

RS/6000



Your Guide to Service, Support, and Documentation

Ninth Edition (July 2003)

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Chapter 1. IBM RS/6000 Technical Support

Your computer is an integral part of running your business, requiring excellent service and support. IBM offers an array of support options for your server hardware and software. This booklet provides an overview of these resources and services, including Web addresses for obtaining more detail and to put you in touch with the help you need. If you have questions or requirements not covered by this information, contact your local IBM sales representative for additional assistance.

Getting Technical Support on the Web

The IBM @server Support Web site is your portal to technical support resources and service offerings:

www.ibm.com/server/support

From this Web site, you can:

- Search knowledge databases, including technical tips for system administrators, many of which are based on customers' frequently asked questions. You can also search Authorized Program Analysis Reports (APARs). APARs are created by the support center and sent to the development team when a problem appears to be related to coding errors or documentation.
- Browse, search, and print online product publications, including hardware installation, user's, and service guides, as well as system administrator guides and programming references. Publications cover the base operating system and Licensed Program Products (LPPs) that run on AIX.
- Report problems electronically. Options are available for customers who have a service agreement with IBM.
- Obtain fixes for your operating system and microcode, as well as IBM middleware and software applications.
- Stay informed about the latest changes and enhancements by subscribing to hardware and software technical mailings, and communicate with groups of fellow customers through forums to obtain help.
- Access extensive education and professional certification resources.
- Learn about the many remote and on-site service offerings provided through IBM Global Services.

The following sections of this booklet provide more information about these and other services and support resources available to RS/6000 customers.

Accessing Product Documentation in Online and Printed Versions

Documentation for the IBM @server pSeries is available online. Visit the IBM @server pSeries Information Center at http://publib16.boulder.ibm.com/pseries/en_US/infocenter/base.

- To access the pSeries publications, click **Hardware documentation**.
- To view information about the accessibility features of @server pSeries hardware and the AIX operating system, click **AIX and pSeries accessibility**.

The RS/6000 hardware documentation includes installation, service, and user's guides, and other publications to assist you in setting up and optimizing the use of your server.

Online publications are available on the server support Web site. If available, printed publications can be ordered by calling 1-800-879-2755 or visiting the Publication Ordering Center, also on the server support Web site.

Accessing Remote and On-Site Support Services

IBM provides a wide selection of support services to address your business needs. The IBM Global Services services portfolio provides several ways to access information about the services you require.

Visit the IBM @server Support Web site at www.ibm.com/server/support. For more information, you can also call 1-888-426-4343 or send e-mail to askibm@info.ibm.com.

Obtaining Training and Certification

IBM's educational offerings include distance learning, seminars, technical conferences, custom classes, computer-based training, and self-study.

For details about training and certification, visit the IBM @server Support Web site. You can also call 1-800-IBM-TEACH (1-800-426-8322) for more information.

Requesting Hardware Service and Maintenance Information

For maintenance-related questions, call 1-800-IBM-4YOU (1-800-426-4968). For example, you may want to obtain a list of hardware currently covered under IBM maintenance or warranty for your customer number, or you may need to add or remove products from your maintenance agreement.

For hardware service, call 1-800-IBM-SERV (1-800-426-7378). When you call IBM for service, you will be asked for the telephone number at the hardware problem's location, a contact name, and the machine type and serial number of the equipment. You may also be asked for the Service Request Number (SRN) of the server. If the problem is not resolved over the telephone, an on-site visit by a service technician may be scheduled.

After any warranty period expires, you can obtain a contract for continued hardware maintenance.

Ordering Supplies and Parts

You can order supplies directly from IBM for your RS/6000 products by visiting www.ibm.com. You can also call 1-800-IBM-CALL (1-800-426-2255) to order supplies and parts from IBM Direct.

Ordering the Latest AIX and Licensed Program Products (LPPs)

To order the latest software online, visit www.ibm.com.

Obtaining the Latest APAR Information for AIX Releases

By subscribing to technical mailings, you will be notified of recommended fixes for any potential problems that may have been found on a given AIX release. These subscriptions and many others are available on the IBM @server Support Web site.

Chapter 2. Documentation

This chapter helps you to understand the documentation available with your system, as well as how to install and configure your documentation. The following information is included in the chapter:

- Documentation Roadmap
- Documentation Overview - Brief description of the printed and softcopy documentation shipped, including targeted audience
- Configuring Online Documentation - How to install and view the online documentation

The Web address for IBM RS/6000 and IBM eServer pSeries general service documentation is:

http://www.ibm.com/servers/eserver/pseries/library/hardware_docs

The Web address for the AIX 5L documentation library is:

<http://www.ibm.com/servers/aix/library>

The Documentation Roadmap helps you locate marketing, service, and customer task information. The roadmap guides you through the tasks and the publications that document those tasks.

Reference Materials

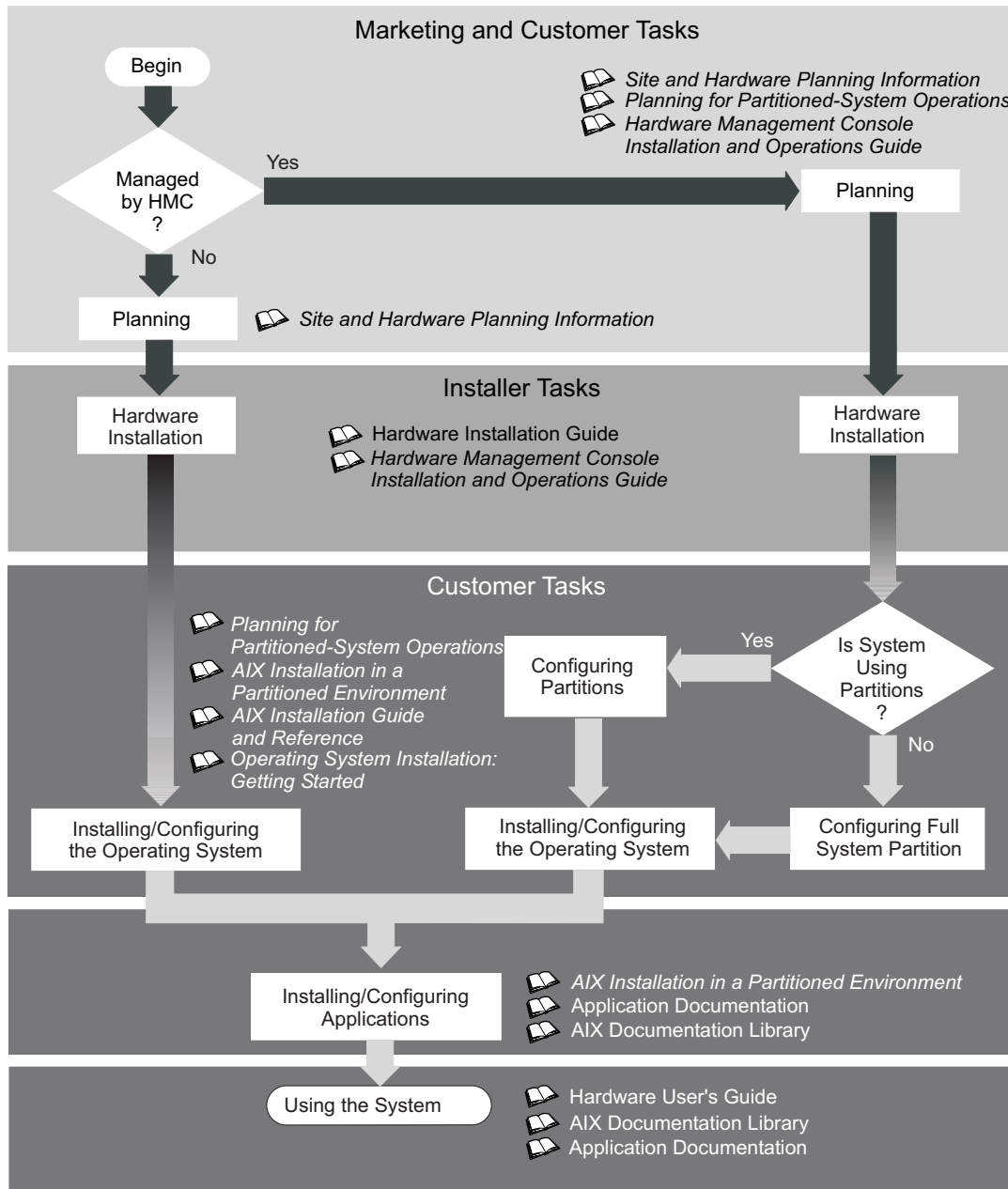
Note: This document may contain references to the AIX operating system. If you are using another operating system, consult the appropriate documentation for that operating system.

This document may describe hardware features and functions. While the hardware supports them, the implementation of these features and functions depends on support from the operating system. AIX provides this support. If you are using another operating system, consult the appropriate documentation for that operating system regarding support for those features and functions.

This chapter helps you get started with installing and configuring the @server pSeries environment. The following information is included in the chapter:

- @server pSeries Roadmap
- Documentation Overview - Brief description of the printed and softcopy documentation shipped including targeted audience

The @server pSeries Roadmap helps you locate marketing, service, and customer task information. The roadmap guides you through the tasks and the publications that document those tasks.



The publications listed in this section are available online. To access the online books, visit our IBM @server pSeries Information Center at http://publib16.boulder.ibm.com/pseries/en_US/infocenter/base.

Documentation Overview

This section provides descriptions and target audience information for the @server pSeries and AIX 5L documentation libraries. Some of the documentation may only be available in printed form or in softcopy form. Based on the documentation content, the books are divided into the following categories: **Planning**, **Installing and Configuring**, and **Using the System**.

Table 1. Planning

Documentation Title	Description	Audience	Type
<i>Site and Hardware Planning Information</i>	Contains information to help plan for site preparation tasks, such as floor-planning, electrical needs, air conditioning, and other site-planning considerations.	Marketing, system administrators	softcopy
<i>Planning for Partitioned-System Operations</i>	Describes planning considerations for partitioned systems, including information on dynamic partitioning and Capacity Upgrade on Demand.	System administrators	printed and softcopy
<i>Hardware Management Console for pSeries Installation and Operations Guide</i>	Provides information on how to install, configure, and use a Hardware Management Console (HMC). Logical partition (LPAR) tasks, such as configuring and managing partitions on multiple host servers, are included.	System administrators	printed and softcopy

Table 2. Installing and Configuring

Documentation Title	Description	Audience	Type
Hardware Installation Guide	Provides information on how to install system hardware, cable the system, and verify operations.	System installer	printed and softcopy
<i>Planning for Partitioned-System Operations</i>	Describes planning considerations for partitioned systems, including information on dynamic partitioning and Capacity Upgrade on Demand.	System administrators	printed and softcopy
<i>Hardware Management Console for pSeries Installation and Operations Guide</i>	Provides information on how to install, configure, and use a Hardware Management Console (HMC). Logical partition (LPAR) tasks, such as configuring and managing partitions on multiple host servers, are included.	System administrators	printed and softcopy
<i>AIX Installation in a Partitioned Environment</i>	Provides information on how to install the AIX operating system in an LPAR environment.	System administrators	printed and softcopy
<i>AIX Operating System Installation: Getting Started</i>	Provides information on how to install and configure the AIX operating system on a standalone system using a CD-ROM device.	System administrators	printed and softcopy
<i>AIX 5L Installation Guide and Reference</i>	Provides information on installing the AIX 5L operating system on standalone systems, as well as on client systems using the Network Installation Management (NIM) interface.	System administrators	printed and softcopy
<i>PCI Adapter Placement Reference</i>	Outlines system-specific PCI adapter slot placement and adapter support configurations.	System administrators, service personnel	softcopy
<i>AIX 5L Release Notes</i>	Provides late-breaking information for a specific AIX release.	System administrators	printed and softcopy
<i>AIX 5L Documentation CD</i>	AIX documentation library (system management guides, user guides, application programmer guides, commands and files references, AIX man pages, and so on).	System administrators	softcopy

Table 3. Using the System

Documentation Title	Description	Audience	Type
<i>Hardware Management Console for pSeries Installation and Operations Guide</i>	Provides information on how to install, configure, and use a Hardware Management Console (HMC). Logical partition (LPAR) tasks, such as configuring and managing partitions on multiple host servers, are included.	System administrators	printed and softcopy
Hardware User's Guide	Provides using, problem determination, and service processor information.	System administrators	printed and softcopy
<i>Diagnostic Information for Multiple Bus Systems</i>	Combines operating instructions for hardware diagnostic programs with common MAPs and SRNs (Service Request Numbers).	Service personnel	printed and softcopy
<i>PCI Adapter Placement Reference</i>	Outlines system-specific PCI adapter slot placement and adapter support configurations.	System administrators, service personnel	printed
<i>Hardware Management Console for pSeries Maintenance Guide</i>	Contains MAPs, removal and replacement, error code, and parts information to help diagnose and repair the system.	Service personnel	printed and softcopy
<i>Adapters, Devices, and Cable Information for Multiple Bus Systems</i>	Provides information about adapters, devices, and cables that are attached to or used within the system.	System administrators	printed and softcopy
<i>System Unit Safety Information</i>	Contains the English version of safety notices, as well as translations of those safety notices into other languages.	System administrators, service personnel	printed and softcopy
<i>AIX 5L Documentation CD</i>	AIX documentation library (system management guides, user guides, application programmer guides, commands and files references, AIX man pages, and so on).	System administrators	softcopy

Configuring Online Documentation

It is not necessary to install the operating system's online documentation onto your server. You can access all of the documentation through the Internet at the following Web address:

<http://www.ibm.com/servers/aix/library>

However, if you use the Documentation Library Service to search any online documentation, it searches only the registered documentation that is installed. It does not search the documentation at the above Web site.

Viewing the Online Documentation from the Documentation CD

To view the online documentation, you must have an HTML browser installed on your system. The Netscape browser is located on the AIX Expansion Pack.

Installing the Online Documentation on a System

1. Type **smitty install_latest**.
2. Enter INPUT device / directory for software in the field provided and press Enter.
3. In the Install Software menu, use the F4 key to list the documentation packages and filesets that are available to install. Select a package or fileset by highlighting the appropriate choice and pressing the F7 key. Press Enter when finished making your selections.
4. Select the appropriate responses for the remaining questions in the Install Software menu or accept the default choices. When you are done, press Enter. From the confirmation menu, press Enter to install the software.
5. Press F10 to exit the SMIT menu and return to the command line.

Appendix. Notices

This information was developed for products and services offered in the U.S.A.

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Easy to find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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