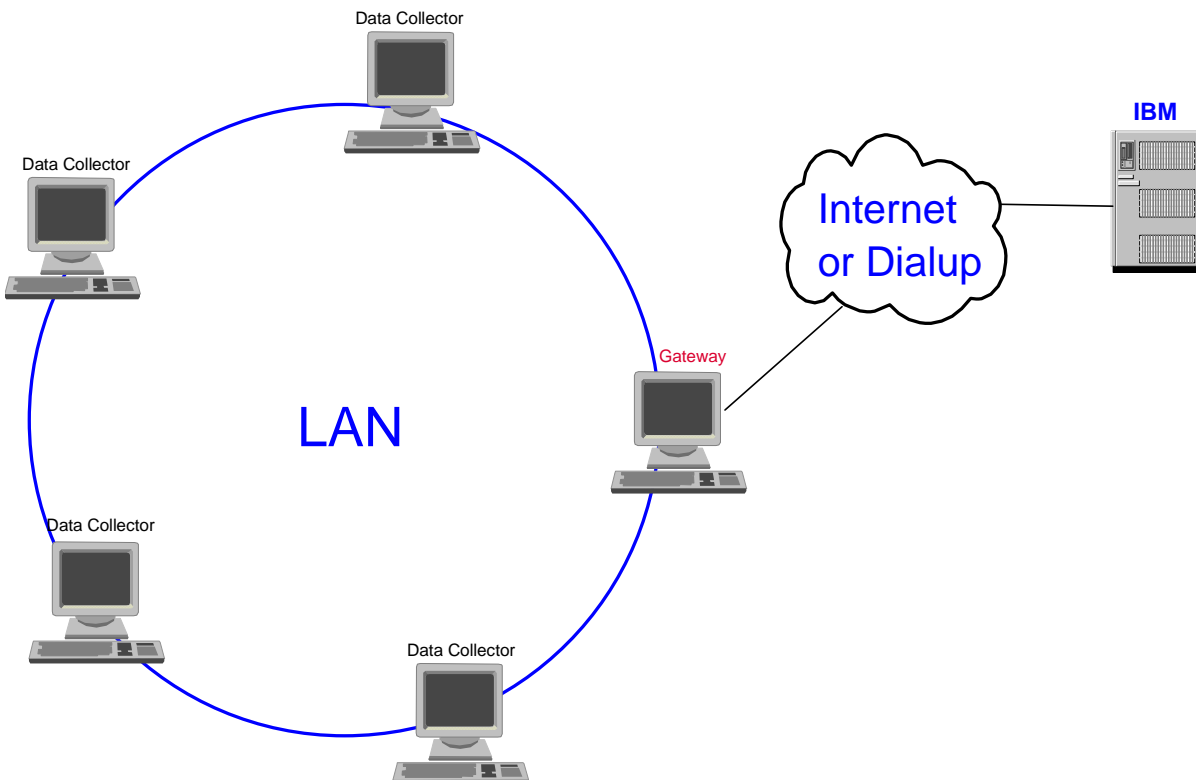
Electronic Service Agent is a secure, remote, information-gathering program designed to help you minimize the resources required to run and maintain your networked computers, increase your systems' availability, and aid IBM in servicing and maintaining your systems.

Electronic Service Agent monitors your system hardware for errors and automatically sends service information to a secure central IBM server. This information includes:

- Inventory data, such as hardware and software configuration error conditions
- System state information
- Service requests to IBM Support Center when a hardware error is detected

This information is used by IBM to reduce server downtime and to provide enhanced problem determination and resolution. When Electronic Service Agent automatically detects and transmits a hardware error to IBM, you will be contacted by the IBM xSeries Support Center.

How Electronic Service Agent Works



Electronic Service Agent is installed on every system you want monitored. Each system being monitored is designated as a Data Collector, and one system within your network is designated as a Gateway. The Data Collector gathers information about your system and forwards it to the Gateway. The Gateway

machine formats all the information and sends the collected data to IBM, either by dial-up or via the Internet.

What Electronic Service Agent Will Do For You

Electronic Service Agent will:

- Collect information about your hardware configuration and the software installed
- Monitor your hardware
- Issue a Service Request in the event of a failure
- Report the failing Field Replaceable Unit (FRU), if available
- Prompt a callback from the IBM xSeries Support Center¹
- Communicate periodically with IBM to report the operational status of each of the managed systems

Security Controls

Communications

Electronic Service Agent accesses only machine inventory and error data. No unique customer data is ever accessed. Data collectors communicate with the Gateway by using Secure Socket Layer (SSL) to encrypt the data stream.

Electronic Service Agent only allows for outbound calls to be created from your location. No inbound calls are allowed. Electronic Service Agent communicates with IBM using an IBM Certified Secure Network structure. This is to protect both IBM and you from malicious attacks attempted by other users of the shared public infrastructure.

Administrative User

Access to programs providing control over Electronic Service Agent is restricted to users with Windows Administrative rights. Access to Electronic Service Agent control files and collected data is similarly restricted.

What's New in Version 3.1

These enhancements have been provided in version 3.1:

- A History panel provides historical details of significant system events, including enrollment history, inventory history, and Problem Management Report (PMR) history.
- A General panel shows system details for selected systems.
- An extension to Electronic Service Agent's major functions may be acquired and installed separately.
- Online help is now available for the Configuration application.
- The Configuration application can be started from the Windows Start menu.
- Windows 2003 is supported for Internet connection only.
- The list of supported machines has been expanded.

¹ The machine must be under warranty or have an IBM Service Agreement.

Chapter 3. Before You Install

Before starting to install, you should verify that all of the systems meet the requirements and that the prerequisites have been met.

System Requirements

The following table shows the software and hardware requirements for installing and running Electronic Service Agent.

Operating System	<ul style="list-style-type: none"> • Windows 2000 with Service Pack 3 (SP3) - Dial-up and Internet connections • Windows 2000 Server SP3 - Dial-up and Internet connections • Windows 2000 Advanced Server SP3 - Dial-up and Internet connections • Windows 2000 Datacenter Server SP3 - Dial-up and Internet connections • Windows 2003 Server Enterprise Edition - Internet connection only • Windows 2003 Datacenter Edition - Internet connection only
Microprocessor	x86 (Pentium or higher)
Hard disk space	110 mb available The Gateway requires 100 mb, plus 10 mb per Data Collector
Modem or Internet access	Required for Gateway machine
Monitor	Super VGA monitor with the screen resolution set to at least 800 x 600, small fonts setting and 256 colors

Uninstalling IBM Director

If you have IBM Director installed on your system and you try to install Electronic Service Agent, you'll see a message saying that you will instead have to install the Director Extension version of Electronic Service Agent. While fully functional, the Director Extension version is more complex than the standalone version of Electronic Service Agent described in this document. The standalone version uses a subset of IBM Director called Director Agent, so it does not require as much storage as IBM Director. This subset is included in the installation process for the application.

To uninstall IBM Director, you can use the Windows Add/Remove program function:

1. Select **Start -> Settings -> Control Panel -> Add/Remove Programs**. You see the Add/Remove Programs screen.
2. Highlight **IBM Director** and click **Remove**.

If you have any problems with the uninstall process, please consult documents on IBM Director web sites. See "IBM Director Web Sites" on page 56.

Network Requirements

Domain Name Server

The Data Collector systems and Gateway communicate with each other using a Local Area Network (LAN). Normally the host names of the systems will be obtained using a Domain Name Server (DNS). It is a requirement that all systems running Electronic Service Agent and communicating with each other be able to resolve the system hostnames. It is expected that in most cases all Electronic Service Agent machines will be on the same subnet, but this is not a strict requirement for operation. Electronic Service Agent is intended for a production environment where the network configuration is not undergoing major changes such as systems moving to new subnets.

To resolve a system hostname, use the following procedure:

1. From the Windows screen, enter **Start->Run**. You see an entry box.
2. Enter **cmd.exe**. A command window opens.
3. Enter **ping machine**, where “*machine*” is the name of the machine to be contacted.

As an example, consider two machines named `quartz` and `slate`, each operating in the role of Data Collector, and a machine named `ruby` operating as a Gateway.

The two machines operating as Data Collectors would execute the command:

```
ping ruby
```

The Gateway machine, `ruby`, would execute the commands:

```
ping quartz
ping slate
```

In all cases, the ping command should show that the destination machine name is resolved. The name resolution is the indication of success, not necessarily the data transmission. This is because some systems ignore ping requests.

The following is an example of successful name resolution in which data is transmitted:

```
C:\>ping www.ibm.com

Pinging www.ibm.com [129.42.16.99] with 32 bytes of data:

Reply from 129.42.16.99: bytes=32 time=130ms TTL=231
Reply from 129.42.16.99: bytes=32 time=121ms TTL=231
Reply from 129.42.16.99: bytes=32 time=150ms TTL=231
Reply from 129.42.16.99: bytes=32 time=130ms TTL=231

Ping statistics for 129.42.16.99:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 121ms, Maximum = 150ms, Average = 132ms
```

The following is an example of successful name resolution in which no data is transmitted:

```
C:\>ping www.ibm.com
```

```
Pinging www.ibm.com [129.42.16.99] with 32 bytes of data:
```

```
Request timed out.  
Request timed out.  
Request timed out.  
Request timed out.
```

```
Ping statistics for 129.42.16.99:
```

```
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),  
Approximate round trip times in milli-seconds:  
    Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

The following is an example of unsuccessful name resolution:

```
C:\>ping www.ibm.com  
Unknown host www.ibm.com.
```

Should name resolution not be enabled, it is necessary to tell machines how to resolve a host name. If any machine is unable to ping a machine by the host name, as shown in the example above, you will need to enter the IP address and host name in the 'hosts' file on the machine.

For example, if machine ruby was not able to ping machine slate, you would edit the hosts file on machine ruby and create an entry containing the IP address of machine ruby.

The hosts file will typically be found as:

```
C:\WINNT\system32\drivers\etc\hosts
```

If the IP address of ruby is 12.20.137.15, the hosts entry would appear as:

```
12.20.137.15          ruby
```

You can obtain the IP address of a machine by executing the ipconfig command in a DOS window.

Firewalls

The normal operation of Electronic Service Agent is "Auto Discovery," in which the Data Collector systems are able to locate a Gateway system. This is accomplished by the Data Collector executing a multicast operation to network address 239.1.2.3 and port 5557.

It would be unusual to have a hardware firewall between a Data Collector and a Gateway. If there is a hardware firewall, you will need to allow ports 5557 (UDP) and 19955 (TCP) to be open. Consult your firewall documentation or network administrator for exact details.

If a system is running a software firewall, it must be configured to allow the Java program to communicate through the firewall. The exact procedure will depend on the firewall used. The typical method will be to allow the following program to communicate TCP/UDP protocol:

```
"C:\Program Files\IBM\ServiceAgent\_jvm\jre\bin\javaw.exe"
```

This is the default installation location. If an alternate installation location is chosen, the path will have to be modified accordingly.

The normal data communications port is 19955. If this port is blocked by a firewall, it will be necessary to enable communications on this port. If a different port is selected for communications and a firewall is in use, it will be necessary to enable use of the selected port.

If access to the Internet is via an authentication proxy, Electronic Service Agent must be given a user ID and password for the proxy server in order to communicate with IBM.

Prerequisites

To prepare your environment for installing and configuring Electronic Service Agent, please complete the following steps:

1. Identify which machine will be used as the Gateway machine.
2. Ensure that the Gateway machine has access to a 56 Kbs modem capable of dialing the IBM Electronic Service site, or has access to the Internet. If a modem is used, be sure that the modem is connected and operational.
3. Ensure that the Gateway machine and all of the Data Collector machines meet the system requirements.
4. Ensure the person installing Electronic Service Agent has Administrator authority.
5. Ensure that the monitored machine is under warranty or has an IBM Service agreement.
6. Obtain a proxy user ID and password, if necessary.

Chapter 4. Installation

Obtaining Electronic Service Agent Code

Electronic Service Agent is available by download from an IBM web site using your browser or by ordering a CD.

- To download the code from the web site:
 - 1) Access the following web site:
<http://www.pc.ibm.com/qtechinfo/MIGR-40870.html>
 - 2) Download these files:
 - The file 5639-n89-31.exe. Save this to a temporary directory.
 - This user's guide. Save to a directory where you can print it.
 - The Readme file. Save to a directory where you can print it or read it online.
 - If needed, the installation options file named "datacollector.rsp." This file can be used to bypass the screens and configure one or more Data Collectors. Please see "Appendix B. Unattended Installation" on page 59 for instructions for using this file.
- To order a CD, access the above web site and follow the instructions given.

Installing Gateway

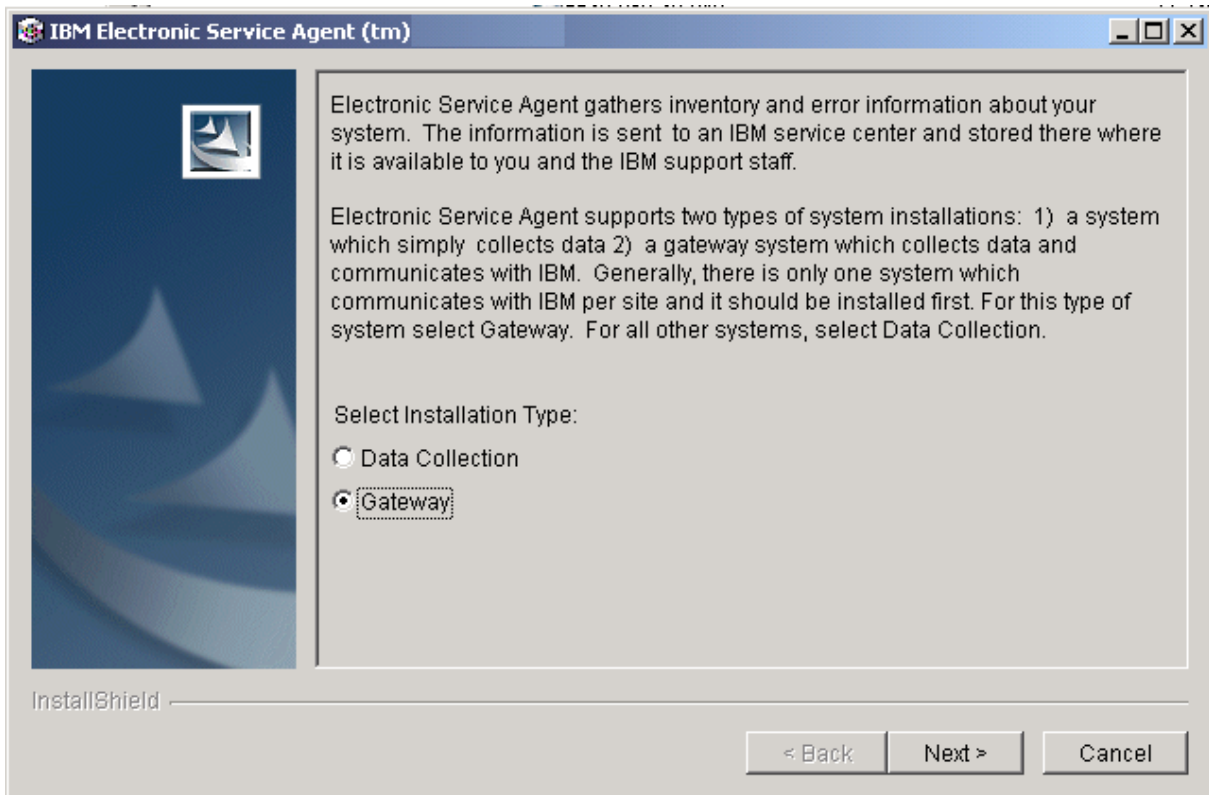
Notes:

1. **You must install and configure Gateway before installing data collectors.**
2. The installation involves restarting Windows. Do not begin installation if Windows can't be restarted at this time.

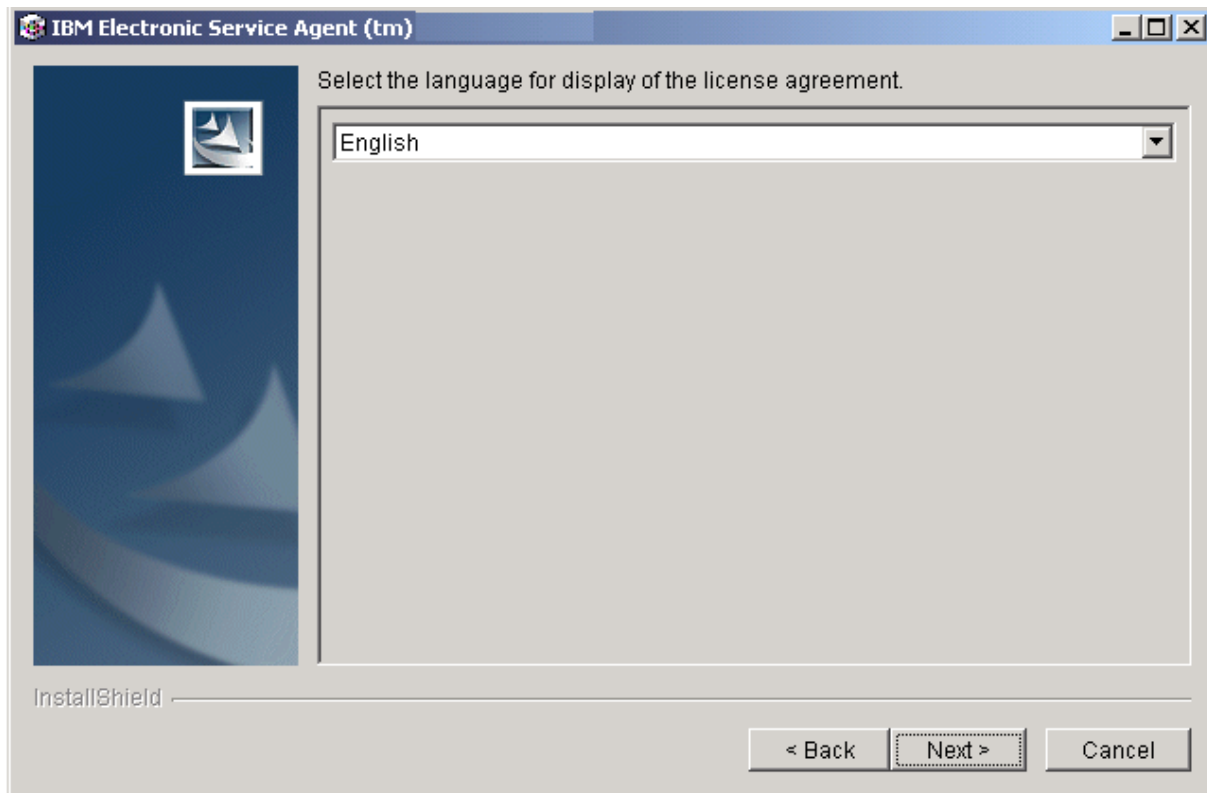
To install the Gateway code:

1. Access the 5639-n89-31.exe file in the temporary directory where you saved it.

2. Execute the file to invoke the install wizard. You see a screen asking you to select an installation type.



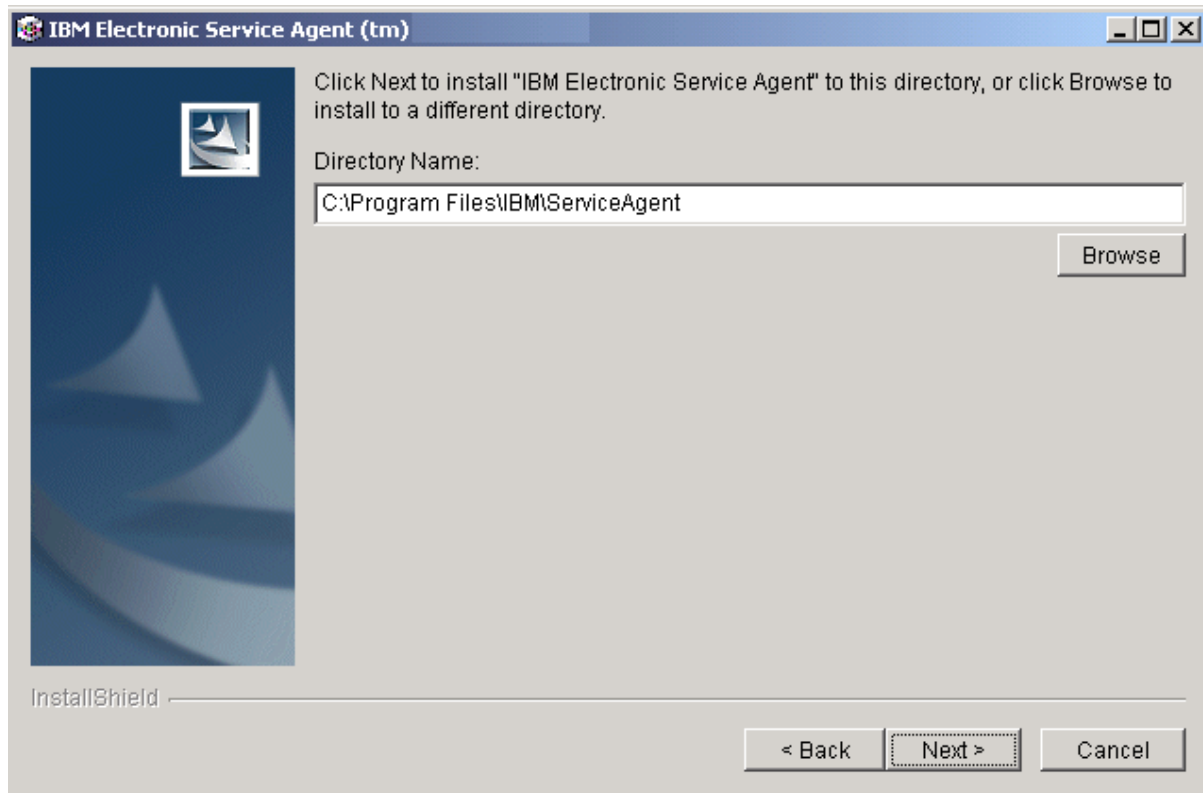
3. Select **Gateway** and click **Next**. You see a screen asking you to select a language for displaying the license agreement.



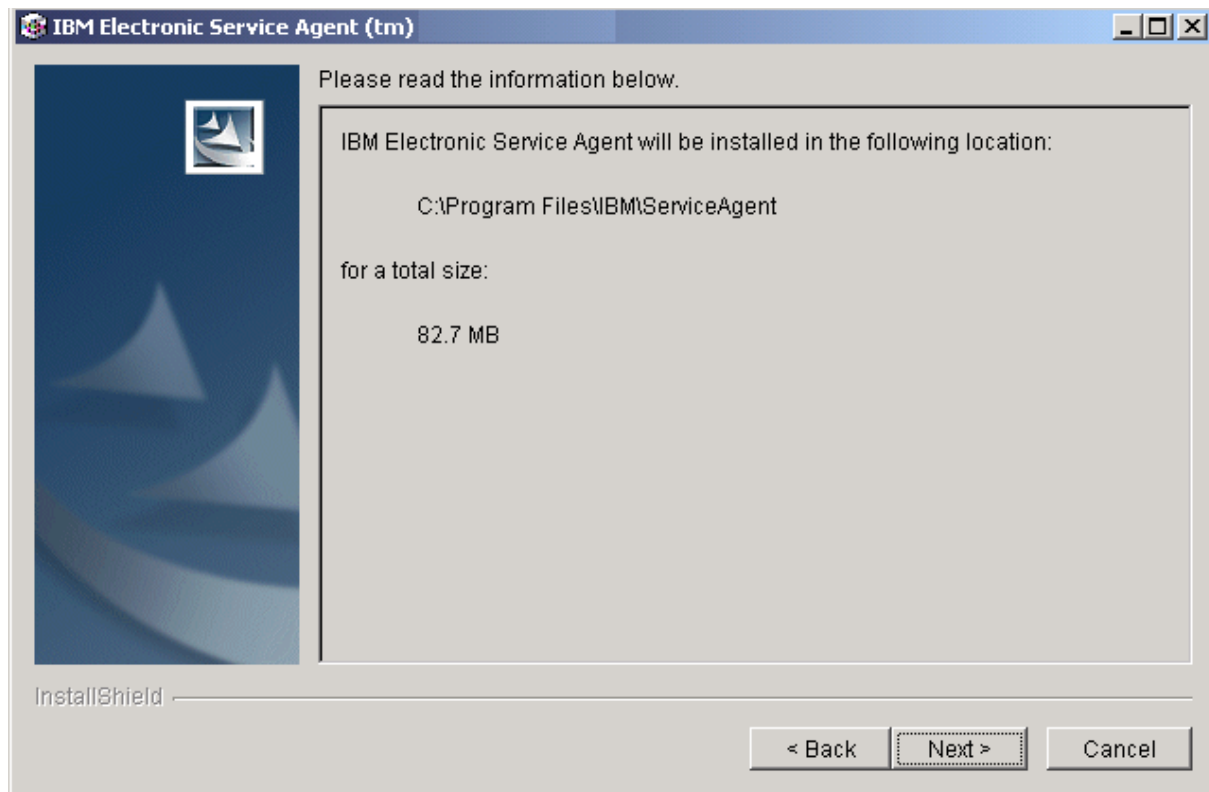
4. Select the language and click **Next**. You see a screen asking you to read the license agreement.



5. Select the option to accept the terms of the agreement and click **Next**. You see a screen asking where (in which directory) you want Electronic Service Agent installed.

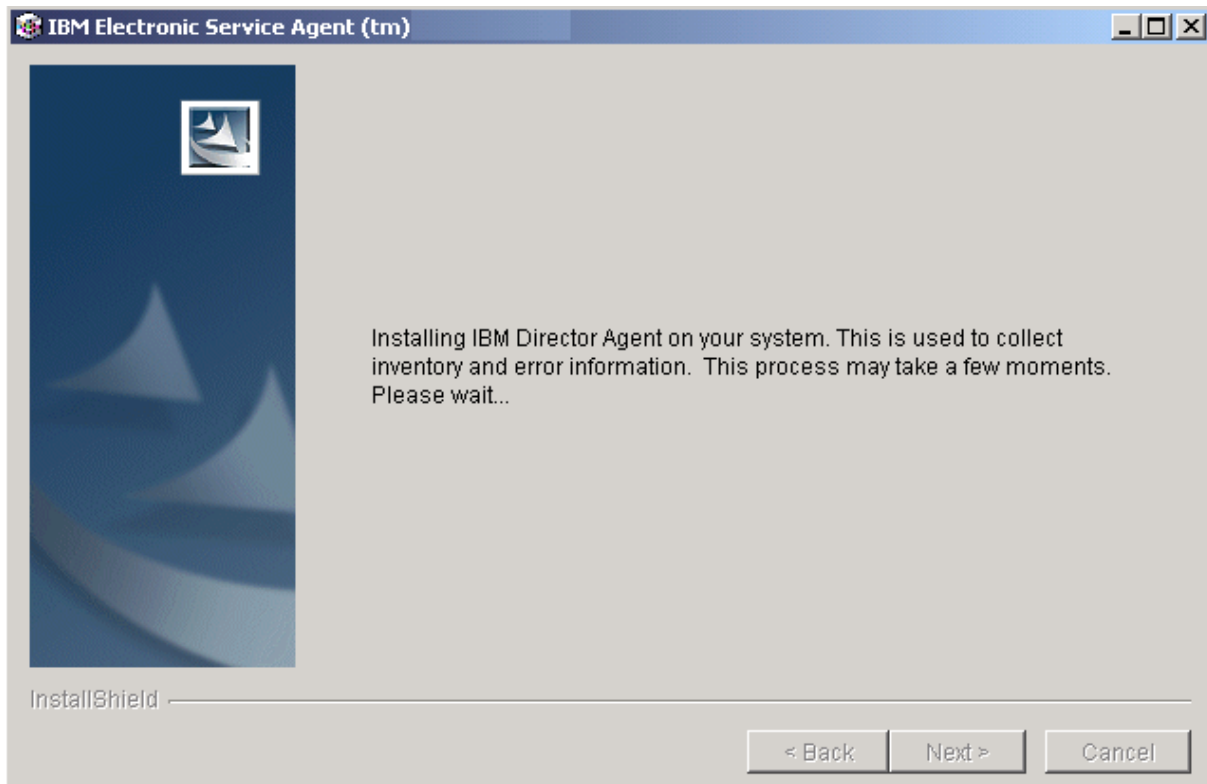


6. Take the default or select **Browse** for a new location. Click **Next**. You see a confirmation screen.

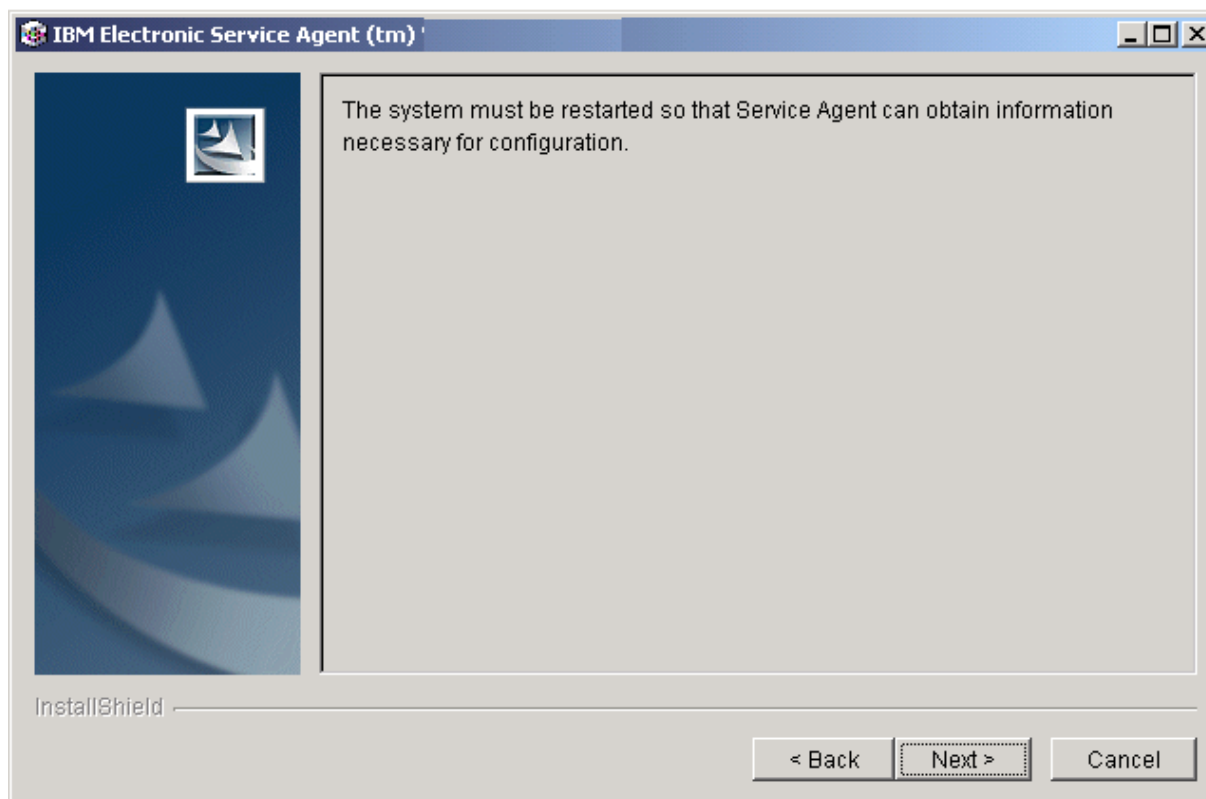


7. Verify your selections, and then click **Next**. A progress indicator will show how long the install process is taking.

8. You see a message telling you that the IBM Director Agent is being installed.



- After IBM Director Agent has been installed, you see a message that the system must be restarted. Click **Next** to start the Process.



- The installation process starts the configuration program after the reboot. You will see the System Status panel of the configuration program. You can either configure the Gateway or cancel the configuration program and do that later. Remember, however, that you must not configure Data collection systems if the Gateway machine is not properly configured. Please see “Chapter 6. Configuration”

Installing Data Collectors

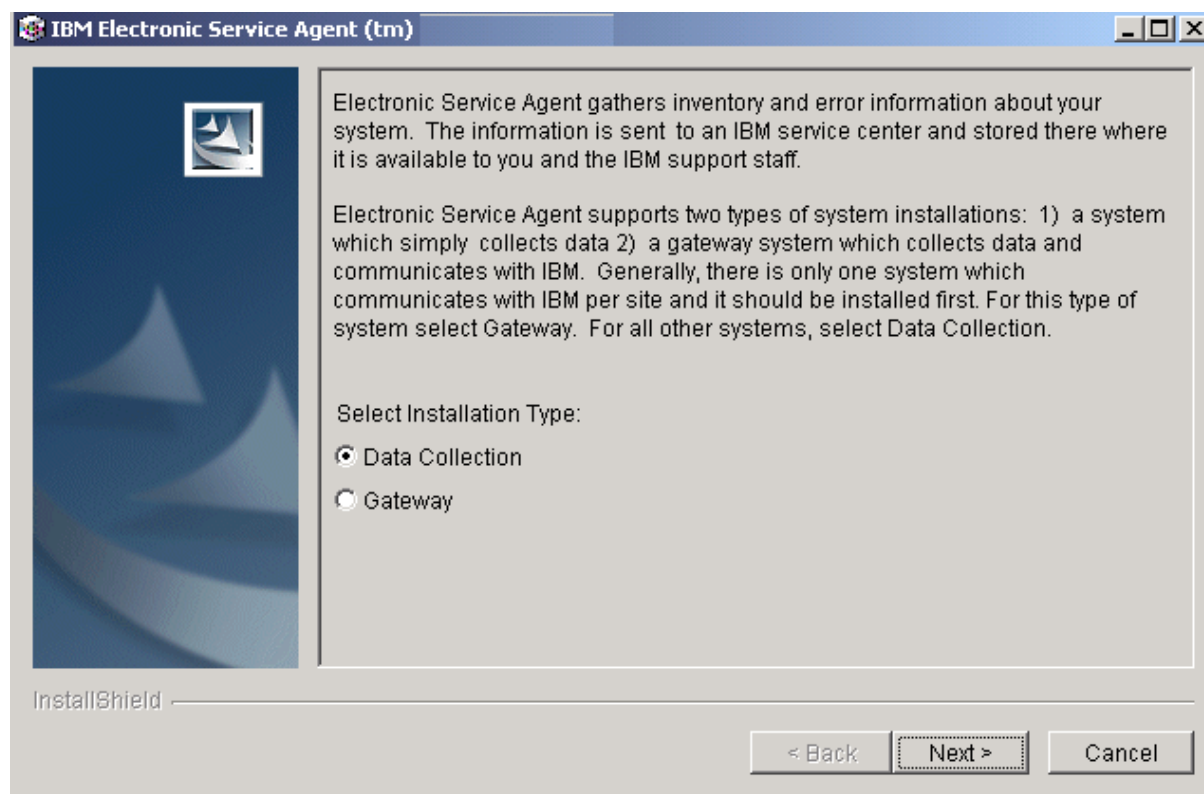
Notes:

- You must install and configure Gateway before installing data collectors.**
- The installation involves restarting Windows. Do not begin installation if Windows can't be restarted at this time.

To install the Data Collection code:

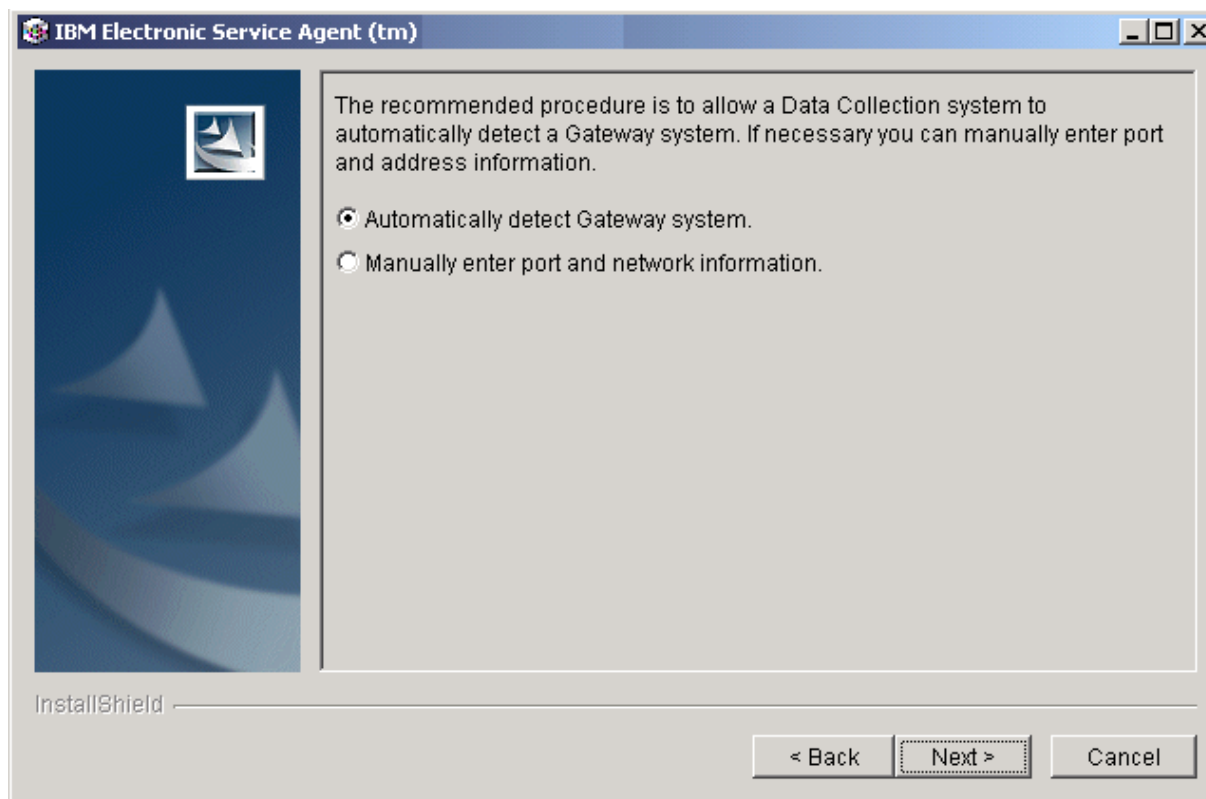
- Access the 5639-n89-31.exe file in the temporary directory where you saved it.

- Execute the file to invoke the install wizard. You see a screen asking you to select an installation type.



- Select **Data Collection** and click **Next**. You see a screen asking you to select a language for displaying the license agreement. (Please see the screens in the previous section for the remainder of this process. The screens for Gateway and Data Collection are identical.)
- Select the language and click **Next**. You see a screen asking you to read the license agreement.
- Select the option to accept the terms of the agreement and click **Next**. You see a screen asking where (in which directory) you want Electronic Service Agent installed.
- Take the default or select **browse** for a new location. Click **Next**. You see a confirmation screen.
- Verify your selections, and then click **Next**. A progress indicator will show how long the install process is taking. You see a message telling you that the IBM Director Agent is being installed.
- After IBM Director Agent has been installed, you see a message that the system must be restarted.

9. Click **Next** to restart the machine. When Windows is restarted, you see a screen containing configuration choices.



10. Do one of these:
 - Select “Automatically detect Gateway System” to have the Data Collector configure itself. This option is not available if you install a Data Collector on a separate subnet. See the next section of this document for directions for dealing with this situation.
 - Select “Manually enter port and network information.” Please see the next section.

Configuring Data Collector Manually

If you install a Data Collector system on a separate subnet from the location of your Gateway, you cannot use the standard auto configuration. This is because the multicast used for auto discovery typically will not be passed across your router. In this situation:

1. On the screen shown above, select **Manually enter port and network information**.

2. You see a data entry screen.

Electronic Service Agent(tm)

Enter a fully qualified Hostname (abagate.someplace.com) or IP address (12.120.37.15) for the Gateway system. In either case, make sure that your Data Collection machine can resolve the name given. You can check this by using the "ping" command on your Data Collector. See the User Guide for assistance with "ping".

If you have other software that is using the port value 19955 on this system, enter a new port. Leave blank to automatically discover the system.

If you need to alter the port used by both Data Collection and Gateway systems, enter the new port for the Gateway system. In many cases, it will be the same as the port for the Data Collection system. If changed a hostname must be supplied.

InstallShield

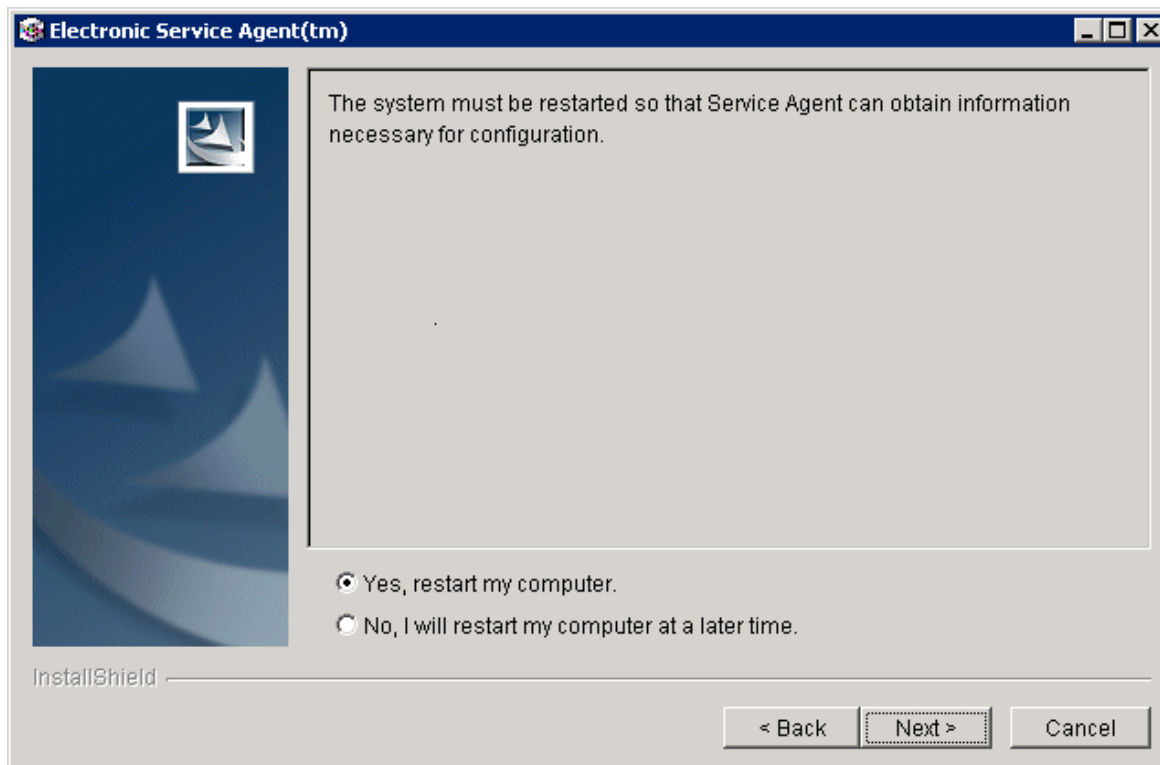
< Back Next > Cancel

3. Enter data as follows:

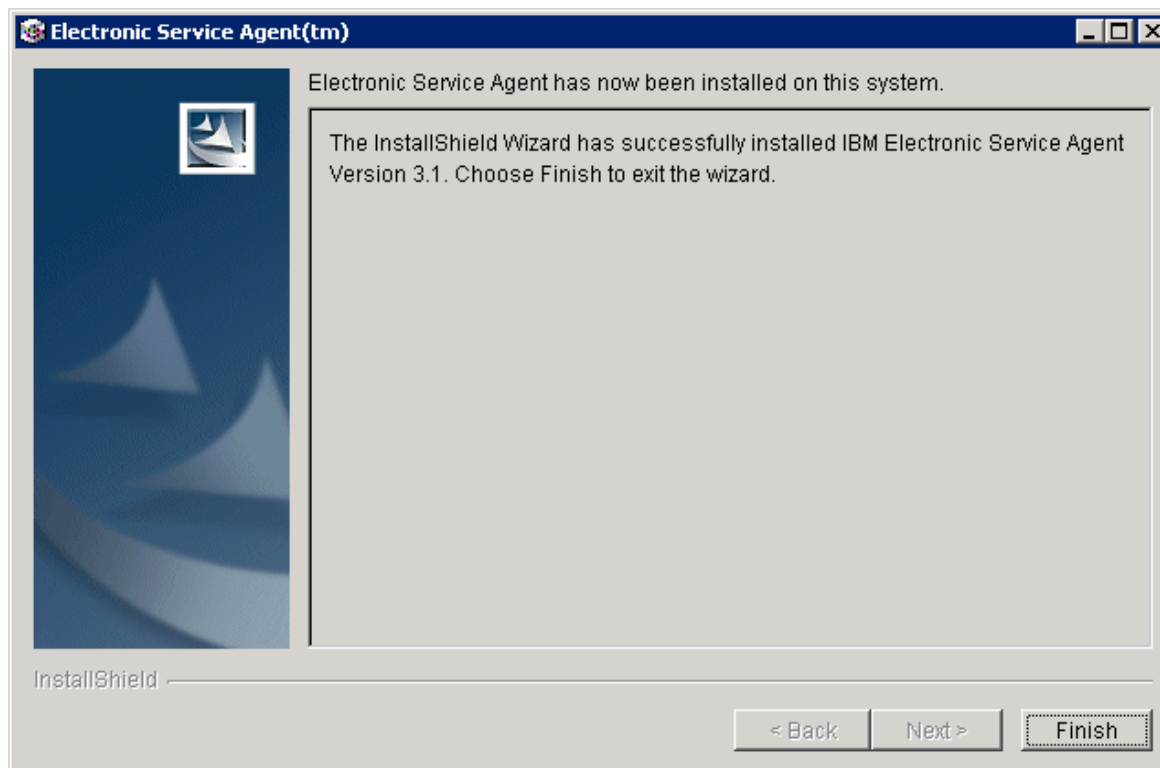
- In the first field, enter one of these:
 - A fully qualified hostname, for example, "abagate.someplace.com" rather than just "abagate."
 - An IP address such as "12.120.37.15"

In either case, make sure that your Data Collection machine can resolve the name given. You can check this by using the "ping" command on your Data Collector. **See "ping machine" on page 9.**
- In the second field, if you have other software that is using the port value 19955, and if you need to change the value only on a Data Collection system, enter a new port.
- In the third field, if you need to alter the port used by both Data Collection and Gateway systems, enter the new port for the Gateway system. In many cases, it will be the same as the port for the Data Collection system. Click **Next**.

4. Click **Next**. You see a screen telling you that the computer must be rebooted.



5. Choose whether to have your computer restarted now or at a later time. When your system is restarted, you see a confirmation of the installation.

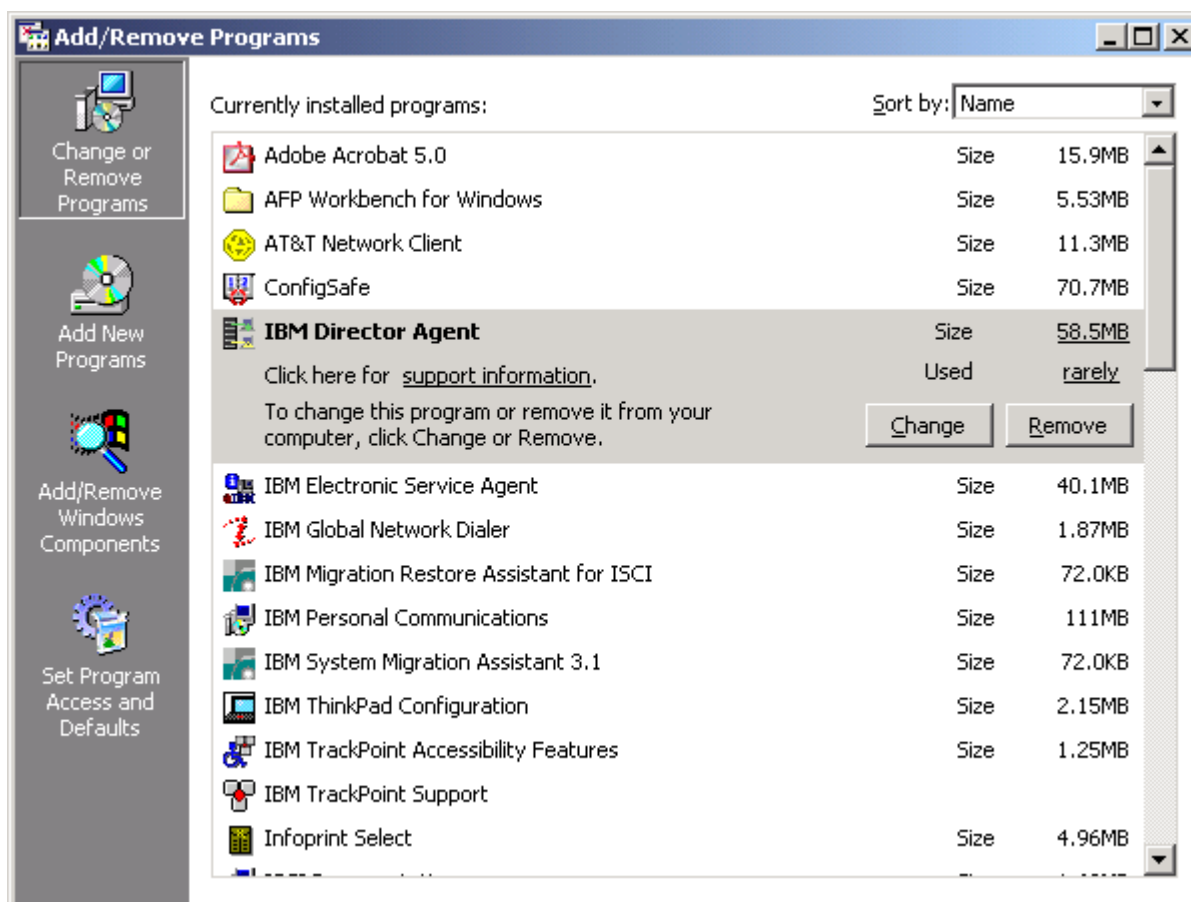


Uninstalling Electronic Service Agent

Before uninstalling Electronic Service Agent, check to be sure that your machine is not a Gateway being used by one or more Data Collectors. Uninstalling the program would disable Electronic Service Agent on those machines.

To uninstall Electronic Service Agent, use the Windows Add/Remove programs function:

1. Select **Start -> Settings -> Control Panel -> Add/Remove Programs**. You see the Add/Remove Programs screen.



2. Highlight **IBM Director Agent** and click **Remove**. You must remove this program first.
3. Highlight **IBM Electronic Service Agent** and click **Remove**.

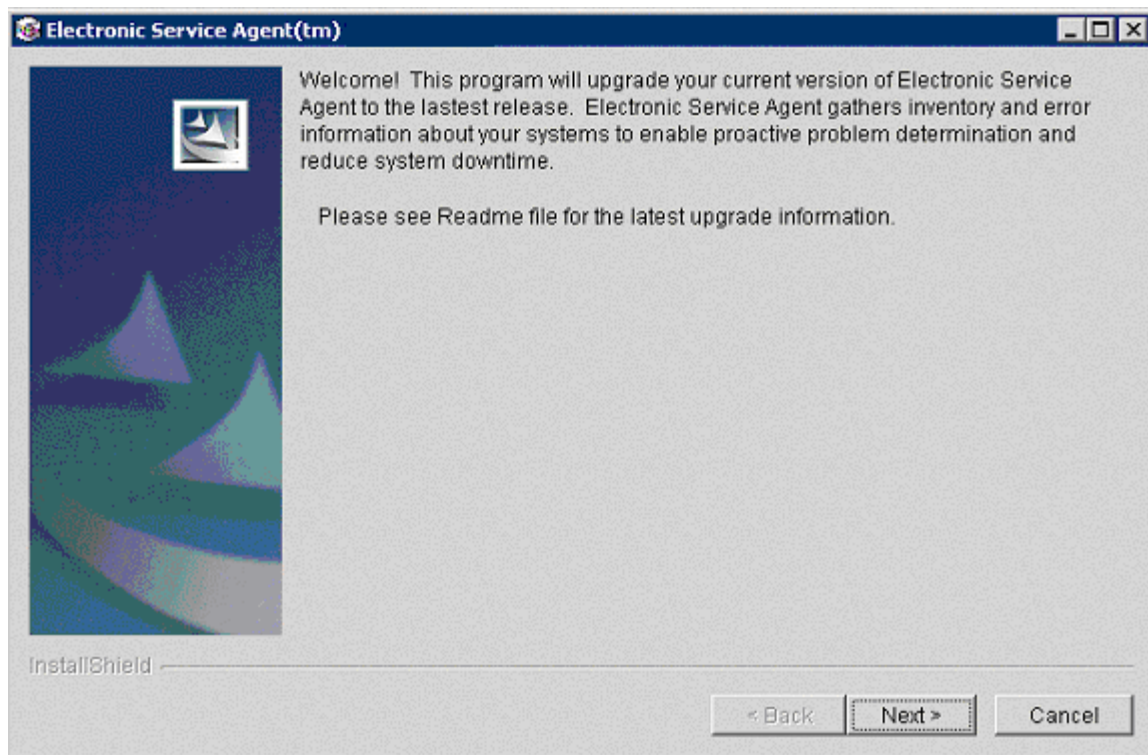
Chapter 5: Upgrading to a New Version

If you have a prior version of Electronic Service Agent already installed on your machine, you can easily upgrade to a new version.

- To download from the web:
 - 1) Access the following web site:
<http://www.pc.ibm.com/qtechinfo/MIGR-40870.html>
 - 2) Download these files:
 - The file 5639-n89-31.exe. Save this to a temporary directory.
 - This user's guide. Save to a directory where you can print it.
 - The Readme file. Save to a directory where you can print it or read it online.
 - If needed, the installation options file named "datacollector_upgrade31.rsp." This file can be used to bypass the screens and upgrade one or more Data Collectors. Please see "Appendix C. Unattended Upgrade" on page 62 for instructions for using this file.
- To order a CD, access the above site and follow the instructions given.

Installing the Gateway:

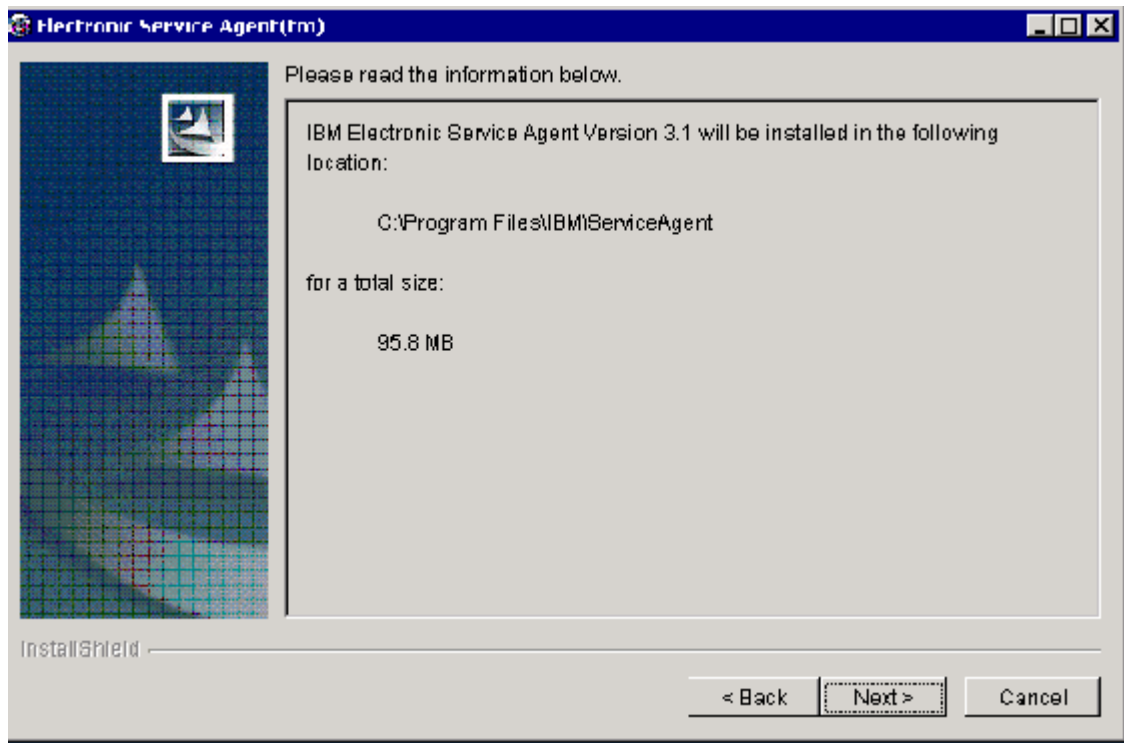
1. Access the 5639-n89-31.exe file in the temporary directory where you saved it.
2. You must upgrade the Gateway before you upgrade the Data Collectors. A down-level Gateway will not handle transactions for the new release, but a current Gateway can handle down-level Data Collector transactions.
3. Execute the file to invoke the install wizard. You see the Welcome screen.



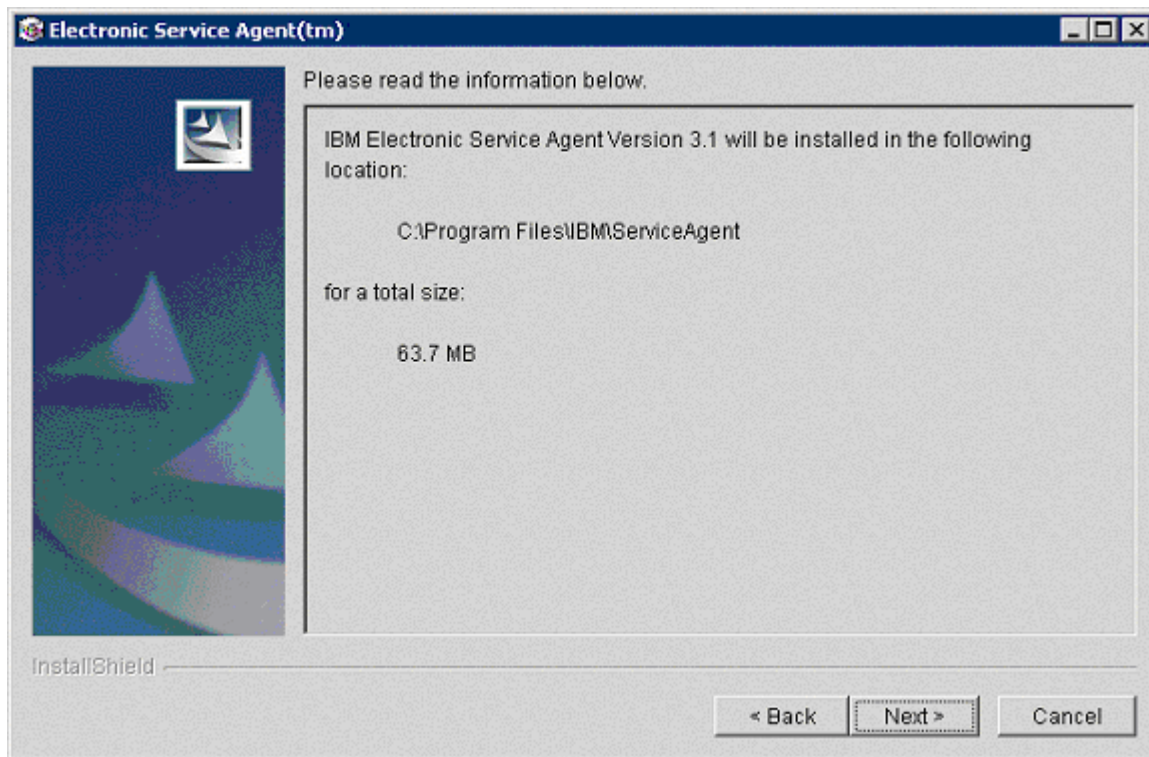
4. Click **Next**. You see the License Acceptance screen.



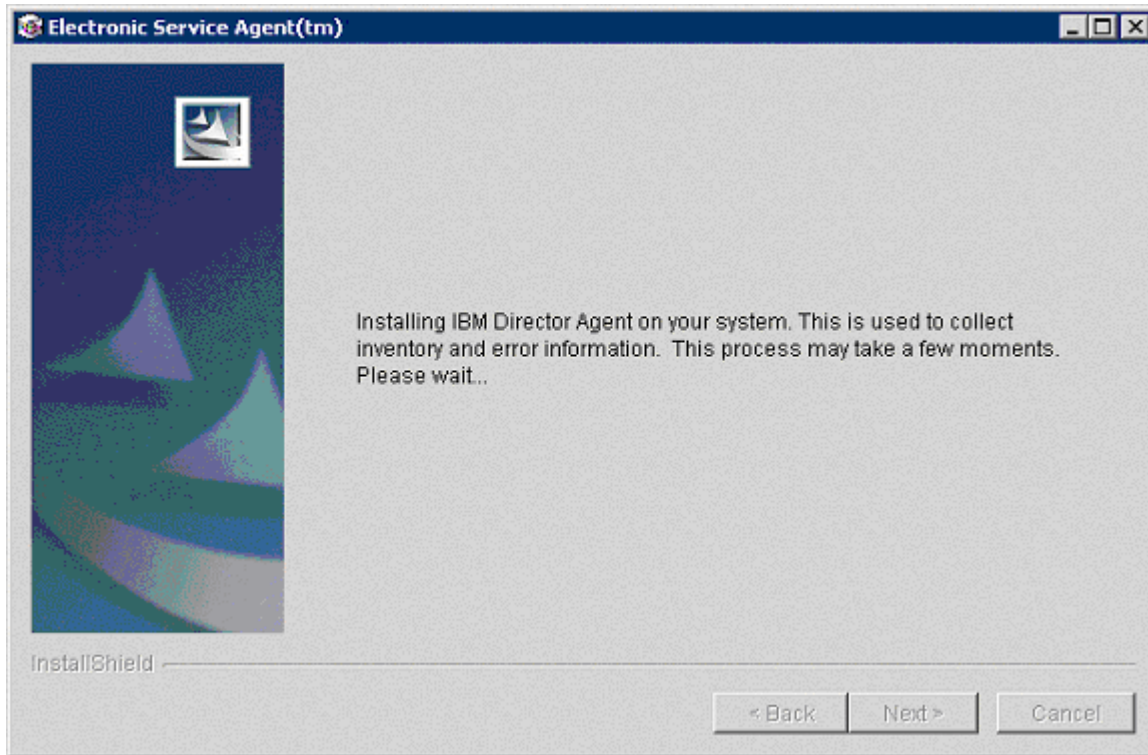
5. Select the option to accept the terms of the license agreement and click **Next**. You see a screen that displays the directory and disk space required to install the product.



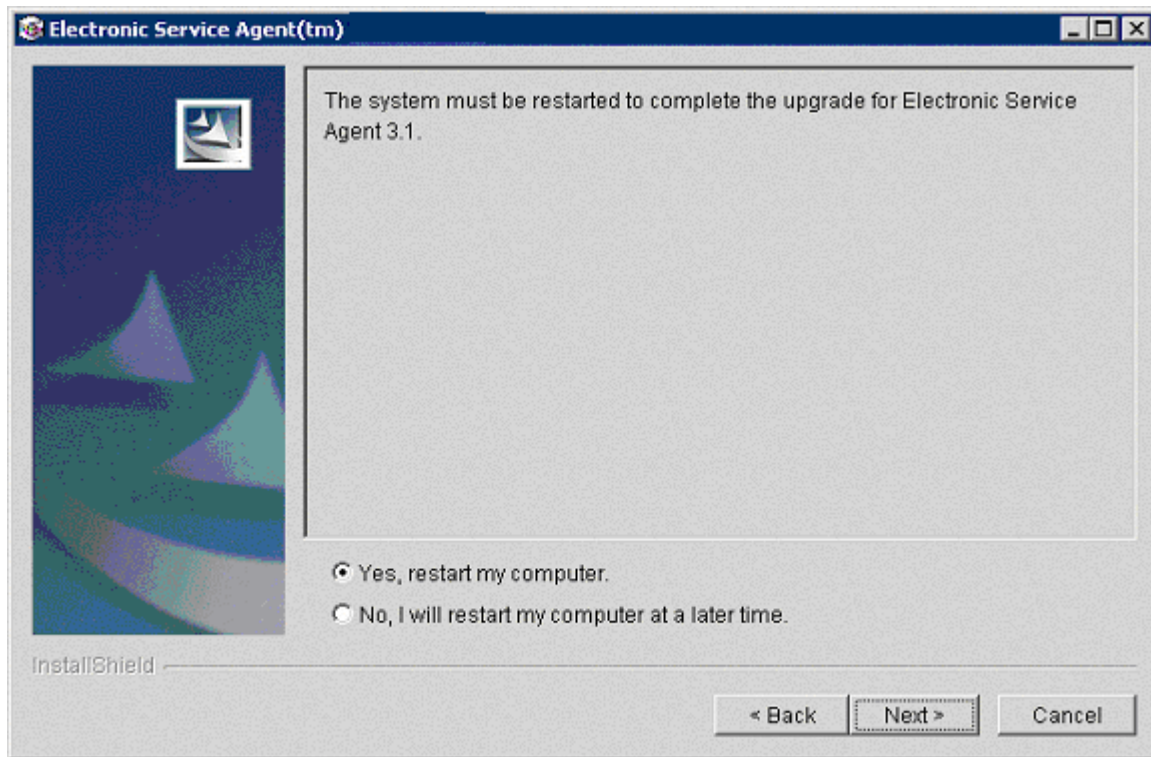
6. Click **Next**. You see a screen that displays the progress of the installation.



7. Wait until the installation is finished. You see a screen informing you that Electronic Service Agent is installing Director Agent. This is part of the total installation process.



8. You see a screen telling you that your system needs to be restarted.

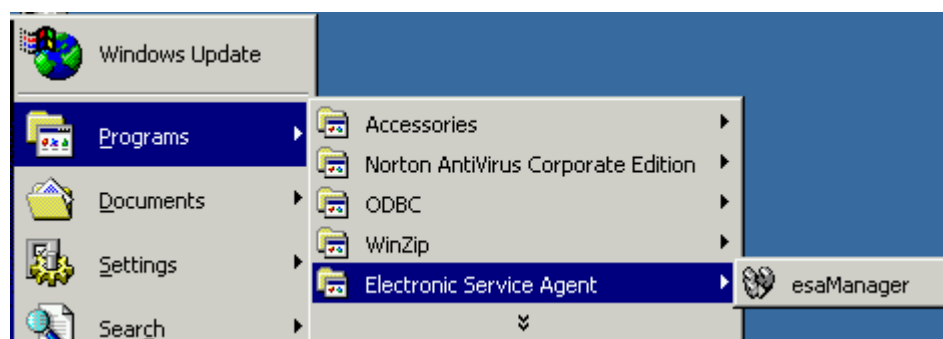


9. Do one of these:
- Click **Yes, restart my computer** to complete the installation. Then click **Next**. The computer will be restarted, and the new version of Electronic Service Agent will be running on your system.
 - Click **No, I will restart my computer at a later time**. Then click **Next**. The next time you restart your computer, the new version will be running on your system.

Chapter 6. Configuration

The Electronic Service Agent Manager program collects information about your company and your systems.

- The Electronic Service Agent Manager must be executed for Gateways. It automatically starts right after installation.
- Configuration is usually not required for Data Collectors. The Data Collectors employ a method of Auto-Discovery to download configuration information from the Gateway to the Data Collectors. If you do have to make a change in configuration, you may override the default information by running the Electronic Service Agent Manager on the Data Collector. This might be done if the Data Collector has a different location or contact name than the Gateway server.
- To invoke the Electronic Service Agent Manager, for the purpose of configuring a Gateway or a Data Collector, do one of these:
 - From the Windows **Start** menu, click **Programs -> Electronic Service Agent -> esaManager**.



- Execute the following program:
`c:\Program Files\ibm\ServiceAgent\esa\bin\esamanager.exe`
 (where `c:\Program Files\ibm\ServiceAgent` is the directory where you have stored your files).

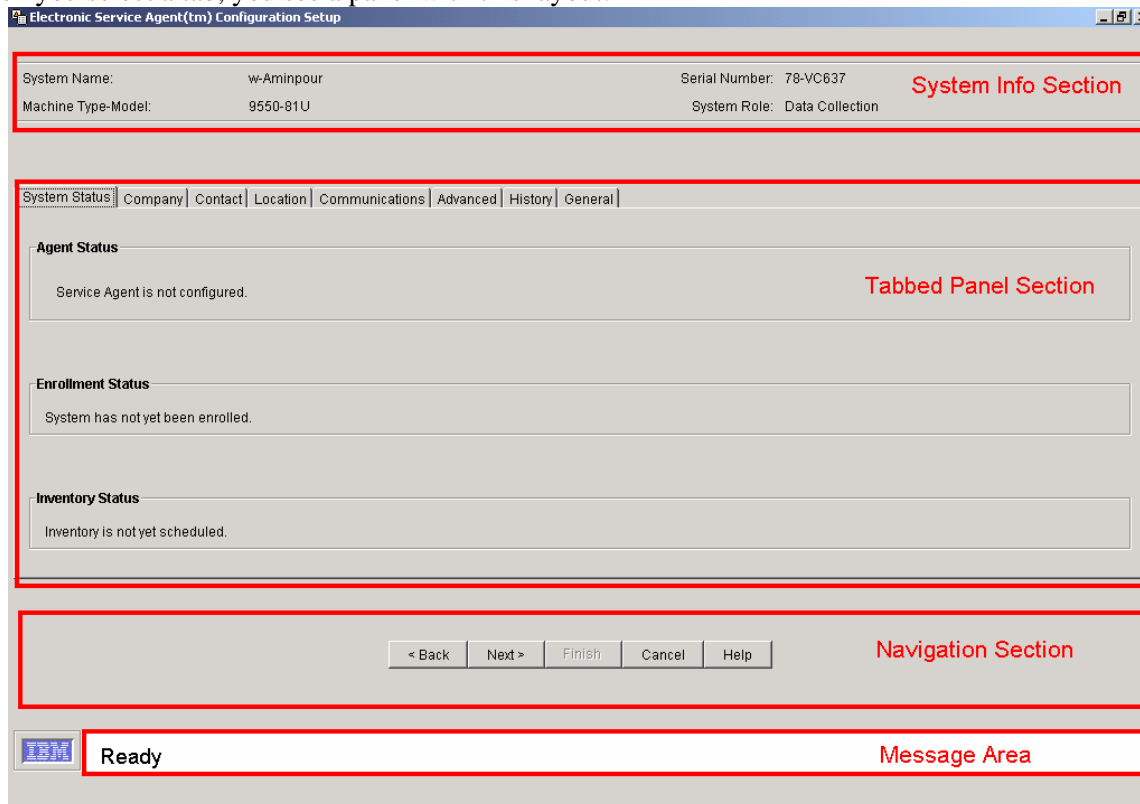
Tabs

Select one or more of these tabs to configure the topics indicated.

- **System Status:** this tab reports the current status of Electronic Service Agent and allows you to start and stop it.
- **Company:** contains information about your company.
- **Contact:** contains information about whoever is responsible for this system.
- **Location:** describes where this system is located.
- **Communications:** contains information about the network setup.
- **Advanced:** lets you define who can view the data.
- **History:** provides historical details of significant system events.
- **General:** shows system details, "about" information, and legal notices.

Panel Layout

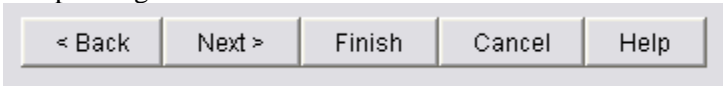
When you select a tab, you see a panel with this layout:

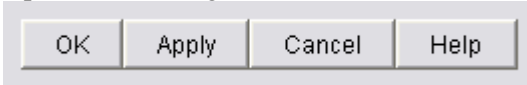


The panel is divided into four sections:

- System Info Section:
 - *System name* is the name sent to IBM as the "Customer name" for the system
 - *Machine Type-Model* is the machine type and model number as transmitted by Service Agent.
 - *Serial Number* is the machine serial number as transmitted by Service Agent.
 - *Role* indicates the role of the machine - Data Collection or Gateway.
- Tabbed Panel Section: contains a variety of panels dependent on the Service Agent status, UI mode, and Role.
 - For System Status, the panel shown above, the information presented is:
 - *Service Agent Status*, discussed in detail in "System Status" on page 34.
 - *Enrollment Status*, showing the current enrollment of the Service Agent with the external Service Data Receiver (SDR). Statuses are either "System is enrolled as xxxxxx" or "System has not yet been enrolled."
 - *Inventory Status*, displays the locale-sensitive timestamp showing when the next inventory will be collected. If the system has not been enrolled, you see a message: "Inventory is not yet scheduled."

The scheduler state file is updated every hour. If the closest collection time is in the past, the message states: "Inventory has been run within the hour, and the next scheduled time has not yet been recorded. Please check later."
 - For all other tabs:
 - a. Fill in data as requested. Mandatory fields are signified by an asterisk.

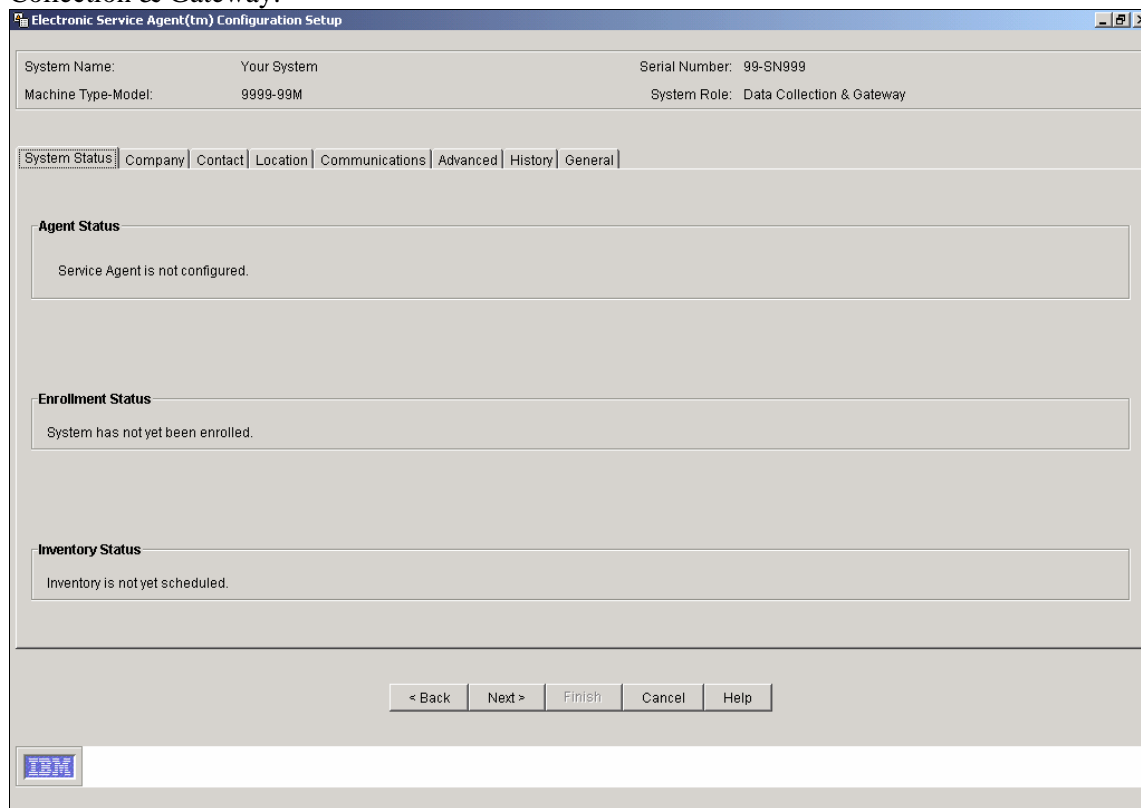
- b. At the bottom of each page, you see the navigation buttons.
 - c. Do one of these:
 - Click **Apply** or **Finish** to save your changes and remain on the page.
 - Click **Cancel** to cancel changes and exit the application.
 - Click **OK** to save changes and exit the application. (You don't have to click **Apply** or **Finish** before clicking **OK**.)
 - d.. Click another tab to configure another page. You can select tabs in any order you wish.
 - e. Fill in data and click **Apply** or **Finish**.
 - f. When you have completed configuring all required fields, click **OK** to save all your changes and exit the Configuration process.
- Navigation Section: can contain either of these:
 - Setup Navigation buttons:

The Finish button only appears when the system has not been configured. Once it is configured, Finish becomes Apply.
 - Operational Navigation buttons:
- Message Area: contains system messages.

Configuring a Gateway

System Status

When you install Electronic Service Agent on a Gateway, you see the System Status screen for Data Collection & Gateway.



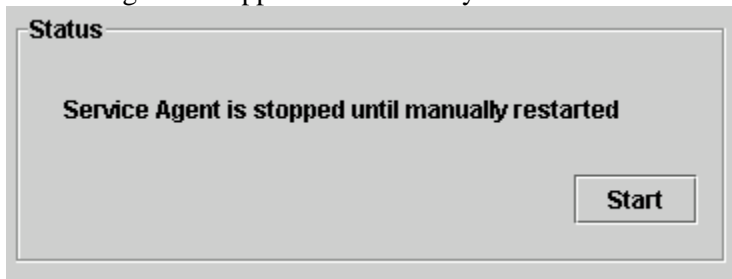
This screen reports on the current status of Electronic Service Agent and provides a method to start or stop the program.

The Status field displays one of the following messages:

- Service Agent is not configured. This is the initial status before you have completed configuration.

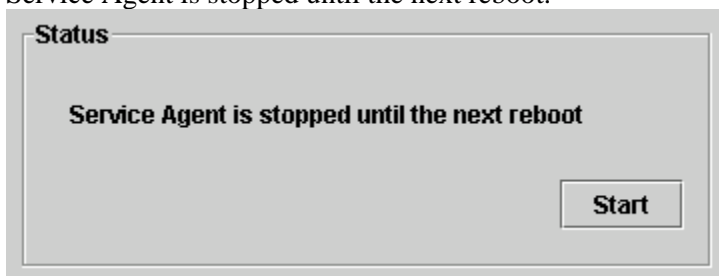


- Service Agent is stopped until manually restarted.



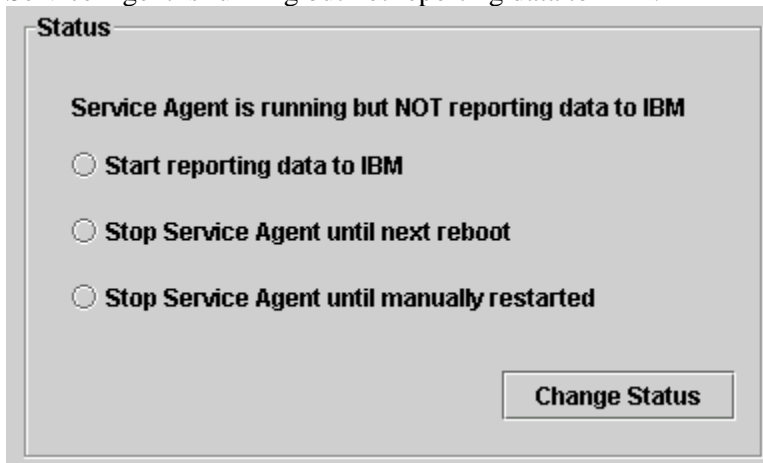
You can elect to start Electronic Service Agent by clicking the **Start** button, or you can wait until the next reboot.

- Service Agent is stopped until the next reboot.



You can click **Start** or wait until the next reboot.

- Service Agent is running but not reporting data to IBM.



Select one of the options below and then click **Change Status**:

- Start reporting data to IBM.
- Stop Electronic Service Agent until next reboot.
- Stop Electronic Service Agent until manually restarted.

If you make changes, click **Apply** or **Finish** to save them and remain on the panel. Or click **OK** to save changes and exit.

The following sections describe the screens you have the option of changing for the purpose of configuring the Gateway.

Company

This screen requests information about your company.

The screenshot shows the 'Electronic Service Agent(tm) Configuration Setup' window with the 'Company' tab selected. The window displays system information at the top: System Name (Your System), Serial Number (99-SN999), Machine Type-Model (9999-99M), and System Role (Data Collection & Gateway). Below this is a navigation bar with tabs for System Status, Company, Contact, Location, Communications, Advanced, History, and General. The main area contains several input fields: Company Name* (text field with 'Your company name'), Country or Region* (pull-down menu with 'UNITED STATES'), Telephone* (text field with '1112223333'), Extension (text field with '123'), e-mail Address (text field with 'johndoe@company.com'), and Enterprise or ECI ID (text field). A note below the fields states: 'If your company has an IBM Enterprise Number or ECI ID it helps IBM ensure that you receive any special services that your company has arranged with IBM. Please see the User's Guide for more information.' At the bottom, there are buttons for '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'. The IBM logo is visible in the bottom left corner.

Fill in data as follows and click **Apply** or **Finish** to remain in the application or **OK** to exit:

- **Company:** free-form text field, restricted to 30 characters
- **Country or Region:** select from pull-down menu
- **Telephone:** telephone number (restricted to 10 digits in the US or Canada, beginning with area code; 30 characters in other countries), no parentheses, hyphens, or spaces
- **Extension:** displayed only in the US and Canada; restricted to 4 digits
- **email:** your company's Internet address, such as abc@abc.com.
- **Enterprise or ECI ID:** enter one of these:
 - Your IBM-assigned Enterprise number. An Enterprise is a grouping of customer numbers.
 - Your Electronic Customer Interface (ECI) ID. These numbers are used to identify customers and their associated service agreement terms, so entering this will help IBM ensure that you receive any special services that your company has arranged with IBM. Your purchasing team may be able to provide an ECI ID.

Note: An ECI ID is also known as **ESC+ ID** or **ECCOID**.

Contact

This screen contains information about the person who supports this machine. This is the person IBM would be contacting in the event of a problem.

The screenshot shows the 'Electronic Service Agent(tm) Configuration Setup' dialog box with the 'Contact' tab selected. The dialog box contains the following information and fields:

System Name:	Your System	Serial Number:	99-SN999
Machine Type-Model:	9999-99M	System Role:	Data Collection & Gateway

Below this information is a tabbed interface with the following tabs: System Status, Company, **Contact**, Location, Communications, Advanced, History, and General. The 'Contact' tab is active and contains the following fields:

- Contact name*: John Doe
- Country or Region*: UNITED STATES (dropdown menu)
- Telephone*: 1112223333
- Extension: (empty field)
- e-mail Address*: johnDoe@company.com

At the bottom of the dialog box, there are five buttons: < Back, Next >, Finish, Cancel, and Help. A small icon is visible in the bottom-left corner of the dialog box.

Fill in data as follows, and click **Apply** or **Finish** to remain in the application or **OK** to save and exit:

- Contact name: free-form text field, restricted to 22 characters
- Country or Region: select from pull-down menu
- Telephone: telephone number (restricted to 10 digits in the US or Canada, beginning with area code; 30 characters in other countries), no parentheses, hyphens, or spaces
- Extension: displayed only in the US and Canada; restricted to 4 digits
- email: your Internet address, such as janedoe@abc.com

Location

This screen requests information about the location of the machine. This is NOT the mailing address: it is the physical location used by IBM to dispatch a field service representative.

The screenshot shows the 'Electronic Service Agent Configuration Setup' dialog box with the 'Location' tab selected. The dialog displays system information and a form for entering location details.

System Name:	Your System	Serial Number:	99-SN999
Machine Type-Model:	9999-99M	System Role:	Data Collection & Gateway

System Status | Company | Contact | **Location** | Communications | Advanced | History | General

Type in details of the location of your managed systems. This information is used by the IBM service representative to find the system if a Service Request is sent to IBM.

Building, Floor, Office*	1,2,3
Country or Region*	UNITED STATES
Address*	111 Company Lane
City*	Your city
State / Province*	Texas
Post / Zip Code*	77777

< Back Next > Finish Cancel Help

Fill in data as follows and click **Apply** or **Finish** to remain in the application or **OK** to save and exit:

- Building, Floor, Office: free-form text field, restricted to 22 characters
- Country or Region: select from pull-down menu
- Address: street address, free-form text, restricted to 30 characters
- City: free-form text, restricted to 30 characters
- State/Province: select from pull-down menu if one exists for your country/region
- Post /Zip Code: free-form text, restricted to 10 characters

Communications

The Gateway can communicate with IBM in one of two ways:

- Via a dial-up modem
- Via the Internet

The Communications screen asks you to select a connection method: Dial-Up or Internet.

The screenshot shows a configuration window with tabs: System Status, Company, Contact, Location, Communications, Advanced, History, General. Under 'Connection to IBM', there are two radio buttons: 'Dial-Up' (selected) and 'Internet'. Under 'Connection to this system', there is a 'Port Number*' field containing the text '19955'.

The “Connection to this system” port number is the port the Data Collectors will use to send data to this Gateway. You can accept the default or override it.

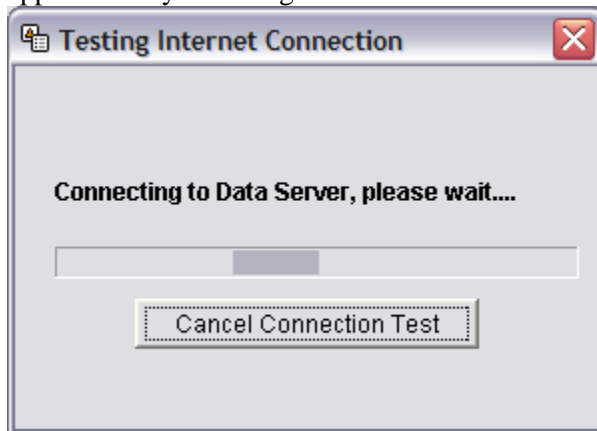
Communications/Dial-up

1. Select “Dial-up.” You see a screen asking for dial-up connection details.

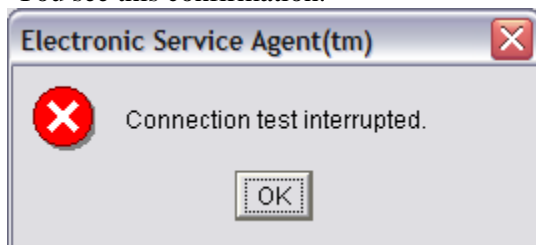
The screenshot shows a window titled 'Electronic Service Agent(tm) Configuration Setup'. At the top, it displays 'System Name: Your System', 'Serial Number: 99-SN999', 'Machine Type-Model: 9999-99M', and 'System Role: Data Collection & Gateway'. Below this are the same tabs as the previous screenshot. The 'Connection to IBM' section has 'Dial-Up' selected. The 'Dial-Up Connection Details' section is expanded and contains the following fields: 'Modem*' (a dropdown menu), 'Country*' (UNITED STATES), 'Region*' (Texas), 'City*' (512-691-4485 Austin), and 'Number to dial*' (512-691-4485). Below these fields is a 'Test Connection' section with a button labeled 'Test Dial-Up Connection'. At the bottom of the window are navigation buttons: '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'. An IBM logo is visible in the bottom left corner.

2. Fill in these fields:
 - Modem: if there is more than one modem on your system, you can select which modem to use.
 - Country: select from pull-down menu
 - Region: select from pull-down menu

- City: select from list that includes phone numbers followed by city names. Choose the combination that has the least calling charge associated with it.
 - Number to dial: this is a free-form field, restricted to 32 characters, that lets you change the number you selected in conjunction with the City field. For example, you might remove a city code if dialing locally. Or you might insert a “9” or other number if necessary to access a dial tone.
3. Click **Test Connection** to test your changes.
- Testing the dialer communication may take a moment. A progress indicator will indicate approximately how long. This indicator is used for both Dial-up and Internet connections.



- This process tests the settings you entered: it detects the modem, verifies the phone line is connected and active, and verifies the connection to IBM.
- If you are changing settings that are working and the test fails, click **Cancel Connection Test**. You see this confirmation.



The existing setting remain unchanged. (Be sure that you have clicked **Apply** or **Finish** to save changes to other screens. If you haven't, your changes will be lost.)

4. Click **OK**.

Communications/Internet

1. Select “Internet.” You see a screen asking for Internet connection details.

The screenshot shows the 'Electronic Service Agent(tm) Configuration Setup' window. At the top, it displays system information: System Name: Your System, Serial Number: 99-SN999, Machine Type-Model: 9999-99M, and System Role: Data Collection & Gateway. Below this is a navigation bar with tabs: System Status, Company, Contact, Location, Communications (selected), Advanced, History, and General. The main area is divided into sections: 'Connection to IBM' with radio buttons for Dial-Up and Internet (selected); 'Connection to this system' with a Port Number* field containing 19955; 'Internet Connection Details' with a checked 'Use HTTP proxy' checkbox, a Proxy Address* field containing www.ibm.com, a Port Number* field containing 19960, a checked 'Authentication' checkbox, a User Name* field containing userid, a Password* field with asterisks, and a Confirm Password* field with asterisks; and a 'Test Connection' section with a 'Test Internet Connection' button. At the bottom, there are navigation buttons: < Back, Next >, Finish, Cancel, and Help.

2. Fill in fields
 - For a direct connection, leave the “Use proxy” box unchecked.
 - For a proxy connection, you should know the server address, port number, whether the proxy server requires authentication and, if so, the user name and password. Your network administrator should have this information. Most servers will not require authentication.
 - Check the “Use proxy” box. You must then fill in:
 - The proxy address. This can be either the dotted decimal or fully qualified domain name format. No syntax checking is performed, and you can enter a string of up to 256 characters.
 - The proxy port number.
 - If the proxy server is password protected, you must check the Authentication checkbox. You must then fill in:
 - A user ID, up to 20 characters
 - A password, up to 20 characters
 - A confirmation password, up to 20 characters
3. Click **Test Connection** to test your changes. This will resolve the proxy address, contact the proxy server, resolve the IBM address, and establish a secure connection to IBM. You see a progress box that gives you the option to cancel.
4. If the test fails, click **Cancel**. (Be sure that you have clicked **Apply** or **Finish** to save changes to other screens. If you haven’t, your changes will be lost.)

Advanced

IBM provides a web site where you can view the data for the systems you have enabled. This web site contains all the inventory data for the machines serviced by Electronic Service Agent.

The **Advanced** panel allows you to authorize up to two users to view this data.

The screenshot shows the 'Electronic Service Agent(tm) Configuration Setup' window with the 'Advanced' tab selected. The window displays system information and a section for authorizing web users.

System Name:	Your System	Serial Number:	99-SN999
Machine Type-Model:	9999-99M	System Role:	Data Collection & Gateway

System Status | Company | Contact | Location | Communications | **Advanced** | History | General

Authorize Web Users

IBM provides a web site where you can view details of the systems you have enabled for Electronic Services. To authorize users to access this information, enter one or two IBM Common Registration user IDs. Please see the User's Guide for more information.

User ID 1:

User ID 2:

To view details of the systems and to perform further user ID maintenance, please visit <http://www.ibm.com/support/electronic>

< Back Next > Finish Cancel Help

IBM

For example, you might want to authorize a customer's contact and the contact's manager. These rules apply:

- The users you authorize must have an IBM Common Registration ID. To obtain this registration, have the users sign on to IBM Registration at <http://www.ibm.com/registration/selfreg>.
- You may add more than two users by visiting <http://www.ibm.com/support/electronic>. This web site provides more details about the Advanced function.

Starting the Gateway

1. When all of the panels are complete, click **Apply** or **Finish**. (See "Closing the Configurator Application" on page 50.) In the Message area, you see the message that Service Agent is configured but not running.
2. Click the **System Status** tab. You see the System Status panel with the status "Configured but Not Running."
3. Click the **Start** button. **You must start the Gateway**; Data Collectors will start themselves. In the Enrollment area, the panel will still say that the system is not enrolled.
4. Click **OK** to exit the configuration application.

- Wait 10 to 15 minutes. Then access the application again to see if the enrollment status has changed. If the status has not changed, call IBM for help.

Configuring a Data Collector

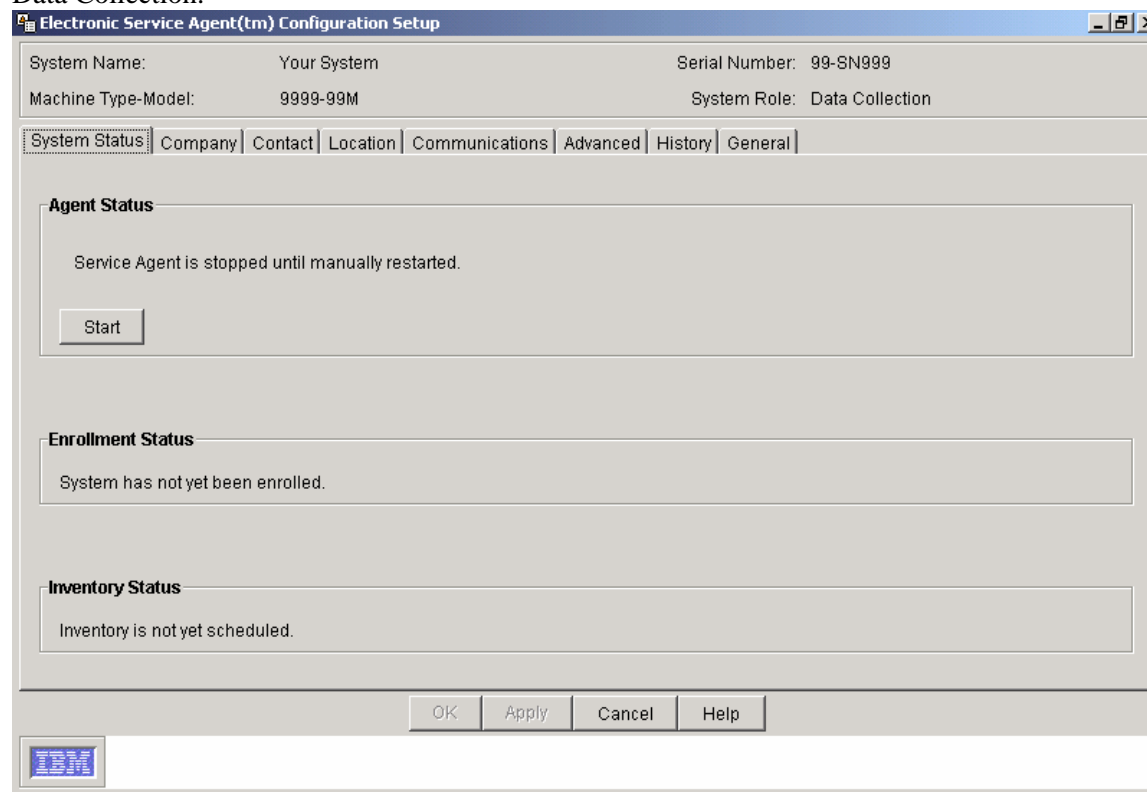
The Data Collector will configure itself by means of “Auto Discovery” at installation time, so it will probably not be necessary for you to do any further configuration. However, if you need to make changes, you can change any of the configuration items by running the Electronic Service Agent Manager on the Data Collector. This might be done if the Data Collector has a different location or contact name than the Gateway server.

To invoke the Electronic Service Agent Manager, for the purpose of configuring a Data Collector, do one of these:

- Execute the following program:
`c:\Program Files\ibm\ServiceAgent\esa\bin\esamanager.exe`
 (where `c:\Program Files\ibm\ServiceAgent` is the directory where you have stored your files).
- From the Windows **Start** menu, click **Programs -> Electronic Service Agent -> esaManager**.

System Status

When you install Electronic Service Agent on a Data Collector, you see the System Status screen for Data Collection.



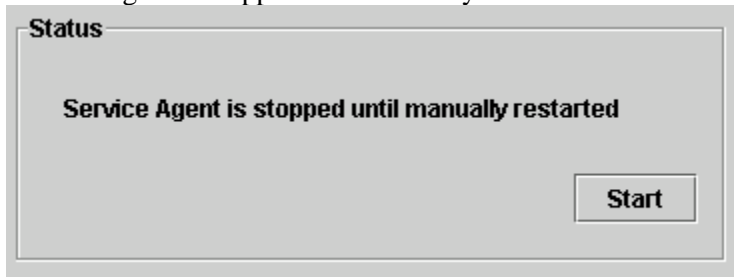
This screen reports on the current status of Electronic Service Agent and provides a method to start or stop the program. The Name, Machine Type, Model, and Serial are shown as they will be sent to IBM.

The Status field displays one of the following messages:

- Service Agent is not configured. This is the initial status before you have completed configuration.

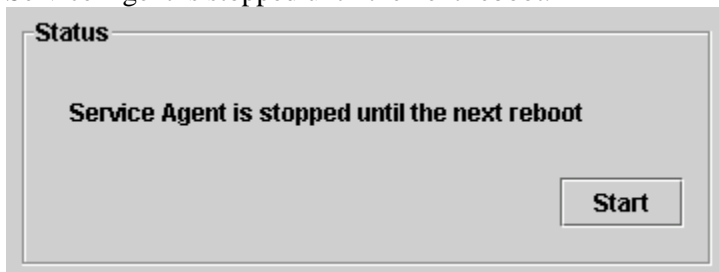


- Service Agent is stopped until manually restarted.



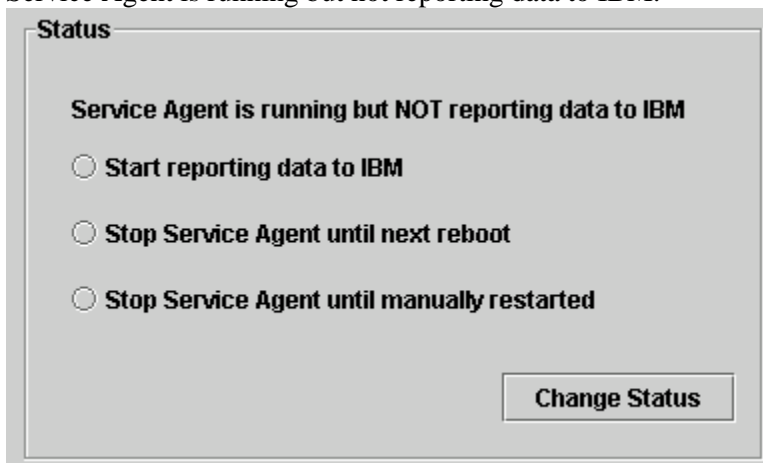
You can elect to start Electronic Service Agent by clicking the **Start** button, or you can wait until the next reboot.

- Service Agent is stopped until the next reboot.



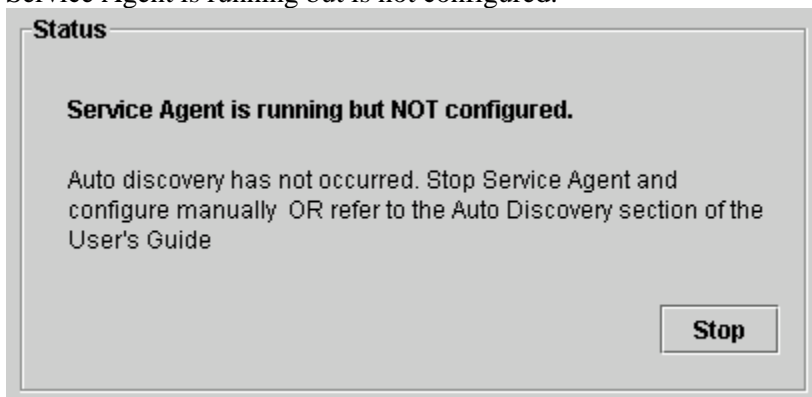
You can click **Start** or wait until the next reboot.

- Service Agent is running but not reporting data to IBM.



Select one of the options below and then click **Change Status**:

- Start reporting data to IBM.
 - Stop Electronic Service Agent until next reboot.
 - Stop Electronic Service Agent until manually restarted.
- Service Agent is running but is not configured.



Click **Stop** to change the Service Agent status to Stopped.

You can select one of the following options:

- Stop reporting data to IBM.
- Stop Electronic Service Agent until next reboot.
- Stop Electronic Service Agent until manually restarted.

If you make changes, click **Apply** or **Finish** to save them.

The following sections describe the pages you have the option of changing for the purpose of configuring the Data Collector. Please note that many of the screens are the same as those used for configuring the Gateway, but they are repeated here for the convenience of users who may only wish to configure the Data Collector.

Company

This screen requests information about your company.

The screenshot shows the 'Company' tab of the 'Electronic Service Agent(tm) Configuration Setup' dialog box. The dialog has a title bar with standard window controls. Below the title bar, there are two rows of information: 'System Name: Your System' and 'Serial Number: 99-SN999', and 'Machine Type-Model: 9999-99M' and 'System Role: Data Collection'. Below this is a tabbed interface with tabs for 'System Status', 'Company', 'Contact', 'Location', 'Communications', 'Advanced', 'History', and 'General'. The 'Company' tab is active. It contains several input fields: 'Company Name*' with the value 'IBM', 'Country or Region*' with a pull-down menu showing 'UNITED STATES', 'Telephone*' with the value '1112223333', 'Extension' with the value '223', and 'e-mail Address' which is empty. Below these fields is a text block: 'If your company has an IBM Enterprise Number or ECI ID it helps IBM ensure that you receive any special services that your company has arranged with IBM. Please see the User's Guide for more information.' Below this is an 'Enterprise or ECI ID' input field, which is also empty. At the bottom of the dialog are four buttons: 'OK', 'Apply', 'Cancel', and 'Help'. An IBM logo is visible in the bottom-left corner of the dialog's frame.

Fill in data as follows and click **Apply** or **Finish** to remain in the application or **OK** to exit:

- Company: free-form text field, restricted to 30 characters
- Country or Region: select from pull-down menu
- Telephone: telephone number (restricted to 10 digits in the US or Canada, beginning with area code; 30 characters in other countries), no parentheses, hyphens, or spaces
- Extension: displayed only in the US and Canada; restricted to 4 digits
- email: your company's Internet address, such as abc@abc.com.
- Enterprise or ECI ID: enter one of these:
 - Your IBM-assigned Enterprise number. An Enterprise is a grouping of customer numbers.
 - Your Electronic Customer Interface (ECI) ID. These numbers are used to identify customers and their associated service agreement terms, so entering this will help IBM ensure that you receive any special services that your company has arranged with IBM. Your purchasing team may be able to provide an ECI ID.

Note: An ECI ID is also known as **ESC+ ID** or **ECCOID**.

Contact

This screen contains information about the person who supports this machine. This is the person IBM would be contacting in the event of a problem.

The screenshot shows the 'Electronic Service Agent(tm) Configuration Setup' dialog box with the 'Contact' tab selected. The dialog box has a title bar with standard window controls. Below the title bar, there are two rows of information: 'System Name: Your System' and 'Serial Number: 99-SN999' in the first row; 'Machine Type-Model: 9999-99M' and 'System Role: Data Collection' in the second row. Below this is a tabbed interface with tabs for 'System Status', 'Company', 'Contact', 'Location', 'Communications', 'Advanced', 'History', and 'General'. The 'Contact' tab is active, showing five input fields: 'Contact name*' with the value 'John Doe', 'Country or Region*' with a pull-down menu showing 'UNITED STATES', 'Telephone*' with the value '1112223333', 'Extension' which is empty, and 'e-mail Address*' with the value 'johnDoe@company.com'. At the bottom of the dialog box are four buttons: 'OK', 'Apply', 'Cancel', and 'Help'. An IBM logo is visible in the bottom-left corner of the dialog box.

Fill in data as follows, and click **Apply** or **Finish** to remain in the application or **OK** to save and exit:

- Contact name: free-form text field, restricted to 22 characters
- Country or Region: select from pull-down menu
- Telephone: telephone number (restricted to 10 digits in the US or Canada, beginning with area code; 30 characters in other countries), no parentheses, hyphens, or spaces
- Extension: displayed only in the US and Canada; restricted to 4 digits
- email: your Internet address, such as janedoe@abc.com

Location

This screen requests information about the location of the machine. This is NOT the mailing address: it is the physical location used by IBM to dispatch a field service representative.

The screenshot shows the 'Electronic Service Agent(tm) Configuration Setup' dialog box with the 'Location' tab selected. The dialog contains the following information and fields:

- System Name:** Your System
- Serial Number:** 99-SN999
- Machine Type-Model:** 9999-99M
- System Role:** Data Collection

The 'Location' tab is active, showing a tabbed interface with other tabs: System Status, Company, Contact, Location, Communications, Advanced, History, and General. Below the tabs, there is a text box with the instruction: "Type in details of the location of your managed systems. This information is used by the IBM service representative to find the system if a Service Request is sent to IBM."

The location fields are as follows:

- Building, Floor, Office*:** A text field containing "1,2,3".
- Country or Region*:** A pull-down menu showing "UNITED STATES".
- Address*:** A text field containing "111 Company Lane".
- City*:** A text field containing "City".
- State / Province*:** A pull-down menu showing "Texas".
- Post / Zip Code*:** A text field containing "77777".

At the bottom of the dialog, there are four buttons: OK, Apply, Cancel, and Help. An IBM logo is visible in the bottom left corner of the dialog frame.

Fill in data as follows and click **Apply** or **Finish** to remain in the application or **OK** to save and exit:

- Building, Floor, Office: free-form text field, restricted to 22 characters
- Country or Region: select from pull-down menu
- Address: street address, free-form text, restricted to 30 characters
- City: free-form text, restricted to 30 characters
- State/Province: select from pull-down menu if one exists for your country/region
- Post /Zip Code: free-form text, restricted to 10 characters

Communications

The communications panel configures the communication channel by which the Service Agent should communicate with Service Agent Gateway.

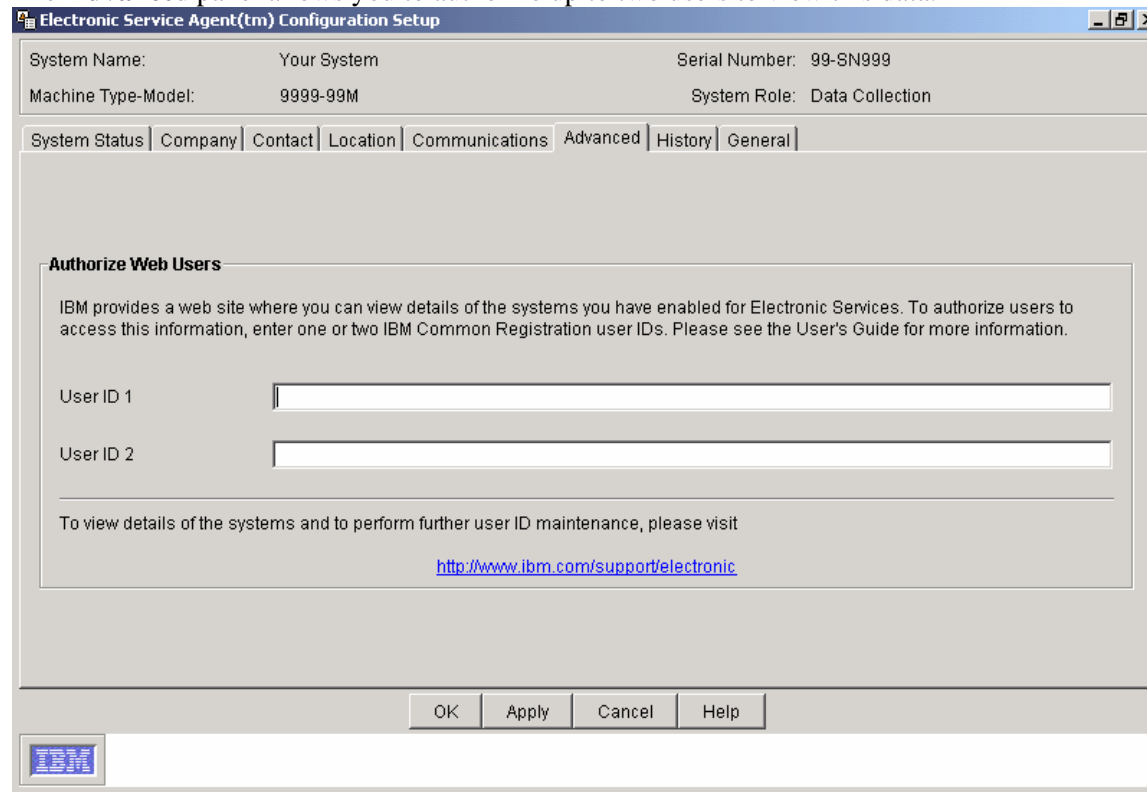
The screenshot shows the 'Electronic Service Agent(tm) Configuration Setup' dialog box with the 'Communications' tab selected. The dialog has a title bar with standard window controls. Below the title bar, there are two rows of system information: 'System Name: Your System' and 'Serial Number: 99-SN999' in the first row; 'Machine Type-Model: 9999-99M' and 'System Role: Data Collection' in the second row. A tabbed interface below shows 'System Status', 'Company', 'Contact', 'Location', 'Communications' (selected), 'Advanced', 'History', and 'General'. The 'Communications' tab contains two sections: 'Connection to Gateway System' and 'Connection to this system'. The 'Connection to Gateway System' section has two text input fields: 'Port Number*' with the value '19960' and 'IP address or host name*' with the value 'www.ibm.com'. The 'Connection to this system' section has one text input field: 'Port Number*' with the value '19955'. At the bottom of the dialog are four buttons: 'OK', 'Apply', 'Cancel', and 'Help'. An IBM logo is visible in the bottom-left corner of the dialog's content area.

- Port number:
 - Identifies which port the Data Collector will use to attempt to connect to the Gateway.
 - Must be changed if another application in the network uses the default port.
 - Note: All Electronic Service Agent systems in the network must have the same port configured.
- The IP address or host name is the address or host name of the Gateway.
 - This is normally blank and should be completed only if you do not want to use broadcast to contact the Gateway system, or the Gateway is unreachable by broadcast. This would be the case where the Data Collector and the Gateway are on separate subnets.
 - The host name should be entered as a fully qualified name or the IP address of the Gateway.
- The system port is the port number this machine will use to receive messages. Again, if you have software using port 19955, you will want to change this to an unused port. All port numbers are a decimal number up to 65535.

Advanced

IBM provides a web site where you can view the data for the systems you have enabled. This web site contains all the error data for the machines serviced by Electronic Service Agent.

The **Advanced** panel allows you to authorize up to two users to view this data.



For example, you might want to authorize a customer's contact and the contact's manager. These rules apply:

- The users you authorize must have an IBM Common Registration ID. To obtain this registration, have the users sign on to IBM Registration at <http://www.ibm.com/registration/selfreg>.
- You may add more than two users by visiting <http://www.ibm.com/support/electronic>. This web site provides more details about the Advanced function.

Closing the Configuration Application

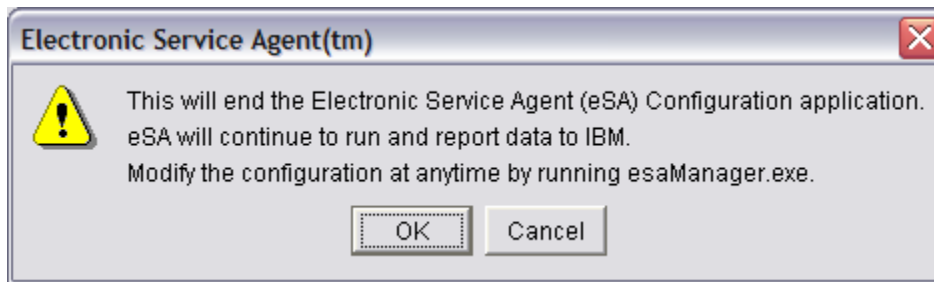
To close the configuration application from any screen:

- Click **OK** to save all changes and exit the application.
- Click **Cancel** to cancel all changes and exit the application.

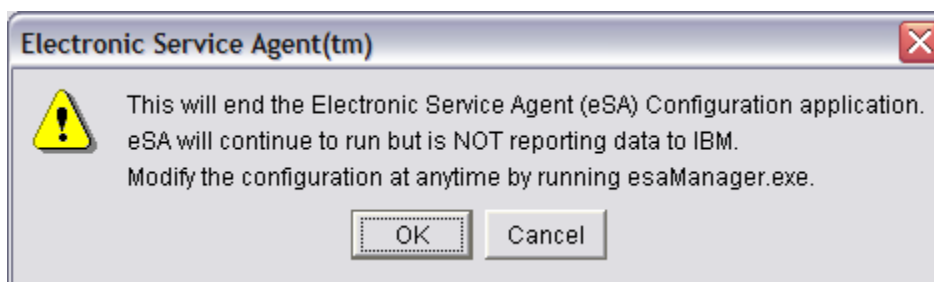
Note: Closing the configuration application has no effect on the Service Agent. The two are independently executing processes, so closing one does not affect the other.

When you close the configuration application, you see one of five pop-up dialogs pictured below that tell you the status of the Service Agent. For each dialog, click **OK** to close the application, or click **Cancel** to keep the application open.

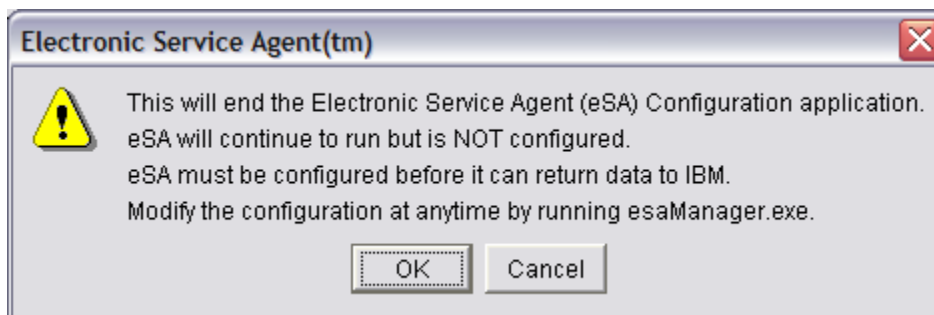
- Running and reporting:



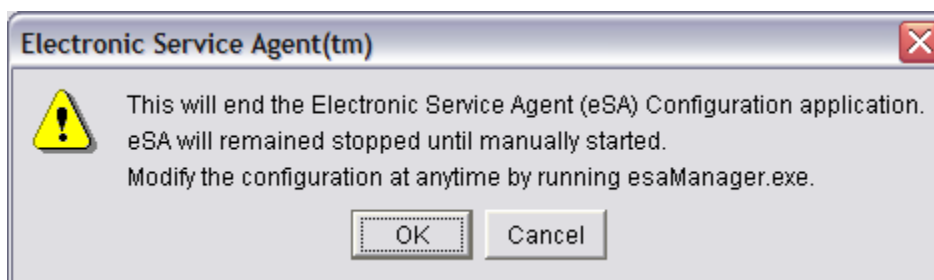
- Running but not reporting data:



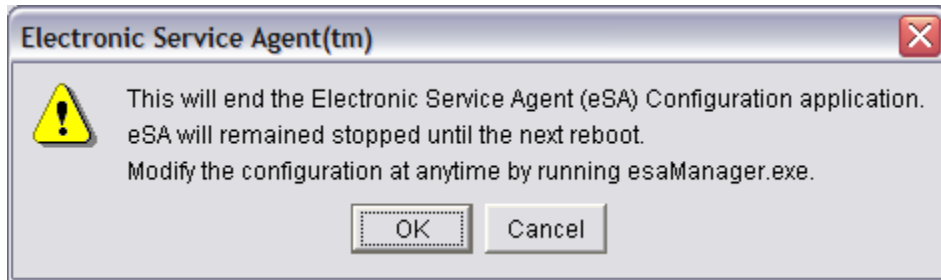
- Running but not configured:



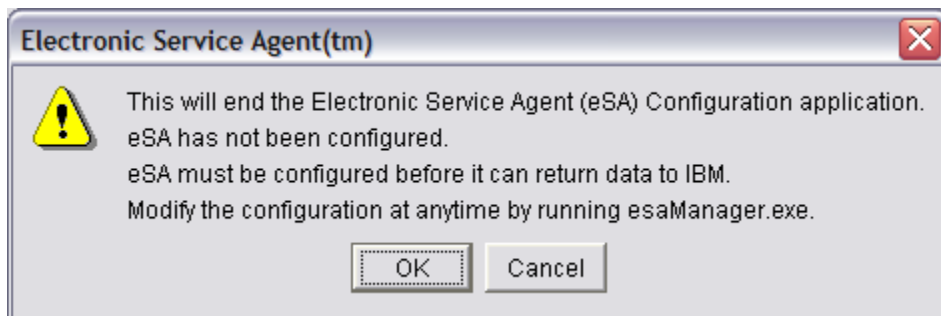
- Stopped until manually started:



- Stopped until next reboot:

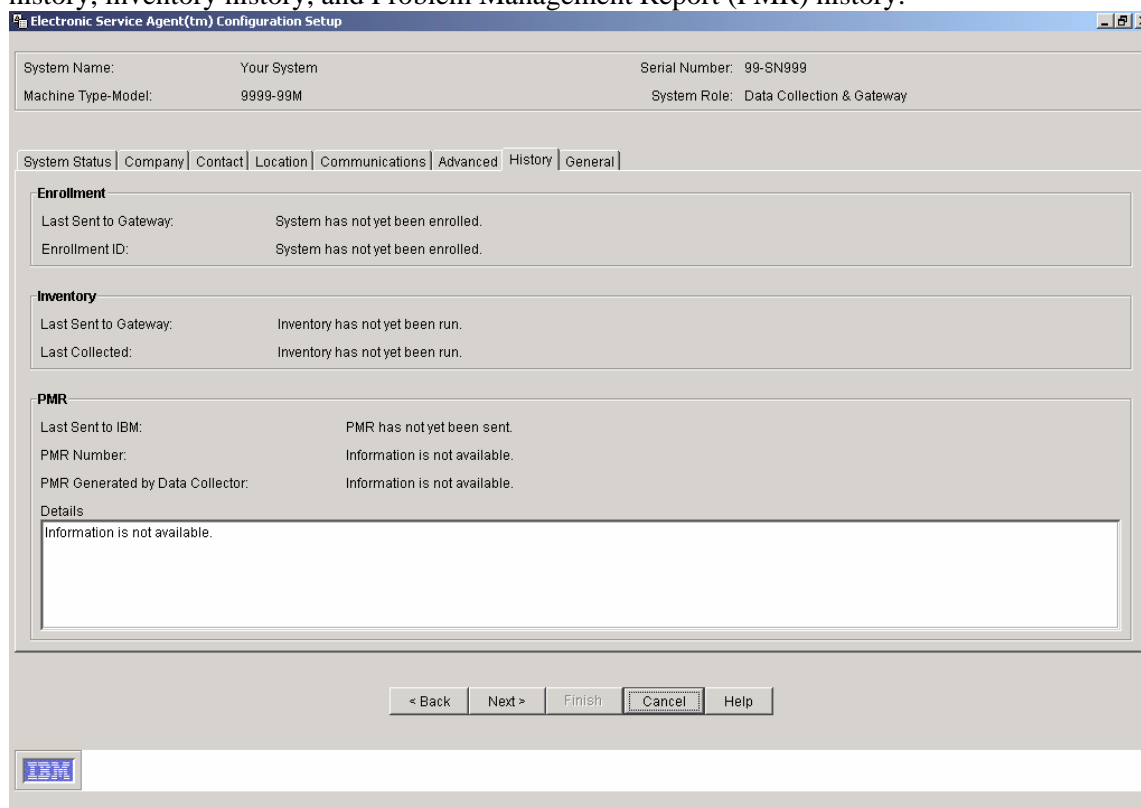


- Not configured:



Chapter 7: History

The history panel provides the historical details of significant system events. These include enrollment history, inventory history, and Problem Management Report (PMR) history.



- Enrollment
 - *Last Sent to Gateway* is the locale-sensitive timestamp of when the enrollment status was sent to the Service Data Receiver (SDR), the facility on the IBM server that receives messages from Electronic Service Agent
 - *Enrollment ID* is the ID with which the Service Agent has been enrolled with IBM.
- Inventory
 - *Last Sent to Gateway* is the locale-sensitive timestamp of when the inventory status was last sent to IBM.
 - *Last Collected* is the locale-sensitive timestamp of when the inventory was collected.
- PMR
 - *Last Sent to IBM* is the locale-sensitive timestamp of when a PMR was last sent to IBM.
 - *PMR Number* is the identifying number returned from IBM for the last submitted PMR. Give this number to the IBM Support Representative when calling IBM about the problem.

If the transaction times out, you will see this message:

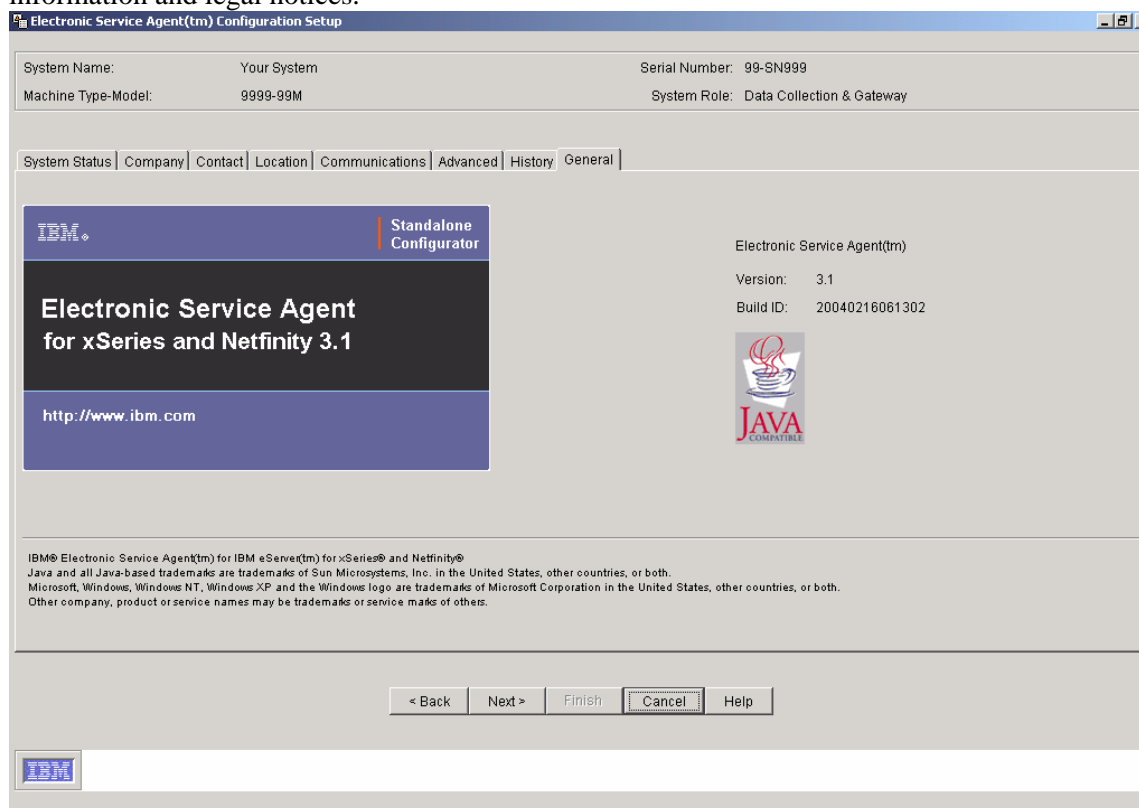
PMR Number not available because transaction has timed out. Use SDR number nnnnnnnn.

Give this number to the Support Representative instead of the PMR number.

- *PMR Generated by Data Collector.* This is the number of the system that generated the PMR. In most cases the number is the same as the number that appears in the message "System is enrolled as nnnnnnnn" when you enroll a machine with the Service Data Receiver (SDR). However, if a system is generating PMRs on behalf of another system, this number could be different from the number of the system you are on.
- *Details of the last submitted PMR.* This text is only available on the Gateway User Interface and is not translated.

Chapter 8: General

The general panel shows system details for the selected systems. It also contains the standard “about” information and legal notices.



- *Version* is the version of Electronic Service Agent as located in `MpsaSystemInfo.properties`.
- *Build ID* is the build ID of Electronic Service Agent as located in `MpsaSystemInfo.properties`.
- The Java Compatible logo required by Legal is displayed here.

Chapter 9. Support

Entitlement to Automatic Problem Submission

You are entitled to automatic problem submission from IBM only if your systems are under warranty and/or your organization has a maintenance agreement with IBM Service. This service program is not intended for customers who have a third party maintaining the xSeries and Netfinity servers. IBM's standard warranty response time is the next business day unless you have purchased an upgrade to the service level agreement.

Contacting Support

If you encounter problems or have technical questions regarding Electronic Service Agent, you should call your nearest IBM support center. You can obtain support center contact details that are appropriate for your country/region from the following web site:

<http://publib.boulder.ibm.com/pubs/html/as400/v4r4/ic2924/info/rzajitbl.htm>

If you are a resident in the United States, contact support at 1-800-IBM-SERV (1-800-426-7378) and select hardware support. You should have your machine type and serial number ready to give to the IBM support staff. Your machine type is identified by a four-digit number.

Web Sites

IBM PC Support and Information

<http://www-3.ibm.com/pc/support/site.wss/>

IBM Support Center contact information

<http://publib.boulder.ibm.com/pubs/html/as400v4r4/ic2924/info/rzajitbl.htm>

Electronic Service Agent installation package

<http://www.pc.ibm.com/qtechinfo/MIGR-40870.html>

IBM Director Web Sites

Director 4 web site:

http://www-1.ibm.com/servers/eserver/xseries/systems_management/director_4.html

Director 3 web site:

http://www-1.ibm.com/servers/eserver/xseries/systems_management/director_3.html

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Appendix B. Unattended Installation

IBM Electronic Service Agent gives you the ability to install one or more Data Collectors, using an installation options file named "datacollector.rsp." This file contains the default options for Data Collectors that are installed on the same subnet as the Gateway. To use this file for Data Collectors on different subnets, refer to "Configuring Data Collector Manually" on page 21.

The contents of the file are included here.

```
#####
##
#
# InstallShield Options File
#
# Wizard name: Setup
# Wizard source: setup.jar
# Created on: Thu May 22 12:41:37 PDT 2003
# Created by: InstallShield Options File Generator
#
# This file contains values that are necessary to remotely install Electronic
# Service Agent. It can be used to configure Setup with the options specified
# below when the wizard is run with the "-options" command line option. Read
# each setting's documentation for information on how to change its value.
#
# A common use of an options file is to run the wizard in silent mode. This lets
# the options file author specify wizard settings without having to run the
# wizard in graphical or console mode. To use this options file for silent mode
# execution, use the following command line arguments when running the wizard:
#
# 5639-n89-31.exe -options "datacollector.rsp" -silent
#
# NOTE: The system must be rebooted after the remote install. The reboot
# is not part of the default action.
#####
##

#####
##
# User Input Field - SystemType
#
-W dadtChoice.SystemType="collection"
```

```
#####
##
# User Input Field - language
#
-W licenseLanguage.language="EN"

#####
##
#
# License Agreement State
#
# The initial state of the License Agreement panel. Legal values are:
#
# 0 - Nothing will be selected
# 1 - "I &accept the terms of the license agreement." will be selected
# 2 - "I &do not accept the terms of the license agreement." will be
#   selected
#
# For example, to configure the panel to initially display "I &accept the terms
# of the license agreement.", use
# -W lpEnglish.selection=1
#
#One of the values below must be '1' and all the others '2'.
#
-W lpChineseTaiwan.selection=2
-W lpChinesePrc.selection=2
-W lpEnglish.selection=1
-W lpFrench.selection=2
-W lpGerman.selection=2
-W lpItalian.selection=2
-W lpJapanese.selection=2
-W lpKorean.selection=2
-W lpSpanish.selection=2

#####
##
#
# IBM Electronic Service Agent Install Location
#
# The install location of the product. Specify a valid directory into which the
# product should be installed.
# If the directory contains spaces, enclose it in double-quotes. For example, to
# install the product to C:Program FilesMy Product, use
#
# -P installLocation="C:Program Files\My Product"
```

```

#
-P installLocation="C:\Program Files\IBM\ServiceAgent"

#####
##
#
# Update Network and gatewayName choices -- Use one set of values OR the other,
# but not both.
#
# The manual selection must be used if the data collection system is not on the
# same subnet as the gateway system. If "manual" is used, then a valid
# gatewayName must be selected.
#
# -W askUpdateNetwork.choice="manual"
# -W enterDaNetworkInfo.gatewayName="abcgate.someplace.com"
# This is the selection to be used if the data collection system is on the same
# subnet as the gateway.
-W askUpdateNetwork.choice="auto"
-W enterDaNetworkInfo.gatewayName=""

#####
##
# User Input Field - daPort
#
#
-W enterDaNetworkInfo.daPort="19955"

#####
##
# User Input Field - dtPort
#
-W enterDaNetworkInfo.dtPort="19955"

```

Appendix C: Unattended Upgrade

We regret that the response file that would make an unattended install for an upgrade possible is not currently available. When it is available, you can download it from the following web site:

<http://www.pc.ibm.com/qtechinfo/MIGR-40870.html>

The name of the file will be "datacollector_upgrade31.rsp."

Appendix D. Glossary

AGN

AT&T Global Network.

Configuration

Adaptation of files to a specific customer site for execution.

Configuration file

A file that contains information supplied by the customer, for example, customer contact information. It is created or changed during the install and configuration process; may also be changed during an Electronic Service Agent upgrade or via commands from other subsystems or from the SDR.

Configurator

The program that performs the process of configuring to the requirements of the customer site.

Data Collector

The subsystem responsible for collecting system and information and sending it to the appropriate destination as messages.

ECI

Electronic Customer Interface.

Encryption

A method of encoding messages to provide message security. Local encryption encodes messages moving among distributed subsystems in a networked environment. External encryption encodes messages before transfer between the Gateway and IBM .

Entitlement

Relates to the level of support provided to a customer. The level of support is determined by the contractual arrangement between IBM Global Services and the customer.

Error information

Information describing the conditions on the managed system that are beyond the specified tolerances of normal system behavior.

Event

An event is a means of identifying a change of state of a process or device on the network. For example, an event identifies when a critical resource threshold such as virtual memory utilization is met.

FRU

Field Replaceable Unit.

Gateway

The subsystem that establishes secure communication with IBM and transfers messages between the Data Collector and IBM.

IBM Director

A systems management product providing support for IBM xSeries servers.

ICR

IBM Common Registration.

Installation

The placement of binary, non-customized control files, and support files in a directory hierarchy on the customer system. Establishment of specific user accounts, groups, etc., and of default permissions and authentication requirements.

Inventory information

Information describing the basic configuration of a managed system. Included are a list of the physical characteristics of the managed system (number of processors, amount of memory and disk, etc.), and a list of installed software.

LAN

Local Area Network.

Log File

Files that record information about normal and abnormal operation. A file that contains entries delimited by a time stamp.

Managed systems

An operating system instance or hardware platform monitored by Electronic Service Agent.

Problem report

A technology-neutral term describing a problem that requires the attention of IBM service personnel. This term can be used in place of the RETAIN-specific term, *problem management report (PMR)*.

Registration

Registration associates authorized local users with a managed system, allowing them access to data about that system on the Electronic Service Agent web site. Registration is initiated by Electronic Service Agent .

Schedule driven

Collectors and detectors that gather information about managed systems at specified times.

Service Data Receiver (SDR)

The facility on the IBM server that receives messages from Electronic Service Agent

SSL

Secure Socket Layer.

WAN

Wide Area Network.

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