



PM for Power Systems IBM i frequently asked questions

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General

How do I verify or update my customer information including email address?

To verify or update, please do the following tasks:

- Type **GO PM400 or GO PMAGT(V61 or Later)** to access the PM Agent menu
- Select option **1. Work with Contact Information**. Verify your name, email and address are correct

Note: You can access the PM for Power Systems menu at any time to tailor PM Agent for your system.

How much space does the PM Agent take on my machine?

Activating the PM Agent has little effect on your system's performance. The PM Agent uses less than 1% of your processor, and requires a 80-100 MB minimum of disk space.

What about system security with PM for Power Systems?

All PM for Power Systems collection sites are network-secure, and the PM Agent transmits only non-proprietary performance data to IBM. Transfer time is completely under your control.

Is Performance Tools a prerequisite for PM for Power Systems?

Collection and management of performance data is automated by the PM Agent, enabling you to automatically receive growth and performance reports and graphs and freeing you of doing this task yourself. Performance Tools is not a prerequisite to using the PM Agent, you can use them to further diagnose PM for Power Systems identified areas and recognize potential problems.

After activating PM for Power Systems, where is data transmitted and how is it used?

PM Agent summarizes performance and capacity information from the System i. This data is system utilization and performance information that is collected by the Collection Services function (as example cpu, memory, and disk utilization and response time information) and your hardware configuration information (which is available from the Display Hardware Resources (**DSPHDWRSC**) command). For additional detailed information on what is collected, see the IBM Performance Management information that is available from the i5/OS Information Center.

Once the data is collected by the Collection Services, the PM Agent processes the data and prepares it for transmission to IBM for future analysis and report generation.

The PM Agent data is used to prepare the reports and graphs that are delivered as part of the PM for Power Systems offering. You agree that we may use and share the data collected by PM

Agent ("Your Data") within the IBM enterprise without limitation, including for purposes of problem determination, of assisting you with performance and capacity planning, of maintaining your existing and new business relationships with IBM, of notifying you of existing or projected resource constraints, and to assist us to enhance IBM Products. You also agree that Your Data may be transferred to such entities in any country or region whether or not a member of the European Union.

You may authorize IBM to share Your Data with various third parties, including one or more Solution Providers and Business Partners to make them aware of your performance and capacity demands and to enable them to provide you with a higher level of service.

See also: [Business Partner Data Release Form Instructions](#)

I have forgotten my registration key/password. How do I get it resent?

If you have forgotten your registration key/password, you may still be able to view your reports. Refer to the following instructions depending on the login type.

Customer Login using IBM Web ID

Follow the steps outlined below to have the registration key/password automatically emailed to you:

- Login using your IBM Web ID
- Access or create a new Group
- Click **Add Server** button
- Click the **here** link for “If you do not have the registration key/password press **here**.”
- Follow the instructions on the dialog box

Why are the LPARs not sorted in the forgot registration key/password dialog?

When you click the **here** link for “If you do not have the registration key/password press **here**.” you will be asked to enter the Serial number and Server/system name.

Upon clicking the Continue button, a list of servers will be displayed allowing you to select the appropriate LPAR that you wish to have the registration key/password sent to you. The list is sorted by Last Transmission date and not by LPAR.

Setup

How do I install and activate the PM Agent?

Before activating PM Agent Data Transmissions (IBM i), be sure you confirm that your system meets all: [Requirements](#)

Once you have all the requirements, you can then do the following steps: [Activating PM Agent Data Transmissions on IBM System i](#)

What are the PTF's for PM for Power Systems?

For additional information regarding recommended PTFs, please refer to the following:

- [Recommended fixes for V5R4 \(Select V5R4 and PM iSeries\)](#)
- [Recommended fixes to V6R1 and higher](#)

What are some possible authority problems?

Apply all the PM Agent [PTFs](#).

Data collection

How do I configure PM for Power Systems to support the Shared Processor Pool Graphs on IBM i?

Please follow these instructions / requirements:

- Ensure currency on all IBM i PTF's
- IBM Power 5 hardware or above
- Minimum of one partition running IBM i V5R4 or newer
- Enable the IBM i partition for the collection of the shared pool and system wide processor utilization data before it is transmitted to IBM. The following settings are required to do this:
 - On an HMC: check 'allow performance information collection' on the partition properties / hardware / processors tab
 - If using IVM: on the 'lssyscfg' command, specify the 'all_perf_collection' to '1' to allow authority. (**Note:** the default is '0')

How do I configure PM for Power Systems on IBM i to support the System View Graphs?

Please follow these instructions / requirements:

- IBM POWER6 hardware or above
- Minimum of one partition running IBM i V6R1M0 or newer
- Minimum firmware level xx340_061 or higher

- Enable the IBM i partition for the collection of the shared pool and system wide processor utilization data before it is transmitted to IBM. The following settings are required to do this:
 - On an HMC: check 'allow performance information collection' on the partition properties / hardware / processors tab
 - If using IVM: on the 'lssyscfg' command, specify the 'all_perf_collection' to '1' to allow authority. (**Note:** the default is '0')

How can I tell if data is being collected?

The PM Agent uses Collection Services to collect the data. You will see three jobs active under the QSYSWRK subsystem. One PM job and two Collection Services jobs. The Q1PSCH is the PM scheduler job. The QYPSPFRCOL job collects the data. The CRTPFRTA job creates the database files with the data. At times you will see additional Q1P* jobs running as the data is processed and then transmitted.

What if there are problems with old performance data at any release?

It may be necessary to convert data from a previous release to the format needed for processing by the current release. You should follow the CVTPFRDTA instructions to do this. If you see the QYPSPFRCOL and CRTPFRTA jobs running at the new release you do not need to do this or it has already been done. If you are NOT interested in keeping the data from the previous release, the data library can be cleared and no convert will be needed. Go to the GO PM400 menu, work with customization to see which Performance data library you need to either convert or clear.

V5R3M0 CVTPFRDTA (further instructions on [System i and i5/OS Information Center](#))

or

CLRLIB if you do NOT want the data from the previous release and want to clear it (delete the data).

What are the instructions for saving the raw performance data library with Collection Services running?

Please follow the following for saving the raw performance data library:

1. HLDJOBQ QMPGLIB/Q1PSCHQ (V4R4 or V4R5) or HLDJOBQ QSYS/Q1PSCHQ (V5R1 or Later).
2. CALL PGM(QYPSEND) PARM(*PFR ' X'00000000')

Note: There are two parameters used here, the first one must be 10 characters and the second one is 8 characters long. Also, the *PFR used in the first parameter must be in upper case. After entering this command, the QYPSPFRCOL job will end almost immediately and then a couple minutes later the CRTPFRTA job will end. If you are putting this in a CL program, you will want to also use a DLYJOB command before your SAV??? Command. Also, you will need to end the subsystem Q1PGSCH, otherwise PM400 could restart collection services before your backup is completed.

3. WRKACTJOB SBS(QSYSWRK)
Verify QYPSPFCOL and CRTPFRTA jobs are not active. If they are still active, do an ENDJOB *IMMED to end them.
4. Save the library
5. RLSJOBQ QMPGLIB/Q1PSCHQ (V4R4 or V4R5) or RLSJOBQ QSYS/Q1PSCHQ (V5R1) - Within the hour the PM Agent will have the collections up and running again automatically.

How do Collection Services and the PM Agent work together?

The PM Agent automates the collection of performance data by triggering Collection Services. Even if you are collecting your own performance data, you can still use the PM Agent.

The PM Agent will make the following changes to Collection Services:

1. By default Collection Services will be started after IPL and configured to create the performance database files (QAPM*) during collection. You can run your tools against these files or you can do your own CRTPFRTA against the collection object.
2. By default the collection library will be changed to the QMPGDATA library. Both collection objects and files will be created into this library. You can modify the library that the PM Agent uses by GO PM400, 'Work with PM for System i Customization' option, Performance Data Library. Changing this library value will change where the PM Agent instructs Collection Services to write the database files and where PM for Power Systems will look for the data.
3. Since the PM Agent for System i is initiating the collecting of the data, PM for Power Systems will also remove the data from the QAPM* database files. The number of days of data that is kept defaults to 0, which is the current day's data. If you want to keep more data for your own use, this purge value can be changed by GO PM400, 'Work with PM for System i Customization' option, Performance data purge days.
4. The PM Agent will collect data with the *STANDARDP category by default. The Collector Definition *ENHCPCPLN will also be allowed. If Collection Services is set to a Collector Definition of something other than *STANDARDP or *ENHCPCPLN, the collector definition will be changed to *STANDARDP. This is required to get a complete set of data that will be useful to PM for Power Systems and WLE.
5. The PM Agent will not change the Collection Services Interval Value or any other collection attributes. The default and recommended value is 15 minutes. Intervals less than 15 minutes are allowed and will result in more space being used on your system.

Transmission

What are my transmission options for sending performance (PM) data to IBM?

PM data transmission can occur via:

- ESA (Electronic Service Agent) which must be configured at the partition
- FSM (Flex Systems Manager)
- Service and Support Manager within IBM Systems Director

Note: the HMC by itself is not an option for transmission of PM data in the case of IBM i

What happens to the PM Agent when I choose to use Universal Connection Support over TCP/IP?

The PM Agent will no longer try to transmit data via the Q1PCM1 job over the Q1PLIN synchronous line. Data will be collected and picked up by Management Central at the time you have scheduled. Electronic Service Agent will transmit the data back to IBM at the time you have scheduled.

See Also: How can I verify data is being picked up by Management Central and transmitted by Eletronic Service Agent?

The PM Agent will not be activated by choosing to collect PM for Power Systems inventory. For activation instructions, go to [install/activation instructions](#).

How can I verify data is being picked up by Management Central and transmitted by Eletronic Service Agent?

Verify you have chosen to collect PM for Power Systems inventory: From the Operations Navigator window:

- Expand the AS/400 System Groups container in the left pane, and right click on your system group.
- Select Inventory -> Collect...
- Select all inventory you would like to collect and send to IBM. Verify you have chosen PM for System i PERFORMANCE DATA
- Verify you have selected the "SEND ELECTRONIC SERVICE AGENT INVENTORY TO IBM" action to run.
- Click Schedule to verify when you have scheduled it to run. **Note:** The recommended frequency is daily. At the scheduled time, the data for the selected system group will be collected. As soon as it is done collecting, it will then send the data to IBM.
- The task will be listed in the Scheduled Tasks container.

To verify Management Central has picked up the data, please refer to the following steps. This step should be done only after the scheduled task has run. If the scheduled task has not run, there will be no data to see.

From the Operations Navigator window:

- Click on Task Activity under Management Central (left pane).

- You will see all the tasks that have previously run or are currently running in the right pane.
- Locate the inventory collection task that is running or has run.
- Right click on that task and select Status.
- Status window shows the overall status of the inventory collection and the status on each endpoint system in your system group.
- Status window shows ONLY status on the collection, not on the "SEND ELECTRONIC SERVICE AGENT INVENTORY TO IBM" action.

To verify the Electronic Service Agent send was successful at V5R1 and after, view the Electronic Service Agent history:

- In System i Navigator, expand Management Central.
- Expand Extreme Support.
- Select Agents.
- Right-click Electronic Service Agent, select History.

To verify the Electronic Service Agent send was successful at V4R5:

- Go to the Electronic Service Agent Main Menu (5250 emulator session). Type in "Go Service" on a command line.
- From the Service Director Activation Menu or the Service Director Main Menu, type the option number for the Electronic Service Agent Main Menu and press enter.
- Select option 2, Display Service Data Collectors.
- Enter the system name and press enter to view the list of Service Collectors.
- Verify that PM for Power Systems data was sent.

What are the benefits of transmitting PM for Power Systems data with Universal Connection?

One of the benefits of using the Universal Connection setup is that there is only one setup you need to do. Once you setup your Universal Connection, you simply choose PM for System i as an inventory that you want collected. This is through Management Central, so you can select to collect this inventory for any or all systems that you have.

For additional information on Management Central, refer to [i5 Systems Management \(PDF, 2.41MB\)](#) Web site.

Are you having problems getting reports after using Universal Connection support over TCP/IP?

Verify you have followed the cover letter instructions and have set WRKSYSVAL QCNTYID to your country. Type GO PM400 and choose the Work with Contact Information menu option - verify the name and address of who the reports should be sent to is correct.

Are you transmitting PM for Power Systems performance data using Electronic Service Agent but not seeing the current data in the PM for Power Systems reports?

If your system has more data than can be sent in a single Electronic Service Agent transmission, the latest data may not be displayed, even if the system has been transmitting data regularly.

If your system is at V5R3, please install PTF's SI15526, SI15337 and SI15844 to correct this issue.

For additional information, please refer to the following:

- [Recommended fixes \(Including V6R1, V5R4, or V5R3\) \(Select OS Release and PM iSeries Topic\)](#)
- [IBM Software Technical Document \(Including V5R2 & V5R1 PTF list\)](#)

Reports

What should I do if I'm having trouble opening the 6 month .pdf using FireFox when viewing / printing my reports?

Troubleshooting - opening the .pdf in FireFox:

If you are having trouble with the .pdf not opening after clicking the .pdf icon in "Server Information" page, there are 2 things to try.

- 1) Press CTRL + F5 at the same time to clear you cache, or clear the cache using the menu option Tools > Options > and click on Advanced the choose the "Network" tab. Click on the "Clear Now" buttons for "Cached Web Content" and "Offline Web Content and User Data".
- 2) Exempt the PM website if you are using a pop-up blocker. If the PM pop-up window is being blocked you will get the warning bar at the top of the page. Choose Options and always allow. Or, go to the menu option Tools > Options > and click on "Content". To the right of "Block pop-up windows" you can see a button for Exemptions. Click on the button and add the website URL you want to exempt--enter pmeserver.rochester.ibm.com and click to close.

If you are having issues with Firefox opening the same month no matter what month you have chosen then you will need to either:

- a) Upgrade Firefox version
- b) go to the "Tools" drop down menu click on "Options" and then on "Applications", where you see under "Content Type" the "Adobe Acrobat Document" may use the default option "Use Adobe Acrobat (in Firefox)" under "Action". Change this option to be "Use Adobe Acrobat (default)".

This will allow opening the PM reports in Adobe Reader for different months.

Why do I have processor utilization greater than 100% for an uncapped partition?

This will occur when an uncapped partition running in a Shared Processor Pool, is using more processor than the base allocation.

For example; if the uncapped partition is defined as initially being allocated 0.2 cores, but it is utilizing 0.3 cores, PM will display a utilization of 150%. The utilization is always relative to the base allocation for the partition. Normalizing to the base allocation allows you to understand the additional resource the partition is using and it allows PM to produce the long term trending needed for planning purposes.

What is the Management Summary Graph?

Please refer to: [Graph Reference Document \(3.49MB\)](#)

Who can I contact for pricing or additional information?

Please refer to: [Country Pricing and Contact Information](#)

Why are the guidelines used for PM for Power Systems different from those in the Work Management Manual?

The guidelines for good performance in the Work Management Manual are based on instantaneous measurements whereas those used for PM for Power Systems are monthly averages. It follows therefore that if a resource averages; say 50% over a period, then there will be times when the utilization will be both significantly higher and lower in order to achieve that average. During the times when the utilization is higher, the customer may experience lesser performance degradation than if the utilization was consistently 50%.

What are the guideline values for warning (yellow) and critical (red) CPU resource utilization?

These values vary depending on the number of processors on the system or allocated to a logical partition on an LPAR system and are based on the guidelines for good performance and standard queuing models for n-way processors.

CPU: System + Interactive Utilization

Number of Processors	Average Marginal	Average Critical	Peak Marginal	Peak Critical
1	45%	60%	56%	70%
2	60%	75%	72%	83%
3	67%	81%	80%	88%
4	71%	85%	81%	91%
>4	75%	90%	86%	94%

CPU: Total System Utilization

Number of Processors	Average Marginal	Average Critical	Peak Marginal	Peak Critical
1	80%	90%	85%	94%
2	85%	93%	88%	96%
3	87%	94%	90%	97%
4	89%	95%	92%	98%
>4	93%	97%	95%	99%

CPU: Interactive Feature Utilization

Average Marginal	Average Critical	Peak Marginal	Peak Critical
80%	100%	80%	100%

Disk Space

Marginal	Critical
75%	85%

As always, these are guidelines. The actual performance experienced by a customer may be quite satisfactory at a utilization in excess of these guidelines and equally, it may prove unacceptable before these guidelines are reached.

Note also, for processors with Interactive feature codes the lower value of "System + Interactive" percentage of the total system CPW or the CPW capacity of the Interactive Feature(s) should be used as the guideline for both the Average, Peak Marginal and Critical percentages.

How do I interpret PM for Power Systems reports in an LPAR environment?

PM for Power Systems Logical Partitioning (LPAR) Considerations

PM for Power Systems defaults to reporting at the partition level. Rolled up total System View PM Reports are however available at IBM i Version 6 or Version 7. Special set-up instructions are required to be followed.

Please note that if no partitioning is used, then the PM report reflects a view of the entire system.

Important: Machines that have LPAR implemented must collect performance data using Collection Services for accurate LPAR reporting.

Processor Assignment

LPAR allows the number of processors assigned to a partition to be changed and therefore it must be recognized that if this is done during the reporting period, either across the month or during the days of that month, any predictions will be based on that profile being consistent across the following days and months. This may not always be the case.

Interactive Feature Card(s)

On a system which has implemented LPAR the interactive processing capacity is allocated across the partitions on a percentage basis. The Executive Summary Graph (150) and Management Summary Graphs (175) will show the utilization percentage of the amount of the Interactive Capacity assigned to that partition and will base their predictions of the Months to Guideline on the same criteria. The same consideration about the processor allocation profile as mentioned above applies.

Disk Allocation

Just as the number of processors and percentage of the interactive feature cards allocated to a partition can be readily changed, it is also possible to change the amount of disk allocated. Trend calculations for disk utilization are based on the disk storage profile remaining constant and this must be considered when evaluating the relevant reports.

Total System View

PM for Power Systems defaults to reporting at the partition level. However, a total system view is available as part of the detail report offering if special PM set up instructions are followed.

DASD Reports:

As these present a view of the average amount of DASD space used in each partition during the reporting period the time displacement is of little consequence. All partitions will almost certainly have a different amount of DASD assigned to them so it is not legitimate to simply average the utilization show for each partition. What must be done is to convert the utilization percentages to "used" and "available" Gigabytes or Megabytes for each partition and then sum these values. This will then show the percentage of the total system's DASD is being used. For example:

Partition Number	Total DASD (MB)	PM for Power Systems Percentage Used	Amount Used (MB)
1	80,000	50%	40,000
2	50,000	80%	40,000
3	30,000	40%	12,000
4	70,000	60%	42,000
Total	230,000		134,000

The PM for Power Systems reports for each partition will show you if a particular partition is DASD constrained and this simple table will indicate if your system is constrained or not. This particular example shows although your total system's DASD is only slightly over 58% utilized (134,000/230,000), partition 2 is approaching a critical situation while the other partitions appear to have space to spare. Subject to granularity considerations it might be appropriate to reassign DASD from part partitions 1, 3 or 4. In this case, moving say 10,000 MB from partition 4 to partition 2 would result in utilization values of approximately 71% and 68% respectively. However, factors such as disk arm utilization and granularity of DASD devices must also be considered.

Processor Reports:

Analysis of these is much more difficult, particularly when there is a real time offset between partitions. On the assumption all partitions have identical date and times on their system clocks then it is possible to calculate a weighted average from looking at the same reports for all partitions. For example:

Partition Number	Number of Processors	Number of Transactions	Average Response Time	Total Resource (see note)
1	4	3,000	0.50 seconds	1,500
2	2	5,000	0.75 seconds	3,750
3	4	8,000	1.5 seconds	2,800
4	2	2,000	1.5 seconds	3,000
Total	12	18,000		11,050

Note: This is not a 100% accurate reflection of what resource is being used but it may prove a useful approximation.

We can therefore say the average response time across all partitions is 0.614 seconds (11,050/18,000). If it were desired to improve the response time for partition 4 then moving a processor from partition 1 or 3 may have the desired effect (a processor upgrade might also be appropriate). However, in most cases where LPAR is implemented the reason processors are allocated to particular partitions is to optimize response time for the users of that partition. To properly understand what is going on in each partition it is probably desirable to utilize one of the more sophisticated performance analysis tools.

If the system date and time across partitions differs, then the calculations become much more complex as the same weighting must be done for each time period across the reporting day and/or month and allowance must be made for the appropriate offset.

What are some common report problems?

Common problems with reports.

1. Missing or incorrect mailing address information.
 - To change, modify, or correct your mailing address information or company title on reports use GO PM400 or GO QMPGLIB/PM400 , and then choose 'Work with Contact Information' option.
2. To determine 1st and 2nd shift for reports.
 - The shift windows can be viewed or changed with GO PM400 or GO QMPGLIB/PM400, and then choose 'Work with PM for System i Customization' option.
3. Peaks over 100 utilization on the CPU
 - Peaks over 100 utilization on the CPU Utilization graphic pages or on the Management Summary page of the reports can be caused by running a backup during the data reduction. Data reduction refers to the process of compressing the large amount of raw performance monitor data into the PM for Power Systems files, by default data reduction is run at midnight.

If you notice this problem move the time of data reduction job to 11:30pm.
To change the time of any PM for Power Systems scheduled job:

1. On the System i command line type GO QMPGLIB/PM400.

2. Take 'Work with Automatically Scheduled Jobs' option from the PM for Power Systems main menu.
3. Use option 2 on the Q1PDR job.
4. Key in 23:00 for 11:00PM.

I'm trying to view my PM for Power Systems Reports with Internet Explorer and I get the following error: "No viewer available for the type of object you are trying to open". What should I do?

This condition can arise with an out of date or corrupt Adobe reader file. For no charge updates, installations, or to re-install, please go to the Adobe Web site:

The utilization percentage shown on the Management Summary Graph for "Processor, Interactive" is higher than that shown for "Processor, System + Interactive". How can this be?

They are expressed as percentages of different guidelines. The "Processor, Interactive + System" is calculated as a percentage of the system's total processing capacity while that for the "Processor Interactive" is expressed as a percentage of the system's Interactive Processing Capability.

The reason this is done is to identify when it is necessary to take action to increase the system's Interactive Capacity. As some systems have implemented Feature Cards to provide the Interactive Capacity it would be possible for the "System + Interactive" utilization to be below the guideline but for there to be inadequate Interactive Feature Card capacity on the system.

The "Processor, Interactive" report uses the lower of the guideline based on the Interactive Feature Cards or the guideline based on the "Number of Processors" queuing algorithm. The guideline values on which these two reports are based are shown on the Facts pull down of report 675 "Processor Trend, Interactive". The system's Interactive Card Feature is shown on this graph as a horizontal red line which can be either below or above the guideline based on the number of processors.

I have just activated the PM Agent. When will I receive my User ID and registration key/password?

The registration letter that contains your User ID and registration key/password providing access to your online reports will be sent within one business day of receipt of your PM for Power Systems data.

Why is my company name incomplete on every page of the report?

The company name field holds approximately 32 mixed case characters. Upper case letters take up more room than lower case letters. To change go to the PM Agent main menu by typing GO PM400 on the System i command line. Take the Work with Contact Information option. Shorten

the company name or change some characters from upper to lower case to take up less space on the report.



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When referring to storage capacity, 1 TB equals total GB divided by 1000; accessible capacity may be less.

The IBM home page on the Internet can be found at: <http://www.ibm.com>.

The IBM Power Systems home page on the Internet can be found at: <http://www.ibm.com/systems/power/>

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