



**IBM Electronic Service Agent  
for iSeries and AS/400e  
Simplified Activation  
User Guide – Release V5R1**

**(PTF SF67624 installed)**

**Document Version 6.0**

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## Preface

This guide provides an overview, installation and configuration instructions, and user information for the Electronic Service Agent Simplified Activation with PTF SF67624 installed.

## Overview

**This PTF provides simplified activation steps for both Service Agent Hardware Problem Reporting and System Inventory Collection and Transmission, designed for a single iSeries or AS/400e system or partition. The simplified activation will be an entirely “green screen” user interface.**

**If you choose to collect and send Service Agent Inventory information by groups of systems and/or partitions, a Management Central configuration is necessary. For information about Service Agent using Management Central, see <http://publib.boulder.ibm.com/isrvagt/sdsadoc.html>**

These activation steps are for customers who do not have an attached PC running iSeries Navigator as their iSeries or AS/400e console or would prefer not to go through a longer and complex install and activation using iSeries Navigator. Activation of Electronic Service Agent in a batch environment is also now available using new CL commands. See Chapter 6 for further information.

Electronic Service Agent and its simplified activation are supported on all iSeries and AS/400e machine types and models running the OS/400 operating system Release V5R1.

**If you have other iSeries systems and partitions in your network running other releases of OS/400, Electronic Service Agent is available for install on all releases of OS/400. For information about Electronic Service Agent for all OS/400 releases, see <http://publib.boulder.ibm.com/isrvagt/sdsadoc.html>**

## Who should read this guide?

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

A basic understanding of an iSeries and/or AS/400e system is beneficial to assist you with the information provided in this guide as it pertains to Release 5.1 of IBM Electronic Service Agent for iSeries and AS/400e.

## **Chapter 1. Introduction to Electronic Service Agent and Migration Information**

### **Introduction to Electronic Service Agent**

Electronic Service Agent (product ID 5798-RZG) is a Licensed Program Offering (LPO) that operates on an IBM iSeries or AS/400e, with operating system OS/400 at V5R1. Electronic Service Agent provides two functions:

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

The inventory information your system sends will assist IBM representatives to be more proactive, by knowing your system and your system needs for hardware and software. Time will be saved because IBM will already have your system information to use for customized strategies for your environment, further developing your relationship with IBM.

An Electronic Service Agent Information web interface is available to view your inventory information from your system(s) and/or partition(s) after inventory has been collected and sent to IBM.

For more information and to register, see:  
<http://www.ibm.com/support/electronic/itssysprof>

### **Migration Information**

For customers migrating from other OS/400 releases, Simplified Activation will activate all processes and create any necessary objects and configurations.

Service Agent attempts to migrate your existing Service Agent settings from release to release.

The International License Agreement must be accepted any time Service Agent is activated.

## Helpful Information Checklist

Activation will be easier knowing the following information before the Service Agent Simplified Activation is started.

**Can the modem and resource be used for Simplified Activation?**  
**The modem and resource must be Point-to-Point.**  
**Reference Appendix C. Modem and Resource Information on page 19 for supported modem and resource specifications.**

**Modem Type**

**Modem Resource**

**Dialing prefix, if applicable**

**IMPORTANT NOTE:** If Electronic Service Agent is already configured using iSeries Navigator, there is no need to configure Service Agent Inventory functions using Simplified Activation.

If you want to determine if Service Agent Inventory functions have already been configured using iSeries Navigator, follow these steps:

1. Start **iSeries Navigator**, expand **Management Central**. If necessary, sign on.
2. Expand **Extreme Support** and select **Agents**.
3. Right click on **Electronic Service Agent** object and select **History**.
4. If there are entries in the history file, then Service Agent Inventory functions have been activated.

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

Depending on your existing Service Agent and OS/400 system setup, you may see a few panels or no panels during your Simplified Activation. Reference **Appendix A**, “**Activation Steps**” on page 14 to determine the panels you may see.

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

1. Using a 5250 emulator, sign on to the system.
2. Sign on with a user profile (**other than QSECOFR**) with **\*SECOFR** authority with **\*ALLOBJ**, **\*SECADM** and **\*IOSYSCFG** special authorities.
3. Enter this OS/400 command and verify 5722JC1 and 5722JV1 are installed:  
**DSPSFWRSC**

**V5R1 AS/400 Toolbox for Java (5722-JC1) and V5R1 IBM Developer Kit for Java (5722-JV1)** (Base with at least one of Options 3, 4 or 5) must be installed on your iSeries or AS/400e. These are preloaded licensed products. If you upgraded your system to V5R1, these products can be found on one of the **CDs** that came with your software upgrade package.

4. Enter this OS/400 command: **DSPSYSVAL QRETSVRSEC**  
Confirm this system value is set to **1**. Change the value to **1** if needed.
5. Enter this OS/400 command: **DSPNETA**  
Check the value for **Modem country or region ID**, the last parameter of the Network Attributes. If the parameter is incorrect, use the command **CHGNETA** then **F4** to change the value.
6. Enter this OS/400 command:  
**CHGPF FILE(QUSRSYS/QAYIVRIG) WAITFILE(\*CLS)**
7. If the primary language of the iSeries or AS/400e is 2962 (Japanese Katakana), enter this OS/400 command: **CHGJOB CCSID(5035)**
8. Install the Electronic Service Agent product on your iSeries or AS/400e system.
  - If Electronic Service Agent was obtained as a preloaded product or is already installed or activated, continue with **step 9**.
  - If Electronic Service Agent was obtained on a CD, insert the **CD** into the CD-ROM device on your iSeries or AS/400e.

Type **RSTLICPGM LICPGM(5798RZG) DEV(XXXXX)** on an iSeries or AS/400e command line (where XXXXX is the name of the iSeries CD-ROM device) and press **Enter**.

9. Install the simplified activation requisite PTFs for V5R1 using one of the following methods:

- Using ECS, order PTF SF67624 and install with its requisites.
- Order and install the Simplified Activation PTF CD-ROM (SK3T-8934-00). Use this command to install the PTFs from the CD-ROM.  
**INSPTF LICPGM(\*ALL) DEV(XXXXX) INSTYP(\*IMMDLY)**  
(where XXXXX is the name of the AS/400 CD-ROM device).

10. End and restart the Management Central server by entering the following two commands. **Note:** Users of Management Central will temporarily lose their connection while the Management Central server is ended. This step is not necessary if the Simplified Activation PTFs were applied delayed instead of immediate.

- **ENDTCPSVR \*MGTC**
- **STRTCPSVR \*MGTC**

11. Type **GO SERVICE** on an iSeries or AS/400e command line.

- If the **Electronic Service Agent Activation Menu** is displayed, select option 1 to “**Activate Service Agent.**” Press **Enter**.
- If the **Electronic Service Agent Main Menu** is displayed, select option 3 for **Inventory Collection Menu.**” Press **Enter**.

12. If the **International License Agreement for Services Programs** panel is displayed, read it and press **F6** to accept the agreement and to proceed.

13. If the **Add Contact Information** (ADDCNTINF) panel is displayed, add or update the contact information for this system. Press **Enter**.

14. If the **Create Service Configuration** (CRTSRVCFG) panel is displayed, notice that **\*SELECT** is the value for several parameters. Press **Enter**. An additional panel will be displayed for each parameter for which **\*SELECT** was specified. Make a selection and press **Enter** on each of the additional panels.

15. If the **Enter Activation Password** panel is displayed, you can proceed by pressing **F3**. You **DO NOT** need an activation password to report problems on a standalone system or standalone partition using this simplified activation.

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

To obtain the activation password:

- **Primary:** Contact IBM hardware service.
- **Secondary:** Contact the iSeries Support Center.

16. Either the Electronic Service Agent Main Menu or the Inventory Collection Main menu will be displayed.

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

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

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

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

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

1. Electronic Service Agent Activation Menu

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

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

2. Service Agent Inventory Collection Main Menu

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

For more information on Electronic Service Agent and System Manager/400, reference the FAQ document from the Electronic Service Agent Web site at:  
[http://publib.boulder.ibm.com/as400\\_sd/sdsadoc.html](http://publib.boulder.ibm.com/as400_sd/sdsadoc.html)

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

A1: To verify activation, use these commands:

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

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

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

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

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

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

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

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

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

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

A5: To change the scheduled time, do this:

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

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

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

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

A7: On a command line, type the following commands:  
**CHGPF FILE(QUSRSYS/QAYIVCON) WAITFILE(30)**  
**CHGPF FILE(QUSRSYS/QAYIVHDW) WAITFILE(30)**  
**CHGPF FILE(QUSRSYS/QAYIVNET) WAITFILE(30)**  
**CHGPF FILE(QUSRSYS/QAYIVPTF) WAITFILE(30)**  
**CHGPF FILE(QUSRSYS/QAYIVSER) WAITFILE(30)**  
**CHGPF FILE(QUSRSYS/QAYIVSFW) WAITFILE(30)**  
**CHGPF FILE(QUSRSYS/QAYIVSYS) WAITFILE(30)**  
**CHGPF FILE(QUSRSYS/QAYIVSYV) WAITFILE(30)**  
**CHGPF FILE(QUSRSYS/QAYIVRIG) WAITFILE(30)**  
**CHGPF FILE(QSVCDRCTR/QASASTATUS) WAITFILE(30)**  
**CHGPF FILE(QSVCDRCTR/QASASNDHST) WAITFILE(30)**

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

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

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

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

A9: After obtaining an activation password from your IBM Service Representative, do the following: Type **GO SERVICE**. Choose **Change Service Agent Settings**. Specify **\*YES** for **Report Remote Problem** (RPTRMTPRB). Enter the activation password when prompted.

**Q10: How can I use the Service Agent Inventory my system sends and what does IBM do with the Service Agent Inventory information?**

A10: An Electronic Service Agent Information web interface is available to view your inventory information from your system(s) and/or partition(s) after inventory has been collected and sent to IBM.

For more information and to register, see:

<http://www.ibm.com/support/electronic/itssysprof>

The inventory information your system sends will assist IBM representatives to be more proactive, by knowing your system and your system needs for hardware and software. Time will be saved because IBM will already have your system information to use for customized strategies for your environment, further developing your relationship with IBM.

**Q11: Do the java products 5722JV1 and 5722JC1 need to be installed for V5R1 Service Agent to function properly?**

A11: Yes. Those two products with their available options as well as the latest Java Group PTF are highly recommended for proper operation. You can use the OS/400 command DSPDTAARA (QJAVA/SF99069) to display the Java group PTF status.

**Q12: What if the connection number I selected is only for digital modems and my modem is not digital?**

A12: Use the **CHGSRVCFG** command to select a different connection number.

## Chapter 5. Simplified Activation in Batch

Electronic Service Agent can be activated in a batch environment. This approach is helpful for customers with many remote systems and would like to send programs from a central site for remote activation. In order to use this method, the Electronic Service Agent product is installed and the Service Agent Simplified Activation PTFs are available on each system for install or already installed.

A sample CL program can be found in, Appendix B, page 16. Before using a program, the International License Agreement for Services Programs must be accepted.

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

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

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

## Appendix A. Activation Steps

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

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

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

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

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

## Appendix B. Sample CL Program for Batch Activation

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

/* *****
/*
/* The following variables are used to retrieve the possible
/* days to be used as input to the QSVCDRCTR/CHGSD AUTOPTF and
/* AUTOTEST parameters.
/* *****
DCL VAR(&DAY1) TYPE(*CHAR) LEN(4)
DCL VAR(&DAY2) TYPE(*CHAR) LEN(4)
DCL VAR(&DAY3) TYPE(*CHAR) LEN(4)
DCL VAR(&DAY) TYPE(*CHAR) LEN(4)
DCL VAR(&DAYS) TYPE(*CHAR) LEN(28) +
VALUE('*WED*THU*FRI*SAT*SUN*MON*TUE')
DCL VAR(&DAYPTR) TYPE(*DEC) LEN(1 0) VALUE(1)

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

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

```

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

```

```

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

```

DAYLOOP:

```

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

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

```

ENDDAYLOOP:

```

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

```

QSVCDRCTR/CHGSD RPTPRBAUTO(\*YES) RPLFTR(\*REPLACE) +

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

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

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

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

SKIPIT: QSVCDRCTR/ACTSRVAGT

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

ENDPGM

## Appendix C. Modem and Resource Information

The Service Agent and ECS service configurations created to connect to IBM using Simplified Activation are \*PTP (Point-to-Point) TCP/IP Universal Connection based.

If you do not have the modem and/or resources to support these types of connections, the service configurations will not be usable or the Simplified Activation will fail due to lack of internal resources.

### Modem Requirements

The following table can be used to help determine the Point-to-Point functions that can be set up depending on your modem and resource. If this modem is to be used for Hardware problem reporting and System inventory transmission functions, ECS must also be configured to use TCP/IP instead of SDLC or SNA communications.

Asynchronous: If you configure your modem to operate in asynchronous mode, both Hardware problem reporting and System inventory collection and transmission can be set up (examples: 2771 and 9771 internal modems, IBM 7855, IBM 7857, or IBM 7858 and dual model IBM 7852–400). Note: If you will be using a non-IBM modem, any asynchronous modem that supports the RS232 serial interface and the V.34/V.42 protocol (V.90 is optional) can be used for this function.

Typically, the default modem setting DSR (Data Set Ready) must be overridden. For an iSeries server to detect a hang-up, DSR must be set to follow CD (Carrier Detect). Refer to your modem manual for more information.

### Communications I/O Adapter Requirements

Determine if you have one of the following appropriate I/O adapters:

|      |  |
|------|--|
| 2699 | * Two-line WAN IOA. This IOA requires either a 2629 LAN/WAN/Workstation IOP or MFIOP.  |
| 2720 | * PCI WAN/Twinaxial IOA  |
| 2721 | * PCI Two-line WAN IOA   |
| 2745 | * PCI Two-line WAN IOA (replaces IOA 2721)   |
| 2771 | Two-port WAN IOA, with a V.90 integrated modem on port 1 and a standard communications interface on port 2. To use port 2 of the 2771 adapter, an external modem with the appropriate cable is required. |
| 2772 | Two port V.90 integrated modem WAN IOA   |
| 2793 | Two-port WAN IOA, with a V.90 integrated modem on port 1 and a standard communications interface on port 2. To use port 2 of the 2771 adapter, an external modem with the appropriate cable is required. |
| 2805 | Four port V.92 integrated modem WAN IOA  |

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<http://www.somanuals.com>

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