

IBM Z 及 LinuxONE 数据收集操作说明 USB 版

国际商业机器(中国)有限公司全球服务事业部

本文档适用于 IBM Z™及 LinuxONE™ 设备 Health Check 及 PA 数据的收集操作

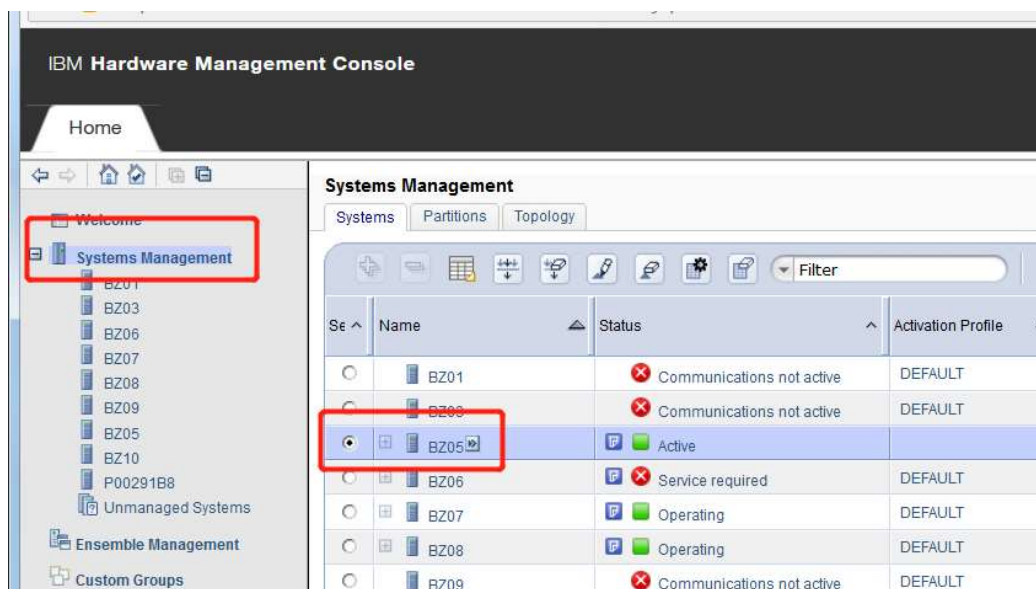
内容

1	SE HEALTH CHECK 数据生成	3
2	SE 数据收集	9
3	HMC HEALTH CHECK 数据生成	15
4	HMC 数据收集	19
5	数据上传	27

国际商业机器(中国)有限公司全球服务事业部

1 SE Health Check 数据生成

- 1.1 使用 SERVICE 用户登录 HMC 控制台，点击左侧 System Management 按钮，在右侧显示的系统列表中点选对应设备



- 1.2 点击执行下方 Service->Report a Problem 任务

The screenshot displays the IBM Systems Management console interface. On the left is a navigation pane with a tree view containing 'Welcome', 'Systems Management' (with sub-items BZ01, BZ03, BZ06, BZ07, BZ08, BZ09, BZ10, P00291B8, and Unmanaged Systems), 'Ensemble Management', 'Custom Groups', 'HMC Management', 'Service Management', and 'Tasks Index'. The main area is titled 'Systems Management' and has tabs for 'Systems', 'Partitions', and 'Topology'. Below the tabs is a toolbar and a table with columns 'Name' and 'Status'. The table lists systems BZ01 through BZ10 and P00291B8. System BZ05 is selected and highlighted in blue. Below the table, the 'Tasks: BZ05' section is visible, with a sub-section 'Service' highlighted by a red box. Under 'Service', the task 'Report a Problem' is also highlighted with a red box. At the bottom of the console, there is a red bar labeled 'Status: Exceptions and Messages' and a row of icons including a list, a red 'X', a document, and a monitor.

Name	Status
BZ01	✖
BZ03	✖
BZ05	✔
BZ06	✔ ✖
BZ07	✔
BZ08	✔
BZ09	✖
BZ10	✖
P00291B8	✔ ✖

Tasks: BZ05

- System Details
- Daily
- Recovery
- Service**
 - Archive Security Logs
 - Backup Critical Data
 - Manage Power Service State
 - Perform Problem Analysis
 - Perform Transfer Rate Test
 - Report a Problem**
 - Retrieve Backup or Upgrade Data
 - Save Upgrade Data
 - Service Status
 - Transmit Service Data
 - View PMV Records
 - View Service History

国际商业机器(中国)有限公司全球服务事业部

- 1.3 在任务界面中点选 Health Check，在 Problem Description 输入框中输入问题描述，然后单击 Request Service 按钮

IBM Hardware Management Console

Home Report a Problem - BZ05

Report a Problem - BZ05

To report a problem, select a problem type then enter the problem description.

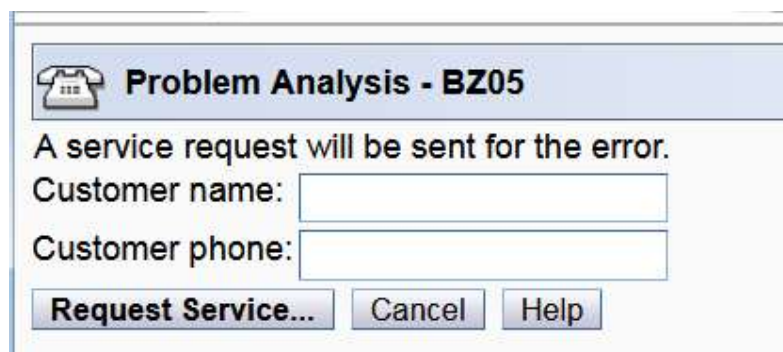
Problem Type

- Power
- CPC
- LAN
- Software
- I/O
- Type V Viewable PMH(PMV)
- Health Check**
- Other
- Test automatic problem reporting

Problem Description

Request Service Cancel Help

- 1.4 在 Customer name 和 Customer phone 输入框中分别输入联系人姓名和电话，然后点击 Request Service 按钮



Problem Analysis - BZ05

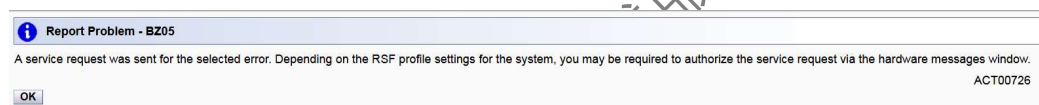
A service request will be sent for the error.

Customer name:

Customer phone:

Request Service... **Cancel** **Help**

- 1.5 等待数据请求完成提示，点击 OK 按钮返回



1.6 点击执行下方 Daily->Hardware Messages 任务

The screenshot displays the Systems Management interface. On the left, a navigation pane shows a tree structure with 'Systems Management' expanded to list systems BZ01 through BZ10 and P00291B8. The main area shows a table of systems with 'BZ05' selected. Below the table, the 'Tasks: BZ05' section is visible, with 'Daily' and 'Hardware Messages' tasks highlighted by red boxes. A hand icon points to the 'Daily' task.

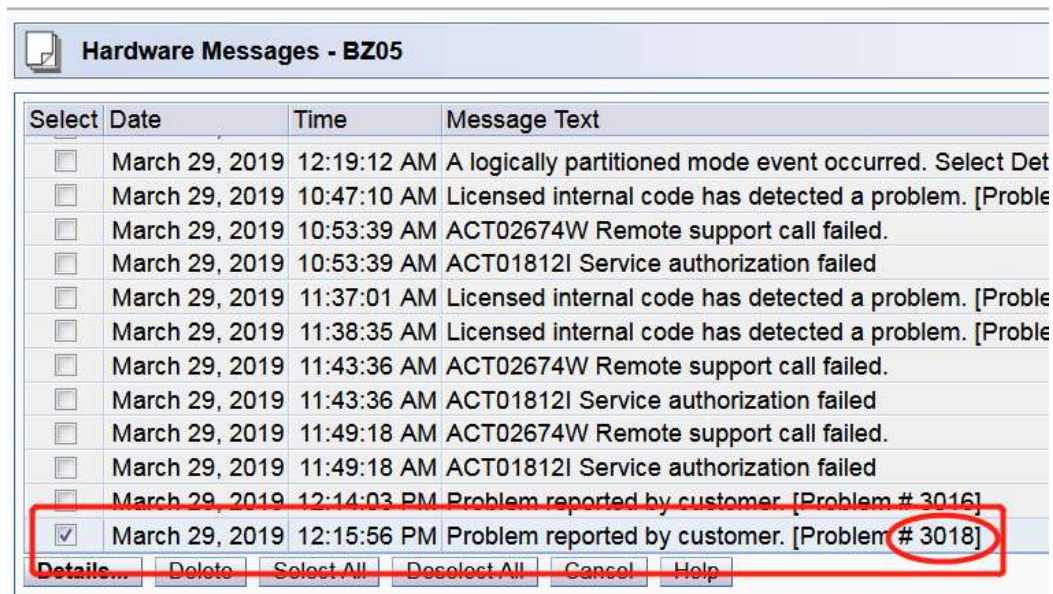
Se ^	Name	Stat
<input type="radio"/>	BZ01	
<input type="radio"/>	BZ03	
<input checked="" type="radio"/>	BZ05	
<input type="radio"/>	BZ06	
<input type="radio"/>	BZ07	
<input type="radio"/>	BZ08	
<input type="radio"/>	BZ09	
<input type="radio"/>	BZ10	
<input type="radio"/>	P00291B8	

Tasks: BZ05

- System Details
 - Daily**
 - Hardware Messages**
 - Operating System Messages
 - Start
 - Stop
 - Recovery
 - Service
 - Archive Security Logs

1.7 在 **Hardware Messages** 列表中找到最新生成的 **Problem Reported by Customer** 信息，记录中括号中显示的事件序号，点击 **Cancel** 按钮返回：

注：如下图示例中事件序号为 3018



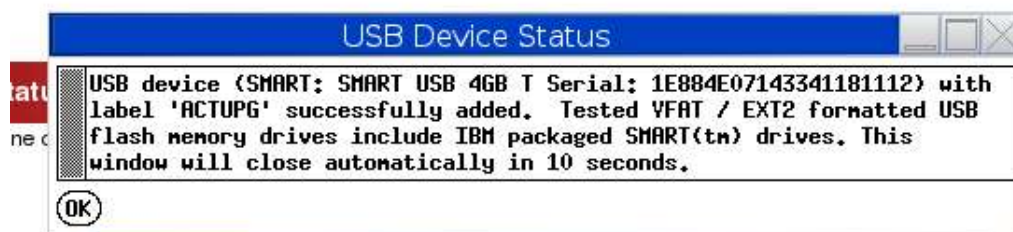
Select	Date	Time	Message Text
<input type="checkbox"/>	March 29, 2019	12:19:12 AM	A logically partitioned mode event occurred. Select Det
<input type="checkbox"/>	March 29, 2019	10:47:10 AM	Licensed internal code has detected a problem. [Proble
<input type="checkbox"/>	March 29, 2019	10:53:39 AM	ACT02674W Remote support call failed.
<input type="checkbox"/>	March 29, 2019	10:53:39 AM	ACT01812I Service authorization failed
<input type="checkbox"/>	March 29, 2019	11:37:01 AM	Licensed internal code has detected a problem. [Proble
<input type="checkbox"/>	March 29, 2019	11:38:35 AM	Licensed internal code has detected a problem. [Proble
<input type="checkbox"/>	March 29, 2019	11:43:36 AM	ACT02674W Remote support call failed.
<input type="checkbox"/>	March 29, 2019	11:43:36 AM	ACT01812I Service authorization failed
<input type="checkbox"/>	March 29, 2019	11:49:18 AM	ACT02674W Remote support call failed.
<input type="checkbox"/>	March 29, 2019	11:49:18 AM	ACT01812I Service authorization failed
<input type="checkbox"/>	March 29, 2019	12:14:03 PM	Problem reported by customer. [Problem # 3016]
<input checked="" type="checkbox"/>	March 29, 2019	12:15:56 PM	Problem reported by customer. [Problem # 3018]

Details... Delete Select All Deselect All Cancel Help

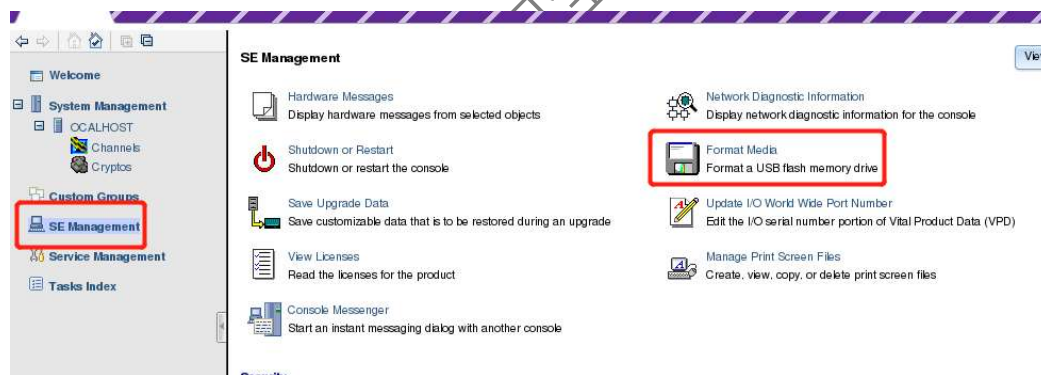
1.8 执行本文档中的第 2 部分：SE 数据收集操作，在操作的第 2.8 步中选择在 1.7 步记录下的事件序号，完成数据收集并上传。

2 SE 数据收集

- 2.1 使用 SERVICE 用户登录 HMC 控制台，将随机提供的 USB 盘插入 HMC 控制台的任意 USB 口，等待 USB 设备就绪提示信息

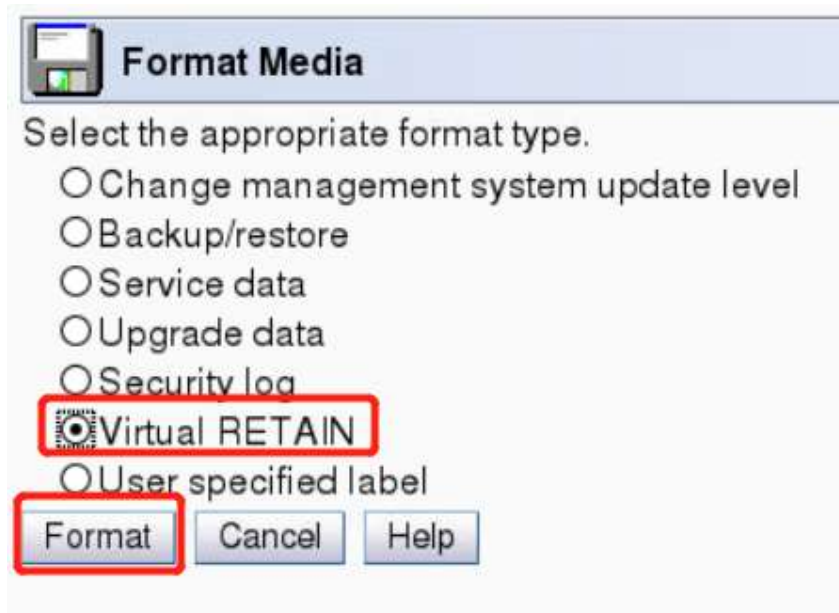


- 2.2 在 HMC 控制台界面，点击左侧 HMC Management 菜单，执行 Format Media 操作



- 2.3 点选列表中的 Problem Analysis Data 或 Virtual Retain Data，点击 Format 按钮

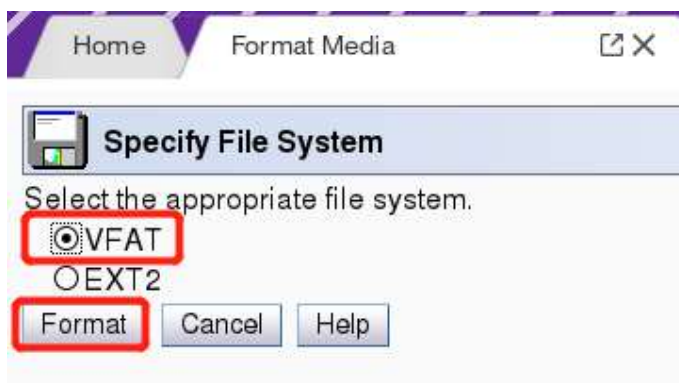
注：部分设备版本可能会显示为如下示例中的 Virtual Retain Data

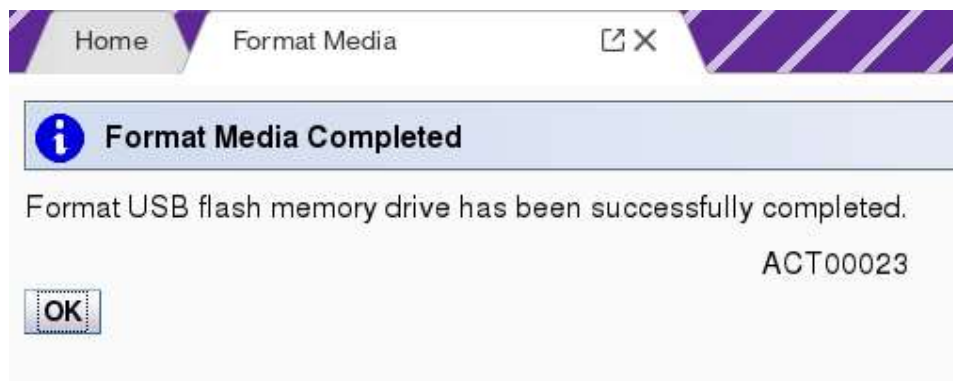


2.4 选择对应 USB 设备，点击 OK 按钮

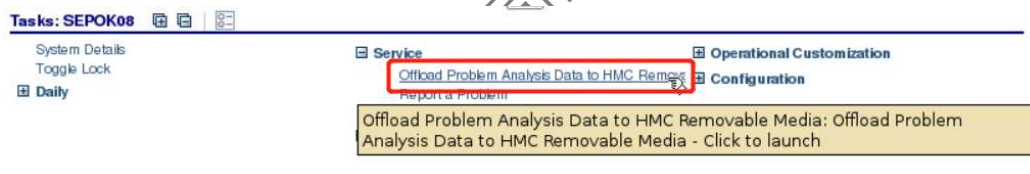


2.5 选择 VFAT，点击 FORMAT 按钮，等待格式化完成

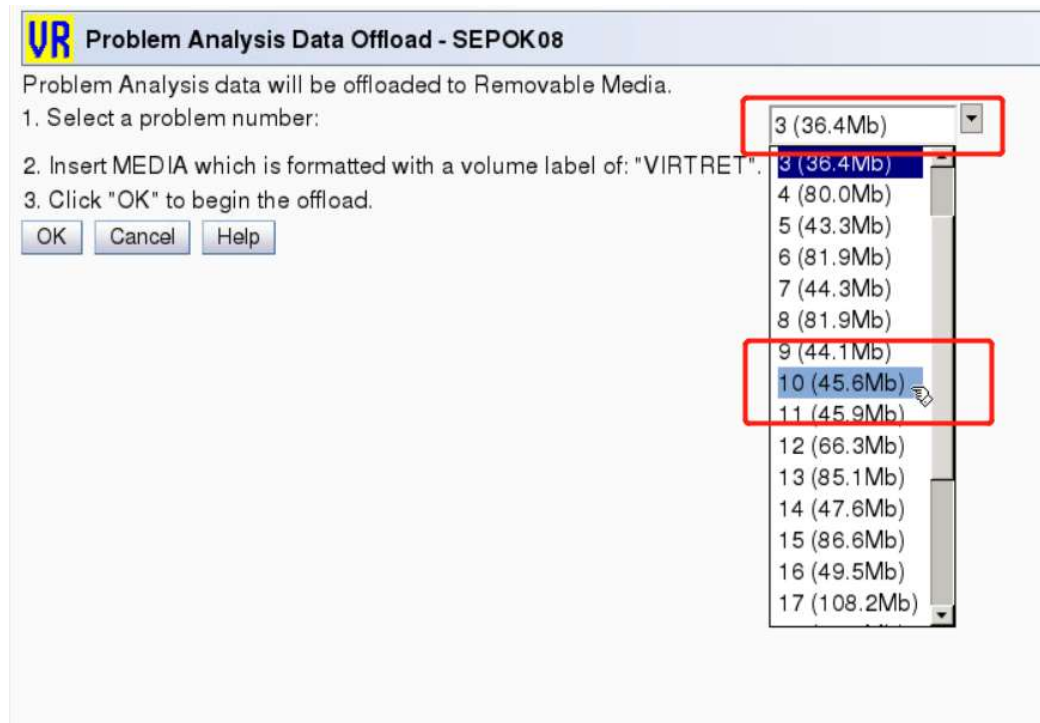




- 2.6 点击 System management，选中设备后执行 Recovery->Single Object Operation 操作，进入 SE 控制台
- 2.7 在步骤 6 打开的 SE 控制台窗口中点击 System management，选中设备后执行 Service->Offload Problem Analysis Data to HMC Removable Media 操作



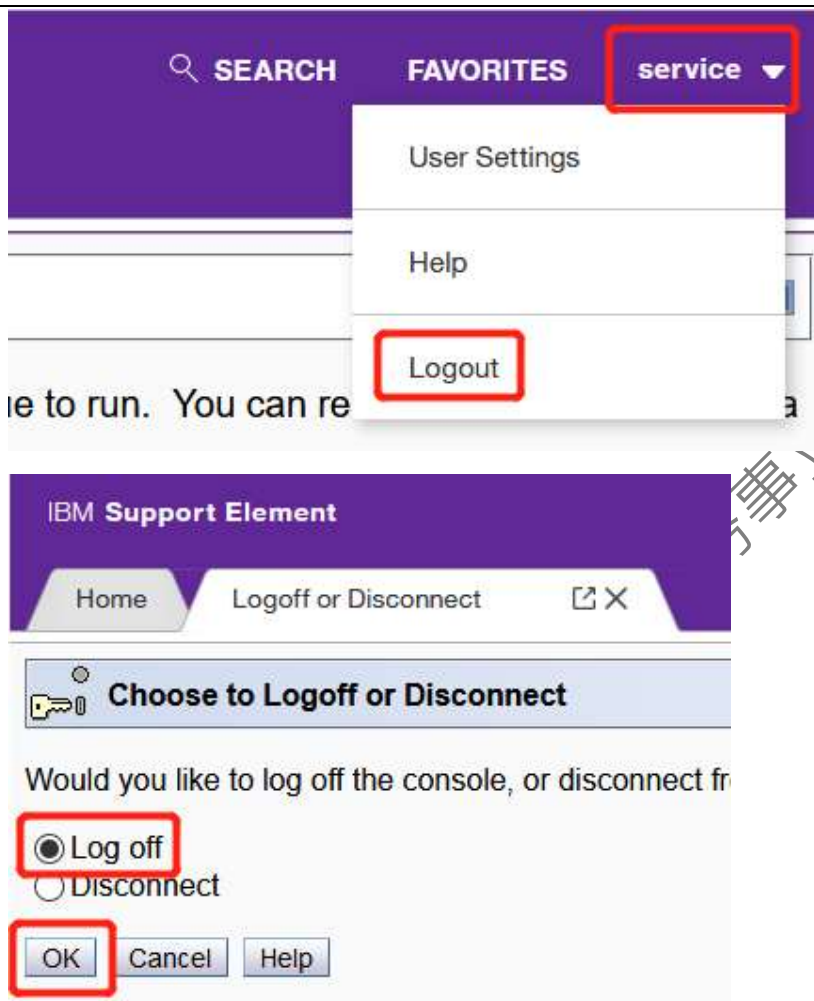
- 2.8 在 Offload Problem Analysis Data to HMC Removable Media 视图中点击右侧下拉框选中要求收集的 PA 数据编号，然后点击 OK 按钮：
注：下图示例中选择了 PA 3 和 10 号数据，下拉框中可以通过按住 Ctrl 键进行多选操作。



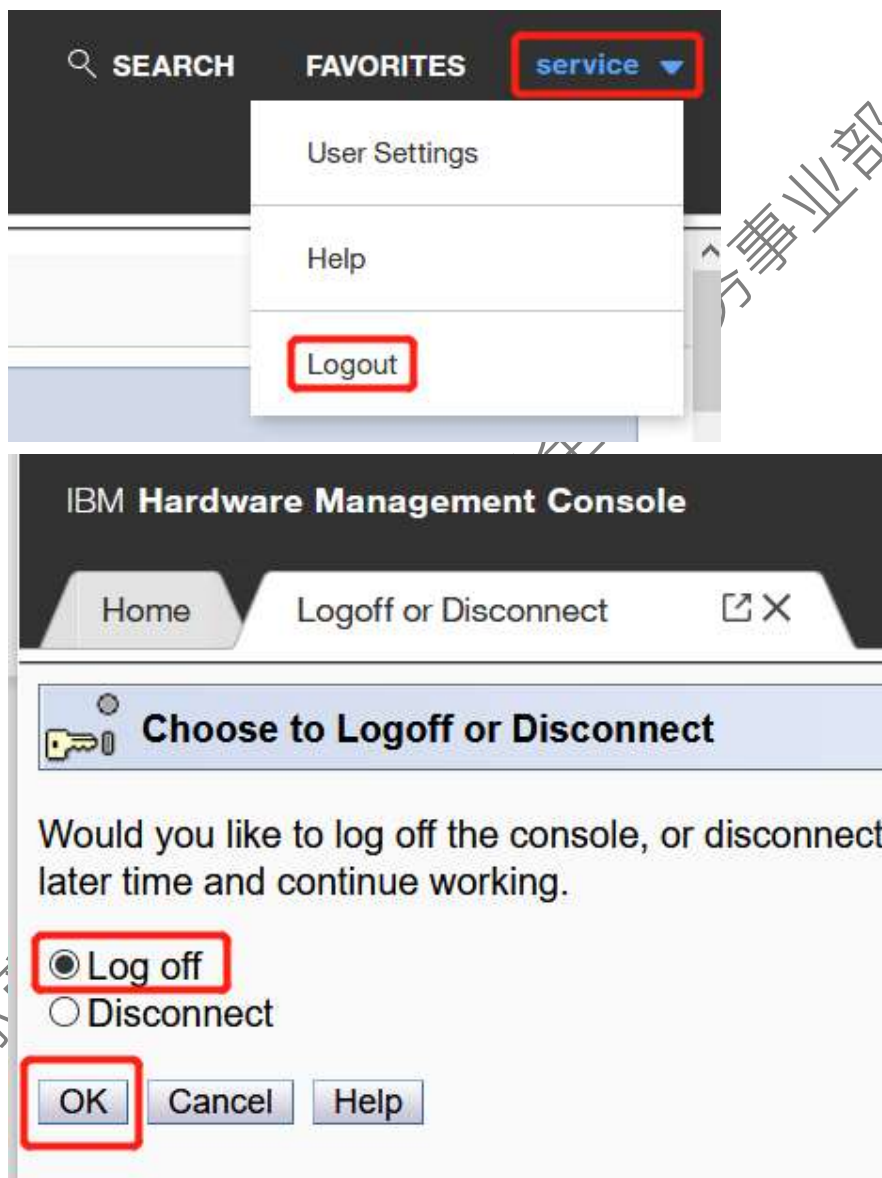
2.9 确认使用的 USB 设备，点击 OK 按钮，等待数据收集完成



2.10 点击 SE 界面右上方 service 用户标识，在打开菜单中点击 Logout，然后在 Choose Logoff or Disconnect 界面中点选 Logoff，OK 按钮关闭 SE 界面



2.11 点击 HMC 界面右上方 service 用户标识，在打开菜单中点击 Logout，然后在 Choose Logoff or Disconnect 界面中点选 Logoff，OK 按钮关闭 HMC 界面



2.12 执行本文档中的第 5 部分：数据上传操作。

3 HMC Health Check 数据生成

- 3.1 使用 SERVICE 用户登录 HMC 控制台，点击左侧菜单栏的 Service Management，然后在右侧点击执行 Report a Problem 操作

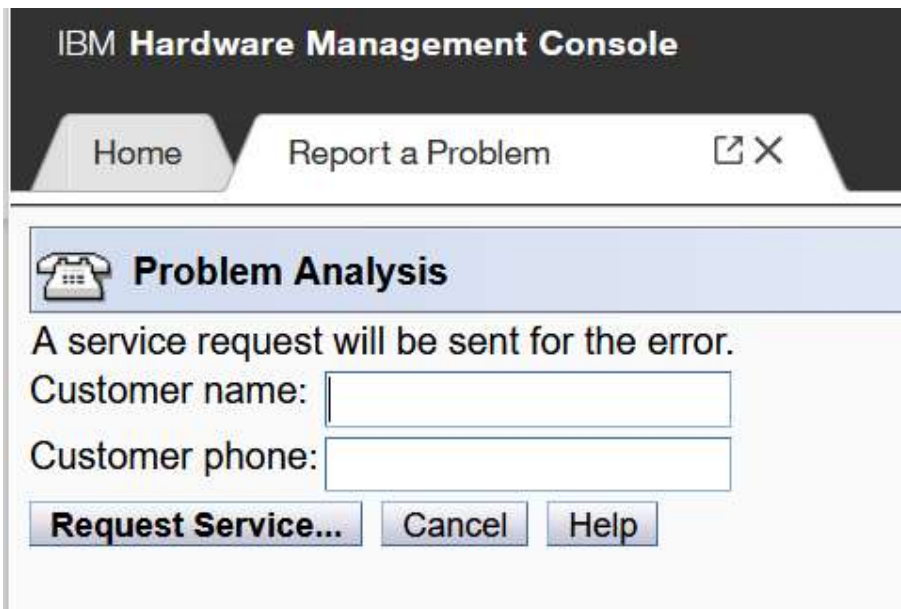


- 3.2 在 Report a Problem 界面中点选 Health Check, 在 Problem Description 中输入简单描述, 然后点击 Request Service 按钮

The screenshot shows the 'Report a Problem' interface in the IBM Hardware Management Console. The title bar reads 'IBM Hardware Management Console' and the current page is 'Report a Problem'. The main heading is 'Report a Problem' with a telephone icon. Below the heading, it says 'To report a problem, select a problem type then enter the problem description.' The 'Problem Type' section contains four radio button options: 'Test automatic problem reporting', 'Type V Viewable PMH(PMV)', 'HMC problem', and 'Health Check'. The 'Health Check' option is selected and highlighted with a red box. Below this is the 'Problem Description' section, which is an empty text area, also highlighted with a red box. At the bottom of the form are three buttons: 'Request Service', 'Cancel', and 'Help'. The 'Request Service' button is highlighted with a red box.

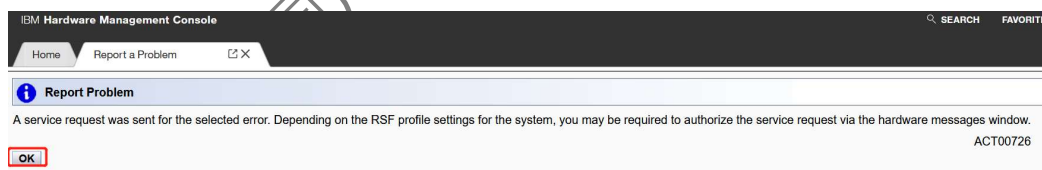
国际商业机器(中国)

- 3.3 在 Problem Analysis 界面中输入联系人和电话信息，然后点击 Request Service 按钮

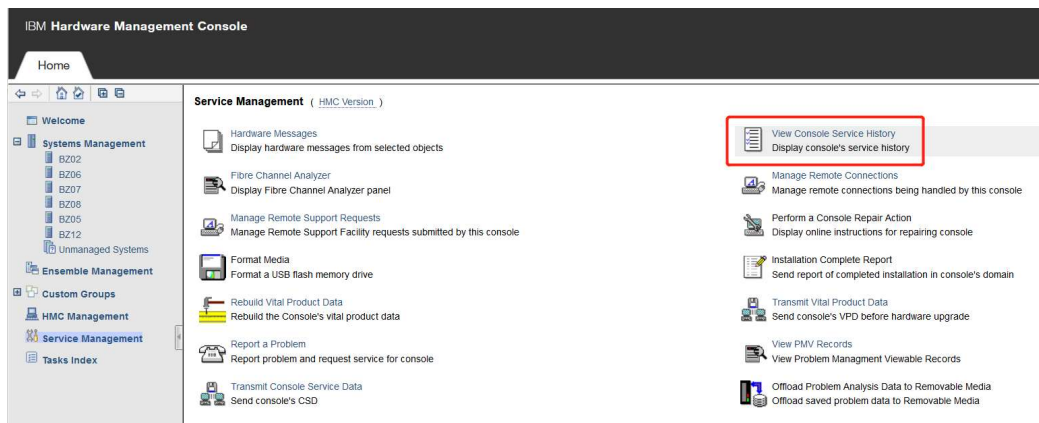


The screenshot shows the 'Problem Analysis' section of the IBM Hardware Management Console. At the top, there are navigation tabs for 'Home' and 'Report a Problem'. Below the tabs, the 'Problem Analysis' header is displayed with a telephone icon. The main content area contains the text 'A service request will be sent for the error.' followed by two input fields: 'Customer name:' and 'Customer phone:'. At the bottom of the form, there are three buttons: 'Request Service...', 'Cancel', and 'Help'.

- 3.4 等待数据请求完成提示，点击 OK 按钮返回



3.5 点击执行右侧 View Console Service History 操作(建议等待 5 分钟以便后台完成数据收集操作)



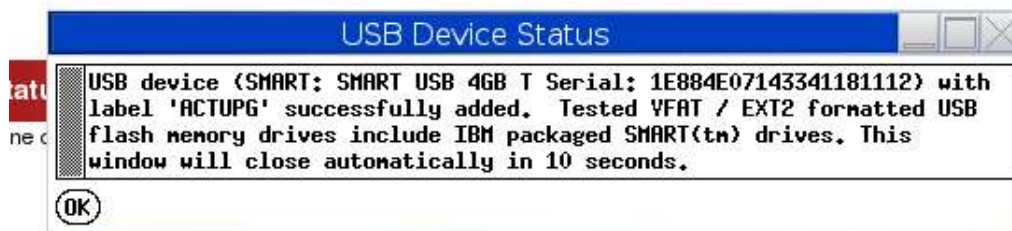
3.6 在 Service History 列表中找到最新生成的 Problem Reported by Customer 信息，记录中括号中显示的事件序号，点击 Cancel 按钮返回如(下图示例中事件序号为 1714)

Select	Date	Time	System Name	Problem Number	Status	Description
<input type="radio"/>	Feb 8, 2020	1:20:21 AM	HMC2	1713	Open	FICON Channel Alert
<input type="radio"/>	Feb 8, 2020	1:19:46 AM	HMC2	1714	Open	Problem reported by customer.
<input type="radio"/>	Feb 8, 2020	1:18:23 AM	HMC2	1712	Open	FICON Channel Alert
<input type="radio"/>	Feb 8, 2020	1:17:50 AM	HMC2	1711	Open	FICON Channel Alert

3.7 执行本文档中的第 4 部分：HMC 数据收集操作，在操作的第 4.7 步骤中选择在 3.6 步骤记录下的事件序号，完成数据收集并上传。

4 HMC 数据收集

- 4.1 使用 SERVICE 用户登录 HMC 控制台，将随机提供的 USB 盘插入 HMC 控制台的任意 USB 口，等待 USB 设备就绪提示信息

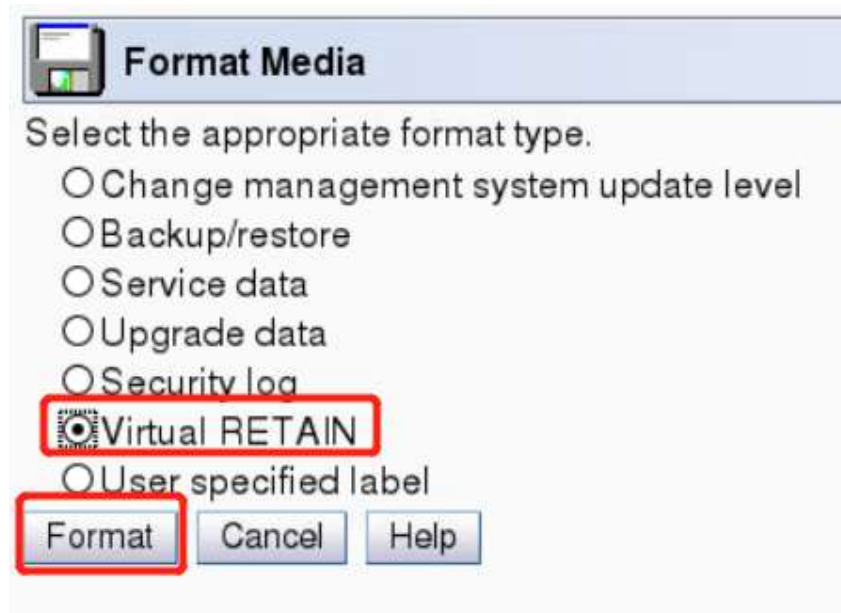


- 4.2 在 HMC 控制台界面，点击左侧 HMC Management 菜单，执行 Format Media 操作



4.3 点选列表中的 Problem Analysis 或 Virtual Retain，点击 Format 按钮

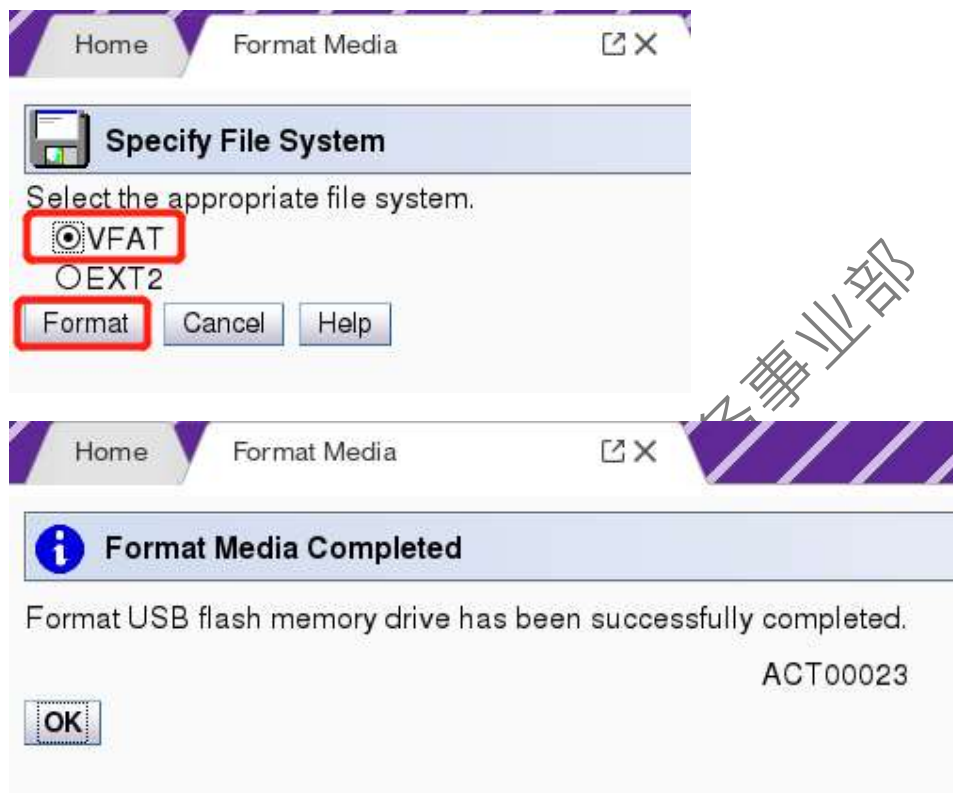
注：部分设备版本可能会显示为如下示例中的 Virtual Retain



4.4 选择对应 USB 设备，点击 OK 按钮

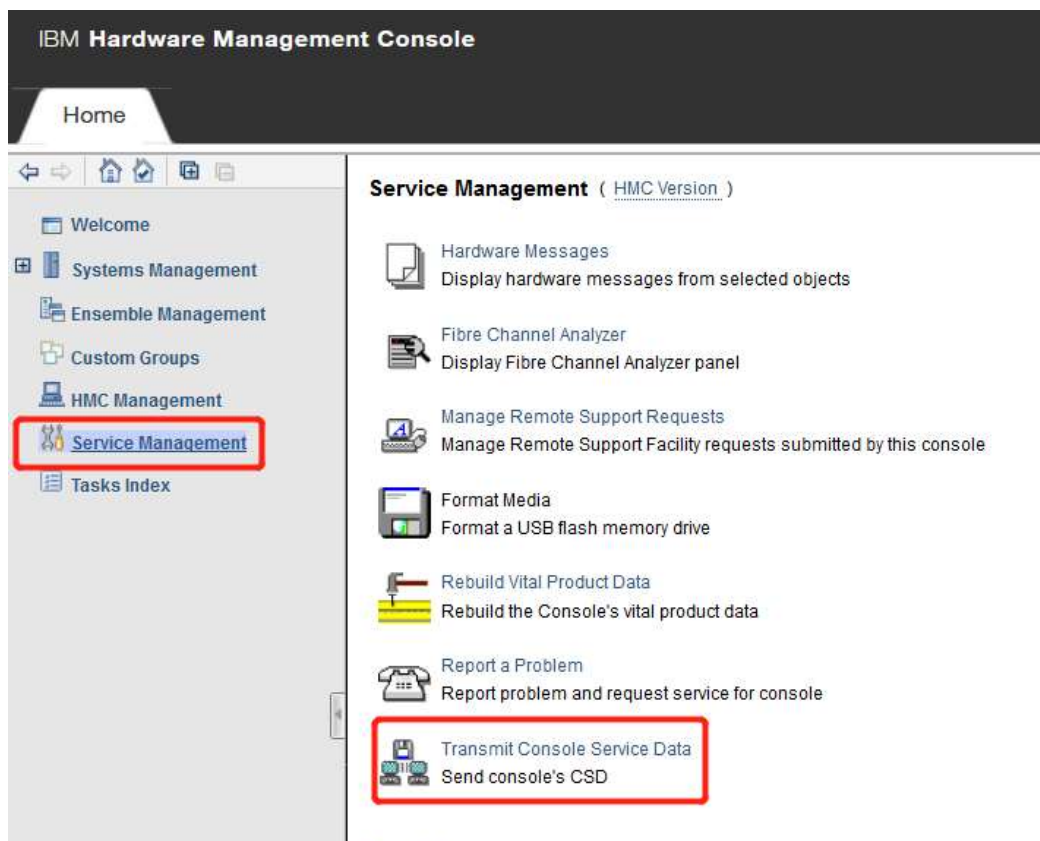


4.5 选择 VFAT，点击 FORMAT 按钮，等待格式化完成



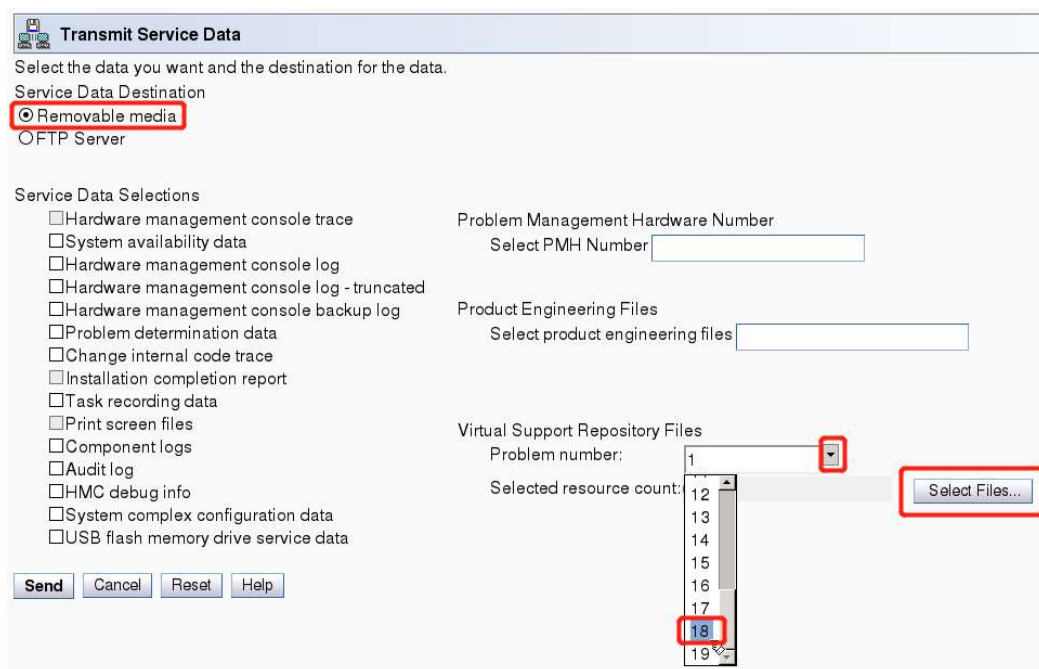
国际商业机器(中国)

4.6 点击左侧 Service Management 菜单，执行 Transmit Console Service Data 操作。



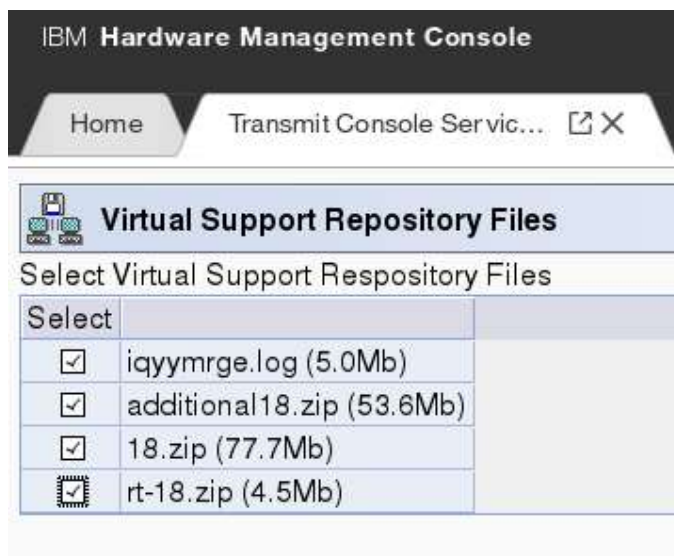
国际商业机器(中国)有限公司

- 4.7 在 Transmit Service Data 界面中，点选 Removable media，点击右侧 Virtual Support Repository Files->Problem number 下拉选单的箭头，在下拉选单中选中 3.6 步骤中记录下来事件序号(如下图中选中的是 18)，然后点击 Select Files 按钮



国际商业机器(中

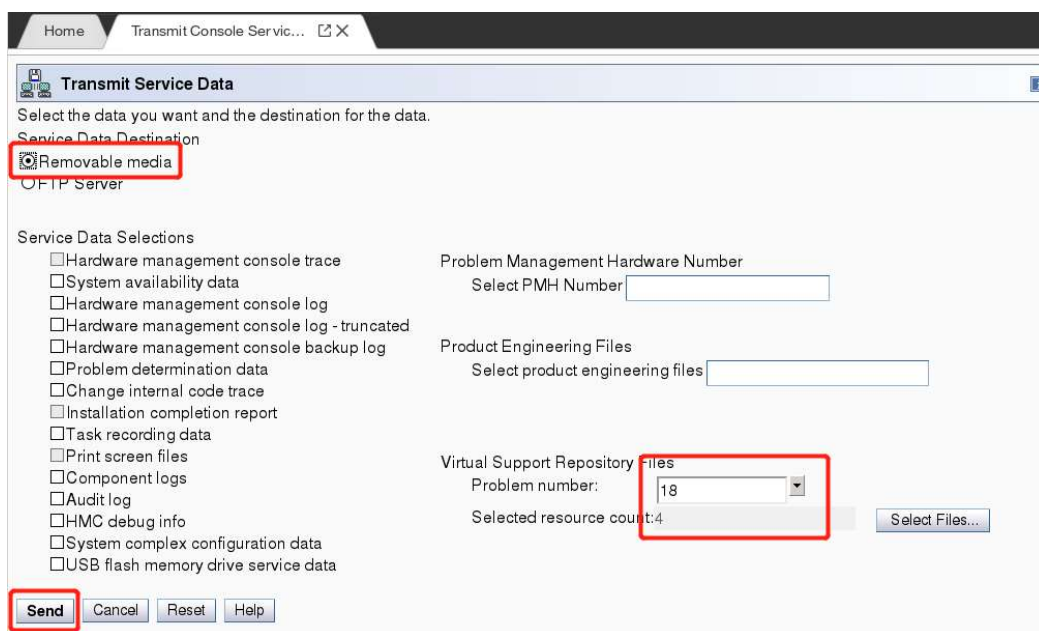
- 4.8 在 Virtual Support Repository Files 窗口中，勾选全部数据文件，然后点击 OK 按钮返回



国际商业机器(中国)有限公司

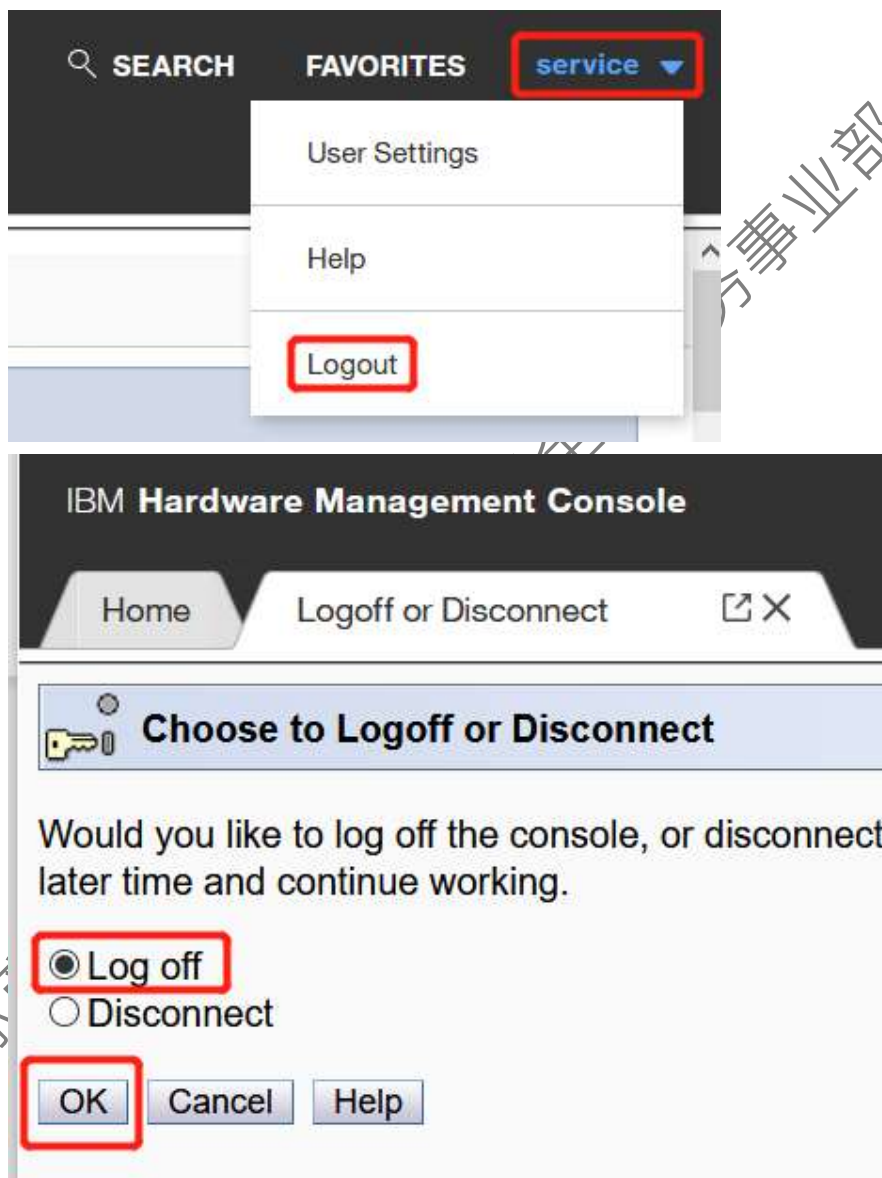
务事业部

4.9 在 Transmit Service Data 界面上检查确认: 点选了 Removable media 选项, Virtual Support Repository Files 的 Problem number 显示正确的事件序号, 并且 Selected resource count 处显示选择了的数据文件数量(通常为 4 个), 然后点击 Send 按钮, 等待数据拷贝完成后点击 OK 返回



注意: 如果需要收集多个事件序号的数据, 请重复 4.6-4.9 步, 每次完成一个事件序号的数据文件收集。

4.10 点击 HMC 界面右上方 service 用户标识，在打开菜单中点击 Logout，然后在 Choose Logoff or Disconnect 界面中点选 Logoff，OK 按钮关闭 HMC 界面



4.11 执行本文档中的第 5 部分：数据上传操作

5 数据上传

5.1 将 USB 盘插入个人电脑上，通过浏览器访问 IBM 数据安全上传网站：

<https://www.secure.ecurep.ibm.com/app/upload>

注：需要注册使用 IBM id 进行登录

5.2 在网页上选择 Machine Type/Serial(No case)选项，在 HW type 输入框中输入设备型号(双柜:3906，单柜:3907)，在 HW serial number 输入框中输入设备序列号(84 开头的 9 位数字, 8400xxxxx)，然后点击 Continue 按钮进入上传界面。

注：可以在 Email address 输入框中输入为您服务的 IBM 服务工程师的邮件地址以便他及时查收数据。

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional information, please use the "Back" button on your browser to return to the previous page, or close the w

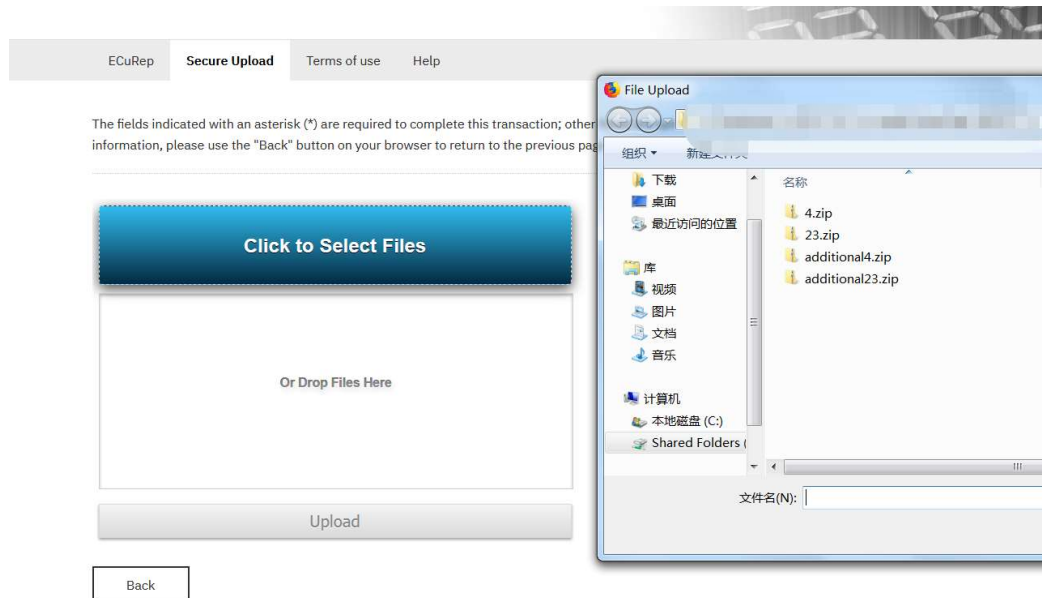
HW type:*

HW serial number:*

Email address:

Continue

- 5.3 在数据上传页面中点击 **Click to Select Files** 按钮，打开文件浏览器窗口，将 USB 盘下面的全部数据文件添加到上传列表中，然后点击 **Upload** 按钮，等待数据上传完成。



- 5.4 数据上传完成后，请暂时保留 USB 盘不做改动，联系为您服务的 IBM 服务工程师确认后续安排。

国际商业机器(中国)有限公司