

# Introduction to z Systems Report a Problem (RaP)



# **Document purpose:**

**To guide you through the steps to open a problem with just a few mouse clicks on the HMC work place.**

**Report a Problem is used to report problems electronically to IBM Technical Support that are not automatically detected and reported.**

**To also test that the HMC or SE can open a Hardware Problem Management Record.  
End to End test from the client, through the Remote Support Center and to the IBM SSR.**

**HMC = Hardware Management Console**

**SE = Support Element Console**

**CPC = Central Processor Complex**

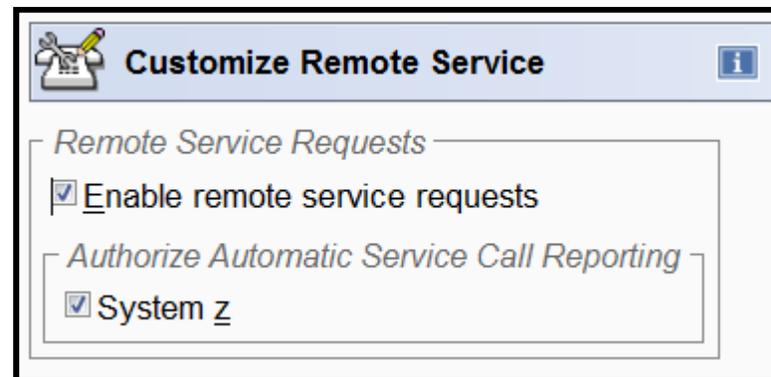
## RaP Usage requirements:

Remote Support Facility (RSF) enabled.

User familiar with HMC logon and panels.

Operator/System Programmer HMC access.

RSF Enabled - See your IBM Service provider to ensure the HMC and SE, Customize Remote Service panels are setup correctly as shown below.



# Why use Report a Problem (RaP)?

- 1) Used to report problems that were not automatically reported.
- 2) Fast path to report a problem to IBM Remote Technical Support.
- 3) Phone call not necessary to open and entitle a service call.
- 4) 1 hour response callback from IBM Remote Technical Support.
- 5) The HMC or SE data is sent to IBM support when the RaP is done.
- 6) RaP can be done locally or remotely, with proper access to the HMC.
- 7) User appends brief description electronically to the service call.
- 8) Future direction for problem reporting and error data capture.
- 9) Time savings, no waiting for IBM SSR to come onsite for initial call.
- 10) IBM Remote Technical Support will work with you over the phone.
- 11) Complete problem tracking, RaP's are logged in the HMC & SE.
- 12) It is the best way to open a problem with IBM z Systems support.

## **HMC Report a Problem panels.**

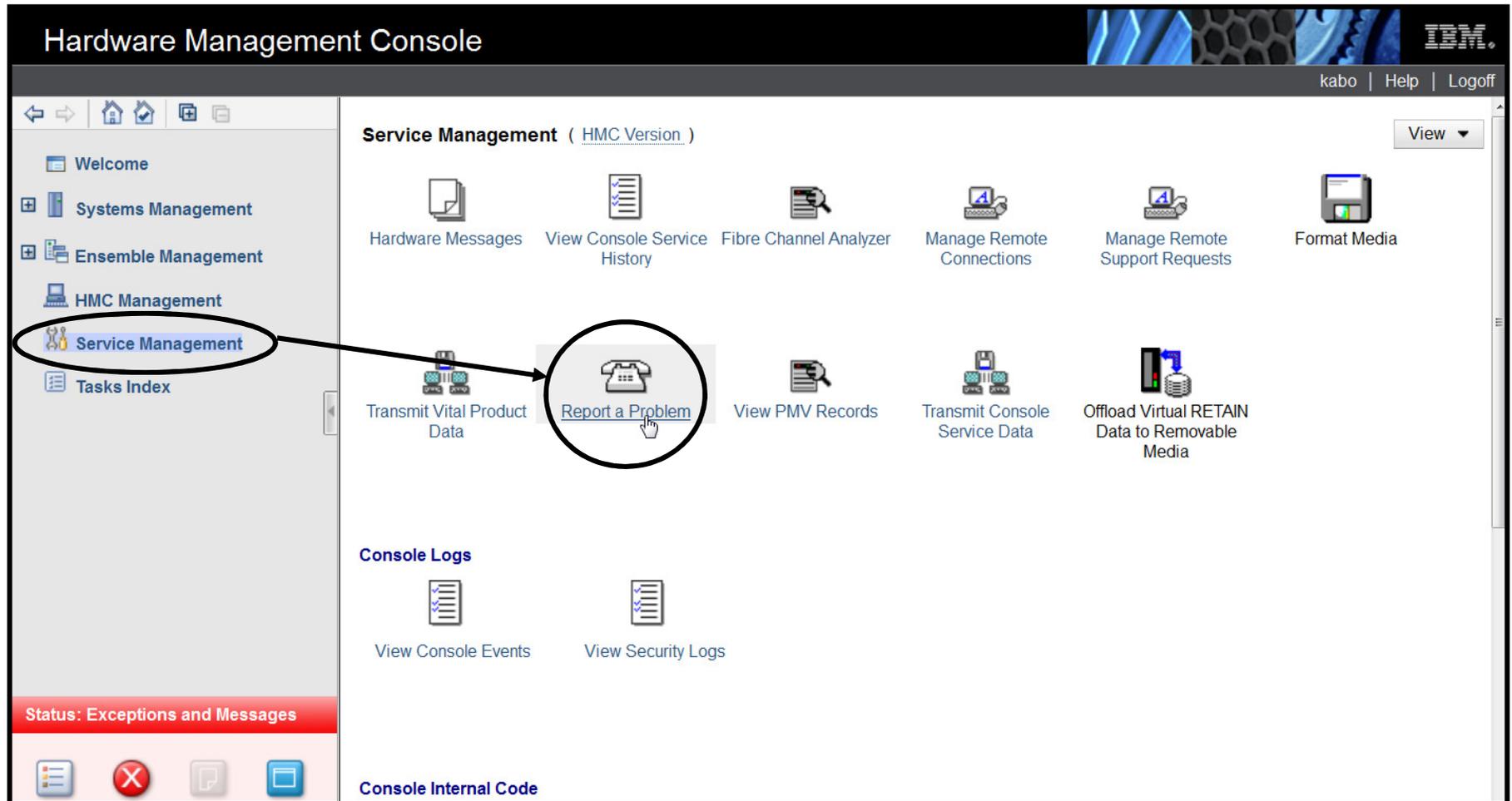
**2 types of User Interface (UI) views can be configured.**

**Tree View**  
**or**  
**Classic View**

**The following pages show examples for both of these UI views for the HMC and SE, Report a Problem panels.**

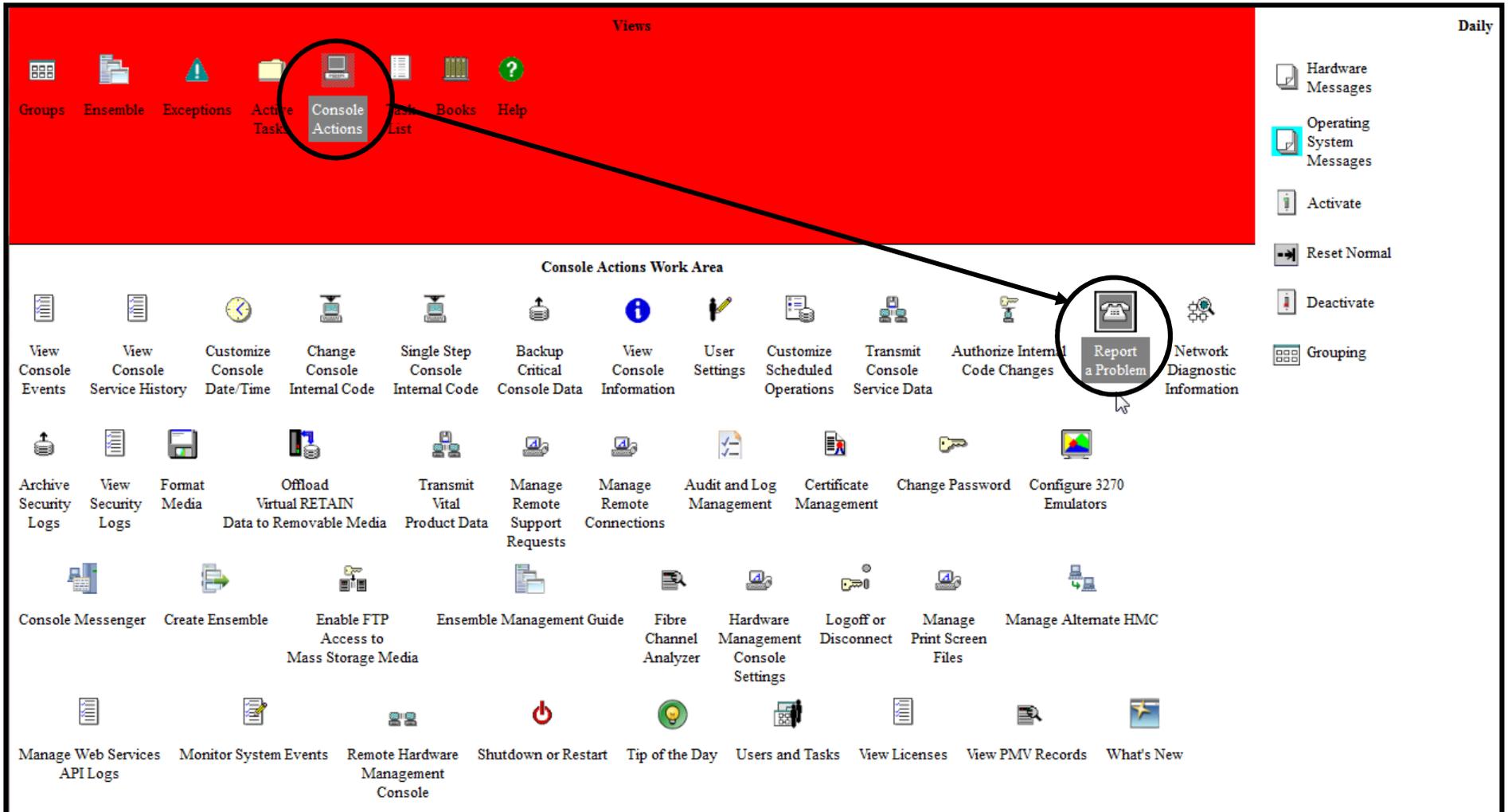
**Use HMC RaP if the undetected problem is on the HMC.**  
**Use SE RaP if the undetected problem is on the CPC.**

# Tree Style View for HMC Report a Problem



**Select Service Management.  
In Service Management work area select Report a Problem.  
Use this combination to report an HMC type problem.**

# Classic Style View for HMC Report a Problem



**In the Views area select Console Actions.  
In Console Actions Work Area select Report a Problem.  
Use this combination to report an HMC type problem.**

# HMC Report a Console Problem panel

Home Report a Console Pr... [X]

**Report a Console Problem**

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

Problem Type

Test automatic problem reporting - used to verify end to end call home (SSR).

HMC problem - used to report any other HMC type problems.

Health Check - used to request a HMC Health Check.

Problem Description

Enter your full name, call back phone number & a brief problem description.

Request Service Cancel Help

In the first panel above, select 1 of the 3 possible selections.  
Enter your full name, call back phone number & brief problem description.  
Then select the Request Service button.

On the 2nd panel below, again change it, to your name and call back phone #.  
This will ensure that Support calls you back on the correct phone number.  
Then select Request Service. Now check H/W messages & verify problem was sent.

**Problem Analysis**

A service request will be sent for the error.

Customer name: Shift Supervisor

Customer phone: 845-433-1660

Request Service... Cancel Help

**Problem Analysis**

A service request will be sent for the error.

Customer name: Enter your Name

Customer phone: Enter you phone Number

Request Service... Cancel Help

# Tree Style View for SE Report a Problem

The screenshot displays the IBM Hardware Management Console interface. The left sidebar shows a tree view with 'Systems Management' expanded, and 'SCZP101' selected. The main area shows a table of systems with columns for Name, Status, Activation Profile, Last Used Profile, OS Name, OS Type, and OS Level. Below the table, the 'Tasks: SCZP101' section is expanded to show a list of tasks under the 'Service' category, with 'Report a Problem' circled. A black arrow points from the 'SCZP101' item in the left sidebar to the 'Report a Problem' task in the main area.

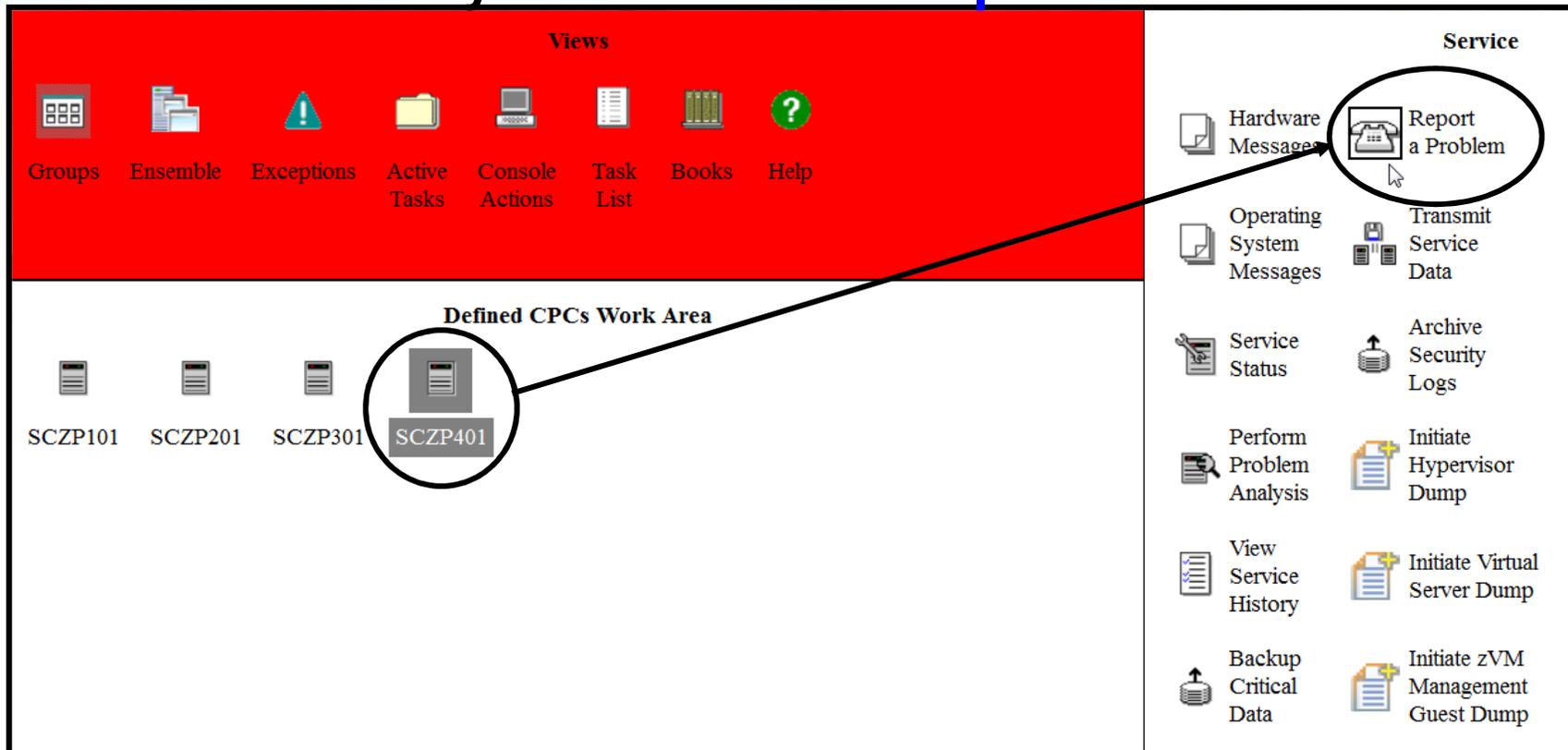
| Select                   | Name | Status    | Activation Profile | Last Used Profile | OS Name  | OS Type | OS Level     |
|--------------------------|------|-----------|--------------------|-------------------|----------|---------|--------------|
| <input type="checkbox"/> | A01  | Operating | A01                | WTSCVMXA          | WTSCVMXA | z/VM    | 5.4.0 - 1102 |
| <input type="checkbox"/> | A02  | Operating | A02                | WTSCNET           | WTSCNET  | z/OS    | V1R13        |
| <input type="checkbox"/> | A04  | Operating | A04                | WTSCMXA           | WTSCMXA  | z/OS    | V1R13        |

Tasks: SCZP101

- Service
  - Report a Problem

**Expand Systems Management and then Select a Specific System.  
In System Tasks work area expand Service and select Report a Problem.  
Use this combination to report an SE (CPC) type problem.**

# Classic Style View for SE Report a Problem



**In the Views area select Groups, in the Groups Work Area, select Defined CPCs.  
In Defined CPCs Work Area select a specific CPC.  
In the Service Task view, select Report a Problem.  
Use this combination to report an SE (CPC) type problem.**

# SE Report a Problem panel

Home Report a Problem - ...

**Report a Problem**

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

*Problem Type*

- Power** - To report a suspected Power problem. ie: Service Required state
- CPC** - To report a CPC issue. ie: LPAR
- LAN** - To report a CPC LAN communications issue. ie: API's
- Software** - To report a CPC H/W to S/W issue.
- I/O** - To report a IOCDs, Device or CU issue.
- Health Check** - To request a SE/CPC Health Check.
- Other** - To report any other item not covered by the above categories.
- Test automatic problem reporting** - To test End to End call home process (SSR).

*Problem Description*

Enter your full name, call back phone number & a brief problem description.

Request Service Cancel Help

**In the first panel above, select 1 of the 8 possible selections.  
Enter your full name, call back phone number & brief problem description.  
Then select the Request Service button.**

## SE Report a Problem panel

On the 2nd panel below, again change it, to your name and call back phone #.  
This will ensure that Support calls you back on the correct phone number.  
Then select the Request Service button.  
Now check H/W messages & verify the problem was correctly sent.

The image displays two side-by-side screenshots of the 'Problem Analysis' dialog box. The left screenshot shows the 'Customer name' field with the text 'Shift Supervisor' and the 'Customer phone' field with the text '845-433-1660'. Red arrows point from these fields to the right screenshot. The right screenshot shows the same dialog box but with the 'Customer name' field containing 'Enter your Name' and the 'Customer phone' field containing 'Enter your phone Number'. A red circle highlights these two input fields. The 'Request Service...' button is highlighted in yellow in the right screenshot, with a mouse cursor pointing to it.

### Additional References:

**SE Operations Guide on the SE or Resource Link.**  
**HMC Operations Guide on the HMC or Resource Link.**