Enhanced Support Facility User's Guide

For REMCS

FUJITSU

Preface

Purpose of This Guide

This guide explains the setup and operation procedures for using the REMote Customer Support system (REMCS) Agent functions in SPARC Enterprise Server and PRIMEPOWER series machines.

Intended Readers

This guide is intended for the following readers:

- System administrators who perform system operation and maintenance.

Structure of This Guide

This guide has the following six chapters.

Chapter 1 Overview of REMCS Agent

Chapter 1 provides an overview of REMCS Agent, and also explains its topology and functions.

Chapter 2 Use of the Services

Chapter 2 provides notes on using the REMCS Agent functions.

Chapter 3 Setup during Installation

Chapter 3 explains the setup procedure for using the REMCS Agent.

Chapter 4 Operation

Chapter 4 explains the procedure for changing the settings after completion of setup of REMCS Agent.

Chapter 5 Messages

Chapter 5 explains major error messages that are displayed on the screen.

Chapter 6 Software Investigation Information Collection

Chapter 6 explains the function and operations of software investigation information collection.

Notation

Oracle Solaris might be described as Solaris, Solaris Operating System, or Solaris OS. Oracle VM Server for SPARC might be described as a domain or Logical Domains (LDoms). The following names, abbreviated expressions, and symbols are used in this manual:

Manual names

- This manual itself is referred to as "this manual".
- Any manual for this product is sometimes referred to by omitting "Enhanced Support Facility" at beginning of the formal name and supported server models at the end of the formal name. "User's Guide for Machine Administration," or "User's Guide for REMCS" is one of such examples.

  Example: Enhanced Support Facility User's Guide for SCF Driver (PRIMEPOWER)
  --> User's Guide for SCF Driver

Abbreviation

In this document, the formal names of the products below are abbreviated as follows:

Formal name	Abbreviation
Microsoft(R) Windows(R) XP Professional, Microsoft(R) Windows(R) XP Home Edition, Microsoft(R) Windows(R) 2000 Server, Microsoft(R) Windows(R) 2000 Advanced Server, Microsoft(R) Windows(R) 2000 Professional, Windows Server(TM) 2003 Standard Edition, or Windows Server(TM) 2003 Enterprise Edition	Windows(R)
SPARC Enterprise M3000/M4000/M5000/M8000/M9000	SPARC Enterprise Mxxxx series
SPARC Enterprise T1000/T2000/T5120/T5220/T5140/T5240/T5440	SPARC Enterprise Txxxx series
SPARC T3-1/T3-2/T3-4	SPARC T series

Marks

In this manual, the marks below are used for cautionary messages and reference information.

Mark	Description
Note	Contains a warning or cautionary message. Make sure you read it carefully.
Point	Contains reference information that you will find useful.
See	Provides reference information. Refer to the information when necessary.

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Revision History

Revision	Date	Details
6	January 2007	SPARC Enterprise added
7	August 2007	Support Software investigation information collection
8	December 2007	Change SPARC Enterprise Operation Window
9	March 2008	Added Logical Domains (LDoms)
10	November 2008	Added Point-to-Point Connection(Mail Only)
11	January 2010	Change description of registration item (Department/Division) in SPARC Enterprise Txxxx series. Added Maintenance start and Maintenance stop operations in SPARC Enterprise Txxxx series. Added description of SPARC Enterprise Mxxxx series operation.
12	November 2010	Added SPARC T series. Changed to Oracle Solaris.
13	October 2011	Added OpenSSL License Conditions. Added description of e-mail encryption type and large data transmission method. Added description of connection confirmation E-mail to the connection check operator.

Contents

Contents

Chapter 1 Overview of REMCS Agent

This chapter gives an overview of REMCS Agent.
REMCS, REMote Customer Support system, Agent is software, which spares customer's effort and time in order to maintain customer's system. REMCS Agent works with help of the REMCS center system. A customer's machines are monitored by REMCS Agent instead of the customer, and REMCS Agent supports the customer's operations by communicating with the support center via networks.
REMCS provides the following advanced means of support.

Quick and accurate support

More accurate support can be provided than that provided by telephone or fax because the latest information on a customer's machines is automatically sent to the REMCS Center. Especially if a failure occurs, the necessary failure information is sent to the REMCS Center, thereby eliminating the inconvenience to the customer of explaining the failure, and the accurate measures are then given.

Prevention of failure.

Because the information of the machine's status is periodically sent to the REMCS Center, a failure can be prevent beforehand by implementing preventive maintenance if the occurrence of failure is foreseeable. At the same time, if the firmware management function is used, the newest firmware is automatically downloaded and can be installed on the machines.

This chapter is an overview of the entire system (REMCS), and it explains the REMCS Agent functions providing the above support at the customer site.

1.1 Outline of Entire REMCS

The REMote Customer Support system (REMCS) is a system that supports customers' operations 24 hours a day and 365 days a year by connecting the customers' machines to the REMCS Center via networks.　The entire REMCS consists of the REMCS Center and customers' machines, as shown below.
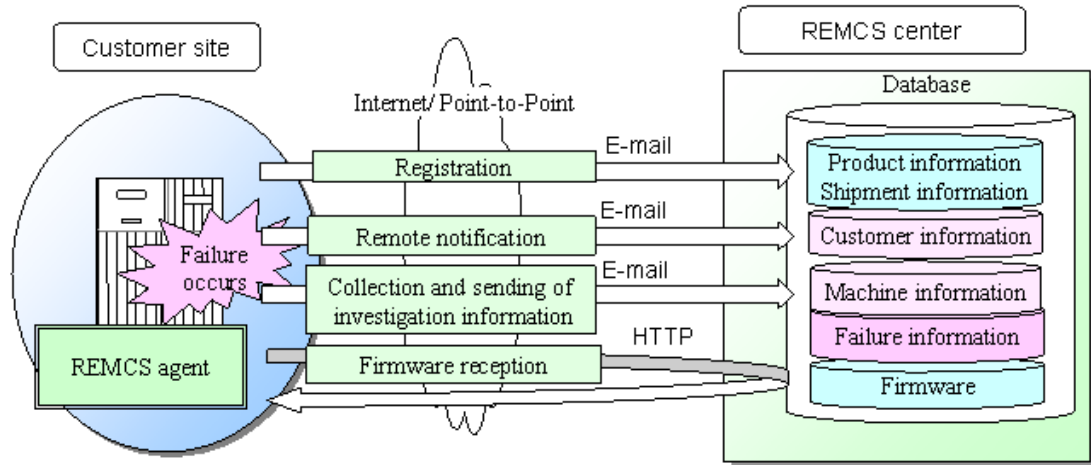
REMCS Agent in the customer site collects the necessary information from machines that are supported, and it sends the data to REMCS Center via a network.　And it has a function to receive firmware and other information from the center.　The data transmitted from a customer machine to the center is compressed and encrypted by REMCS Agent to ensure data security and safety.

The REMCS Center has databases where it manages the information that is supplied from customers' machines.　It uses the data for preventive backup of data before any event of failure, and uses the data for swift remedial action if a failure occurs.

1.2 Connection Type to REMCS Center

The connection type between customer machine and REMCS Center has five types as follows, when REMCS service is used. If you don't know which type you select, and you want to know about the detail service in each connection type, Please contact Fujitsu certified service engineer.

Internet Connection

In this type of connection, the customer machine will be connected to REMCS Center via Internet, directly. SMTP is used to send to the REMCS Center. And, HTTP is used to receive from the REMCS Center.
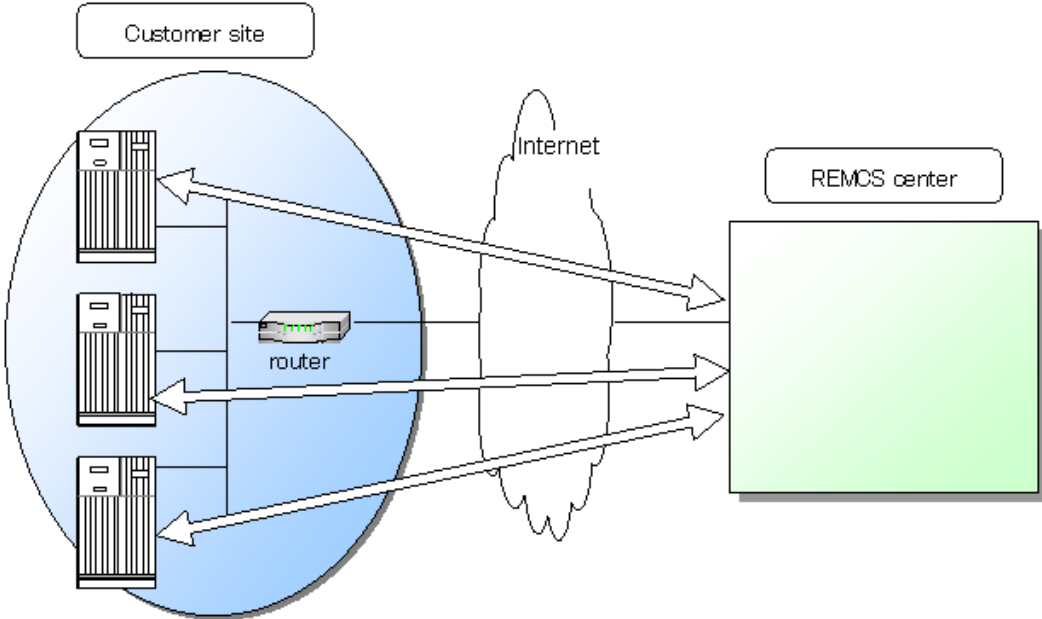
Internet Connection (MAIL Only)

In this type of connection, the customer machine will be connected to REMCS Center via Internet, directly. However, only SMTP is used to send to the REMCS Center. Therefore, the firmware reception function is not available.
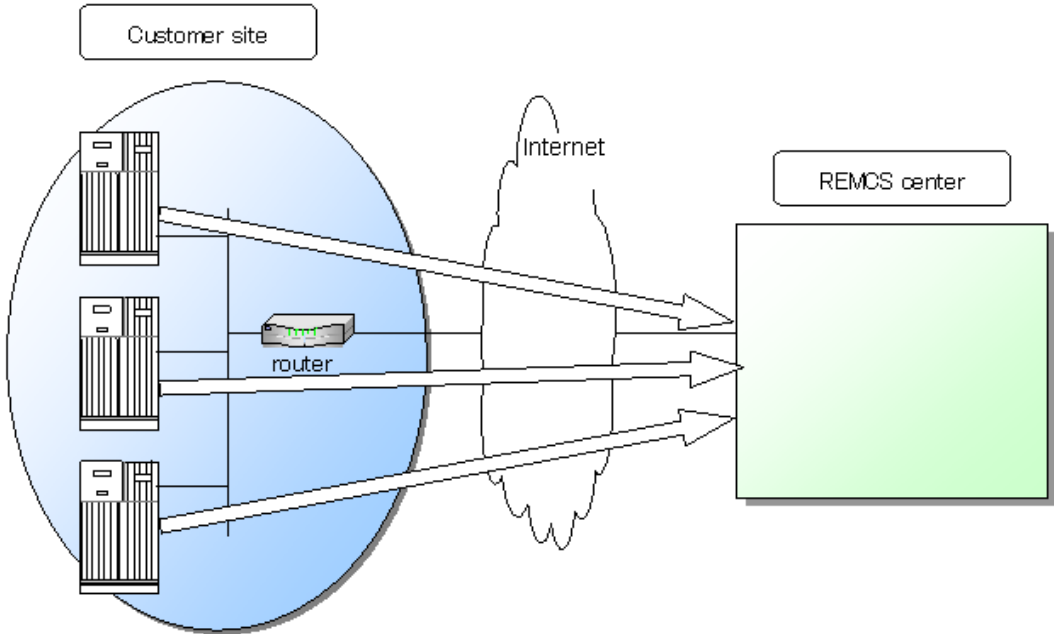
Point-to-Point Connection (ISDN)

In this type of connection, the customer machine will be connected to REMCS Center via ISDN line, directly.
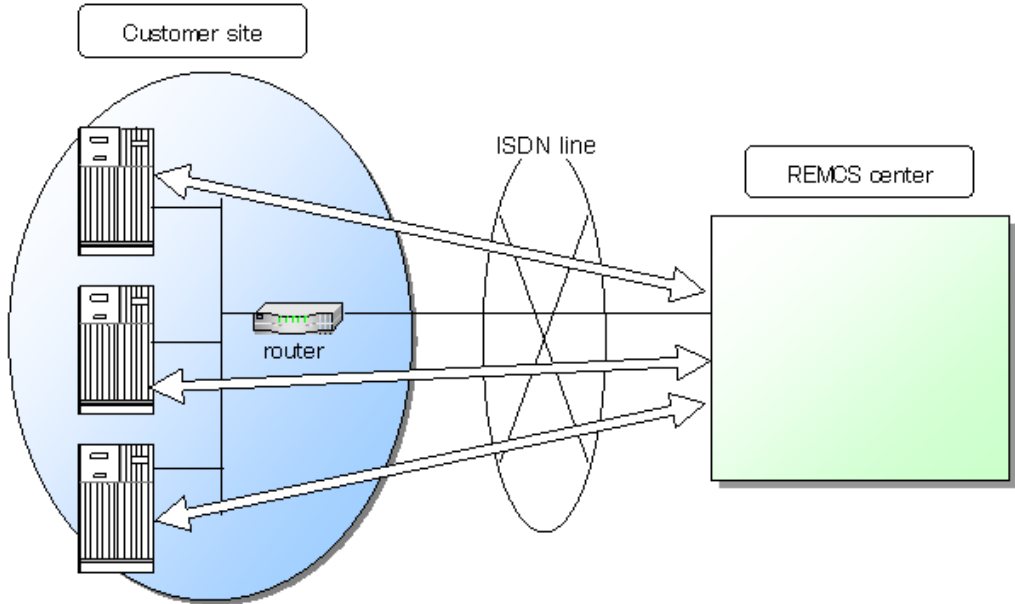
Point-to-Point Connection (ISDN: MAIL only)

In this type of connection, the customer machine will be connected to REMCS Center via ISDN line, directly.

However, only SMTP is used to send to the REMCS Center.   Therefore, the firmware reception function is not available
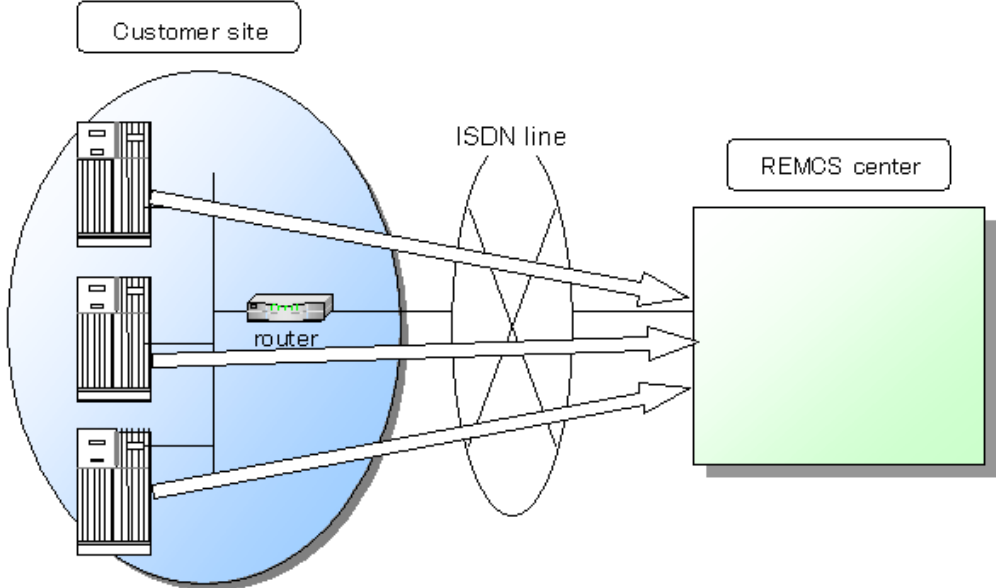
Point-to-Point Connection (VPN)

In this type of connection, the customer machine will be connected to REMCS Center via broadband line, such as ADSL etc., with using VPN router.
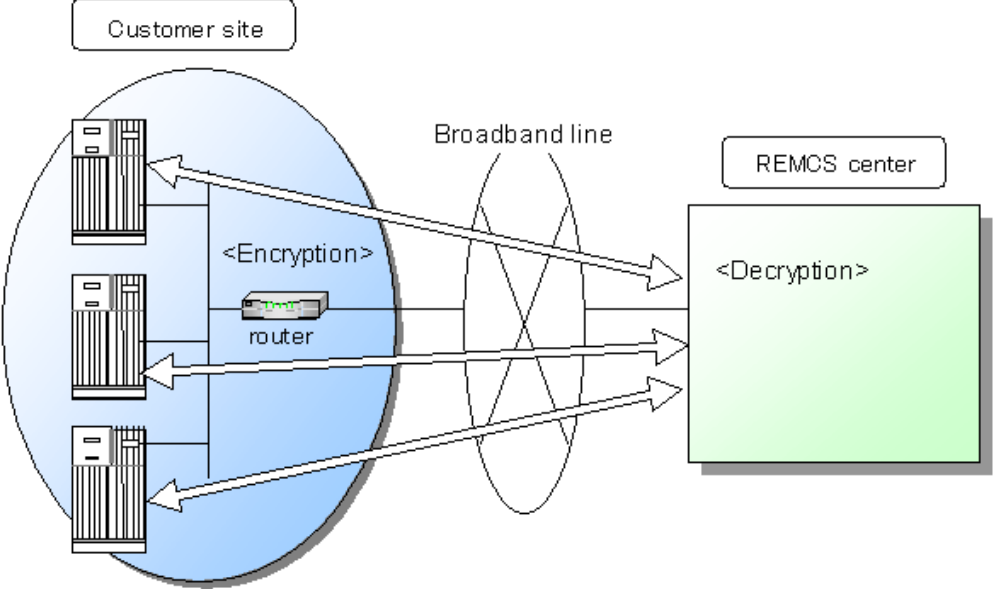
Point-to-Point Connection (VPN: MAIL only)

In this type of connection, the customer machine will be connected to REMCS Center via broadband line, such as ADSL etc., with using VPN router.

However, only SMTP is used to send to the REMCS Center. Therefore, the firmware reception function is not available.
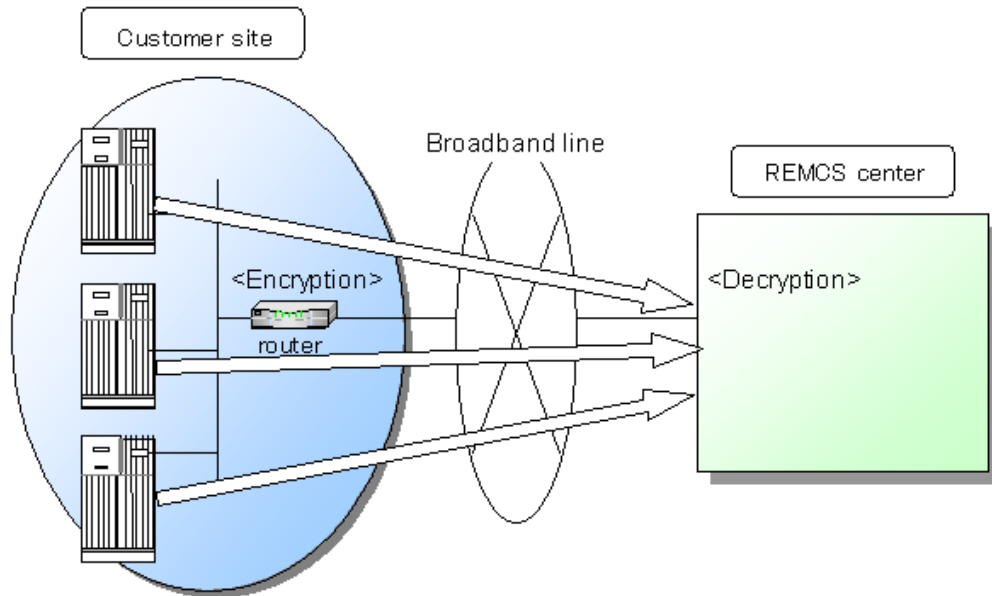
Management Server Connection

In this type of connection, the customer machine will be connected to Management Server, and Management Server will be directly connected to REMCS Center. Management Server Connection has following merit:

- Extend service using Management Server
- Mitigation of the load by the intensive operation by Management Server
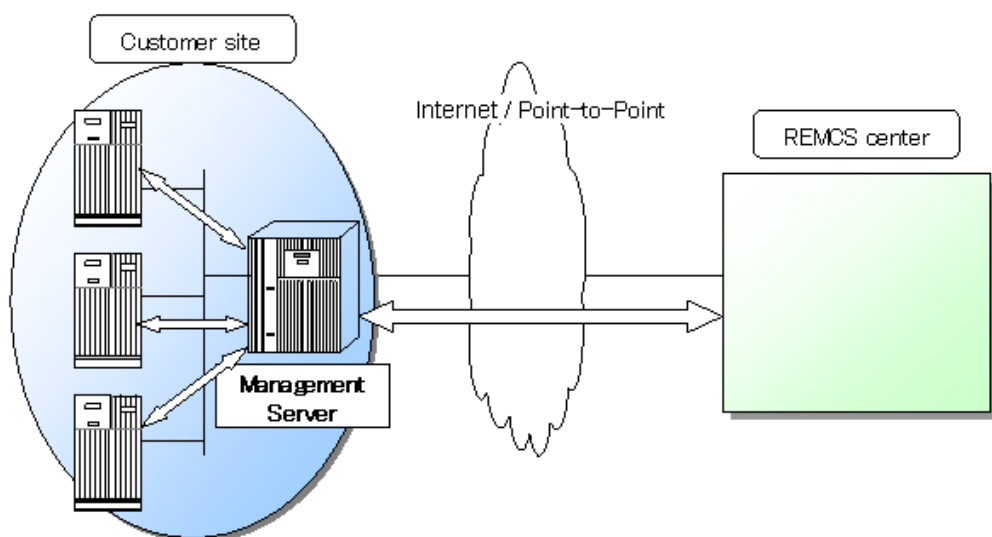
1.3 Functions of REMCS Agent

This section explains the functions of REMCS Agent.

1.3.1 Registration

This function sends customers' machine information (software configuration, hardware configuration) and registers it to the center. REMCS Agent automatically collects the machine information and sends it to the center. If the system configuration of a machine is changed, the change is automatically detected. Information on the change is sent to the center so that the REMCS Center manages the latest machine information.
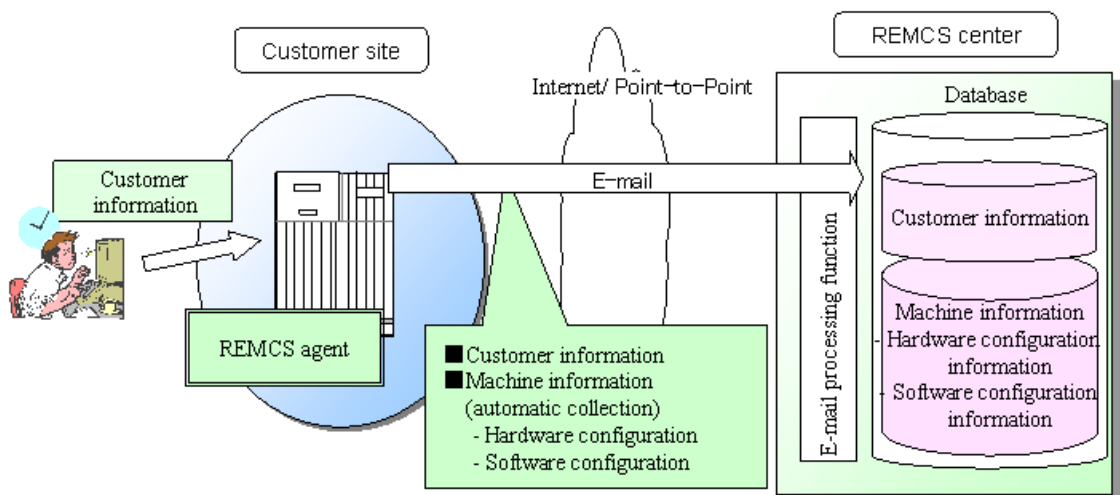
1.3.2　Remote notification

REMCS Agent constantly monitors the status of machines.　If a hardware failure occurs, it is automatically detected and the REMCS Center is immediately notified of the abnormal event.　Information (such as that in a log and memory dump) required for incident analysis is sent to the center.　Moreover, statistical information that watch/continuously accumulates the temperature of the machine cabinet etc. and periodical connection is sent to the center at the time that the customer set.　The center analyzes the received information to investigate the cause of the failure and monitors for foreseeable signs of another failure.　And the communication route is confirmed whether to receive a periodical connection according to schedule based on.　The remote notification function does not require any special operation by customers.
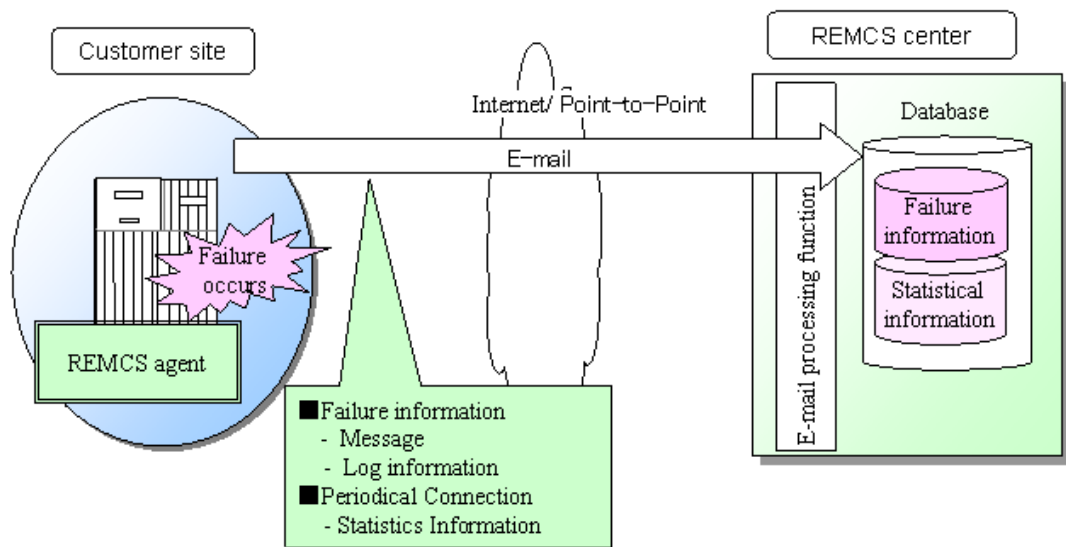
1.3.3 Investigation information collection

If a problem occurs (such as faulty operation of software) and it cannot be automatically detected, investigation information can be collected in a simple operation, and the information can be sent to the REMCS Center. In the conventional procedure after the occurrence of a failure, a Fujitsu certified service engineer is dispatched to collect the investigation information or investigation Information is collected by a customer, depending on the decision of the customer. With use of this function, the time required for troubleshooting can be reduced significantly.
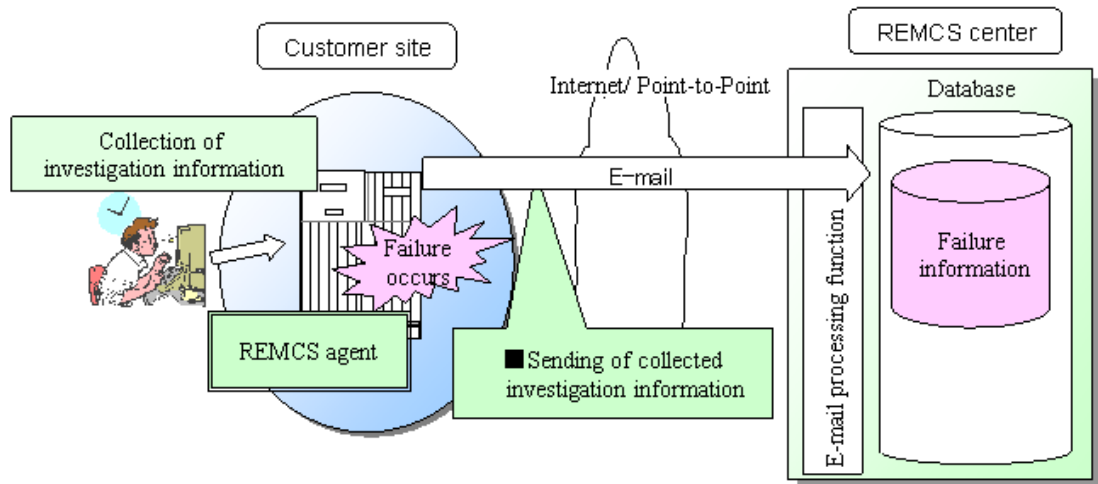
1.3.4 Reception of firmware (microprogram)

At the time of periodic connection specified by a customer, REMCS Agent is connected to the REMCS Center. If new firmware (microprogram) is available but not installed on the machines, it is automatically received.
The firmware can also be downloaded manually. (* Only in the models that support manual reception.)
Using this function, customers can maintain their firmware at the latest version.
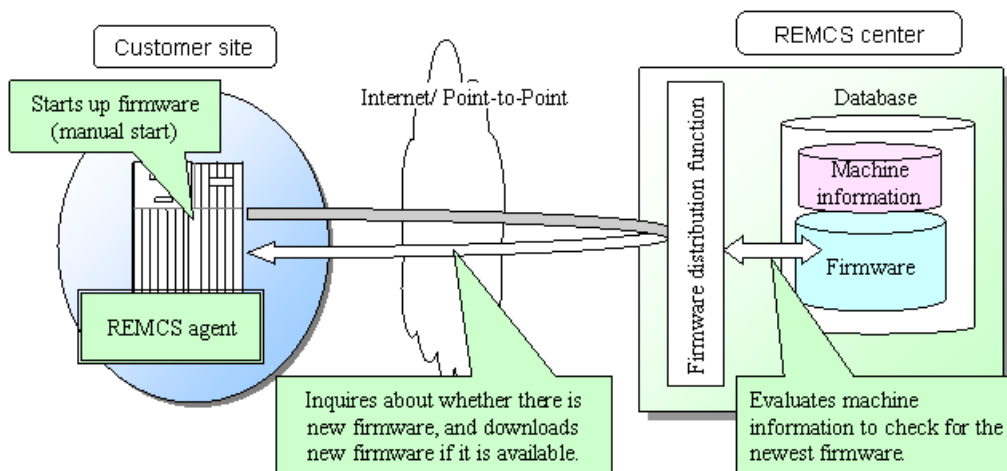
1.4 Flow until Start of Service

This section explains the procedure after a customer's machines are connected and until the REMCS services are started.

Follow the procedures below before starting service.

```
┌─────────────────────────────┐
│   Preparation of environment │
│   (preparing Internet connection
│   environment and checking network-
│   related setup)            │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│        Installation          │
│       (REMCS agent)          │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│        Registration          │
│  (entry of customer information) │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│      Setting up REMCS        │
│        environment           │
│  (network-related setup, operation
│   environment setup)         │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│      Connection check        │
│  (confirming operations after │
│   environment is set up)     │
└─────────────────────────────┘
              │
              ▼
      ╭─────────────────────╮
      │    Service starts.   │
      ╰─────────────────────╯
```
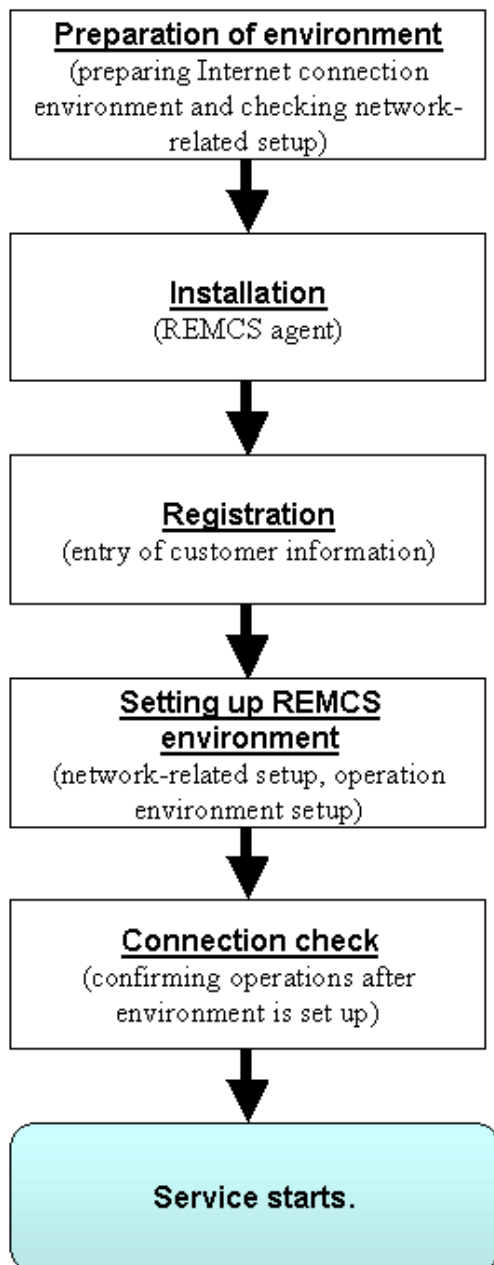
Note

Because SPARC Enterprise Mxxxx series is shipped with the REMCS Agent installed as a part of XSCF, installing the REMCS Agent again is not necessary.

For other unit types, install the REMCS Agent on each unit by referring to the "ESF Installation Guide" and then perform registration.

1.4.1 Preparing environment

The environment and conditions required to start service when the machines are connected to the REMCS Center are explained.

Conditions for connecting with the REMCS Center

To connect a customer's machines to the REMCS Center, the following conditions must be met.

1. In the case of Internet Connection

   1) The customer's machines must be operated in an environment enabling connection to the Internet.　An environment where connection to the Internet is available requires an Internet service provider (ISP) contract and installation and setup of connection machines (e.g., router).

   2) The capabilities of sending e-mail through the Internet and accessing the Internet using HTTP must be provided.　(*1)

      *1:　In the network environments of some customers, approval must be obtained to send e-mail through the Internet and to access the Internet using HTTP. Contact the network administrator of the respective customers for details.

Information

- Security systems such as firewalls must be prepared as requested by a customer.

2. In the case of Point-to-Point Connection
   Installation of apparatus etc. is needed separately.　Please contact Fujitsu certified service engineer.

3. In the case of Management Server Connection
   Management Server etc. is needed separately.　Please contact Fujitsu certified service engineer.

Preparation of settings

1. In the case of Internet Connection
   To set up a customer's machines and REMCS Agent, the network-related information listed below is required. Each setting is different depending on the network environment used by the customer.

Item		Contents
System (machine) settings		
1	IP address	IP address of the machine • Sub-net mask • Default gateway
2	Domain name system (DNS)	DNS server setting used to determine the name of the network computer (hostname) • Hostname and domain name of the machine itself • IP address of DNS server
REMCS Agent settings		
3	Mail server (SMTP)	Server used by REMCS Agent to send mail Hostname and domain name of the mail server (or IP address)
4	Communication mail address	Mail address used by REMCS Agent to send mail.
5	Administrator mail address	Mail address for sending information from the center to customers.
6	HTTP PROXY server (as required)	Server used by REMCS Agent for HTTP communication. Hostname and domain name (or IP address) of PROXY server

2. In the case of Point-to-Point Connection
   Please contact Fujitsu certified support engineer.

3. In the case of Management Server Connection
   Please contact Fujitsu certified support engineer.

Software Investigation Information Collection

1. For Solaris8 or Solaris9
   SIRMS uses 3 semaphores during the Software Investigation Information Collection, in order to control its program resources.
   It is recommended that the value of system parameter "Semmni" be increased by 10.
   Note: Semmni
   Max number of semaphore identifiers, which is referred by using "sysdef (1M)" command.

   For example, you insert the record shown as below in /etc/system file, in order to set the value of system parameter Semmni to 20.
       set semsys: seminfo_semmni = 20
       It is necessary to reboot the system after changing the system parameter.

2. For Solaris10
    SIRMS uses 3 semaphores during the Software Investigation Information Collection,
    in order to control its program resources.
    However, that the value of system parameter is not necessary to adjust. (Can 128
    use by default.)
    Please increase the value of project.max-sem-ids by using the prctl (1) command if
    it is insufficient.
    Please refer to the man page of the prctl (1) command for details.
    It is an example of adjusting the value of project.max-sem-ids of project name
    user.root to 138 as follows.
        prctl -n project.max-sem-ids -t privileged -r -v 138 -i project user.root

1.4.2 Installation

Install REMCS Agent on the machine. For instructions, see the Installation Manual of the
respective machine.

1.4.3 Registration

Execute registration from REMCS Agent. Client information (customer information) and
machine information are sent to the center and registered.
For more information, see Chapter 3, "Setup during Installation."
When you register more than one system to REMCS Center, you may have to enter the same
information in each registration. To reduce such efforts, you can save registration
information and use this saved information as a template for other registration. By using
this "template," you don't have to re-enter several fields. You can save not only
registration information but also configuration information of REMCS agent, and use it
as a template.

1.4.4 Setting up REMCS environment

Set up the environment to run REMCS Agent. The settings define the environment required
for connection to the center and the environment for specifying the operating modes and
schedules.
For the setup procedure, see Chapter 3, "Setup during Installation."

1.4.5 Connection check

Check the connection to the center to confirm operation under the environment that has
been set up.
The REMCS service starts when the connection check has completed.

Chapter 2 Use of the Services

This chapter provides notes on using the REMCS Agent function.
A SupportDesk contract is required to use this service. For information about the
SupportDesk contract, contact our Sales department.

2.1 Notes on Using Services on the SPARC Enterprise Mxxxx series

On these units, the REMCS Agent functions can be set up using the eXtended System Control Facility (XSCF) Web console. For information on using the XSCF Web console, see the "SPARC Enterprise M3000/M4000/M5000/M8000/M9000 Server XSCF User's Guide."
For information on the procedure for setting up the REMCS Agent functions, see Section 3.1, "Setup for Installation of SPARC Enterprise Mxxxx series." Note the following for performing the setup:

1. Notes on popup windows
   When downloading data to the PC from the "Export settings" window, a popup window confirming the download destination is displayed in ordinary cases. However, if the popup block function is activated, this popup window may not be displayed. If so, check the URL of the connection destination, and enable popup windows if you determine that the URL is safe.

2. Effect of XSCF time zone setting on the REMCS Agent functions
   ・ Effect on the Periodical connection schedule function
     If the system time zone is changed with XSCF, the Periodical connection schedule needs to be set again to update REMCS center information. For information on setting the Periodical connection schedule, see Section 3.1.3.6, "Periodical Connection Settings window."

   ・ Effect on the connection destination center selection function
     The relationship between the XSCF time zone settings and the REMCS settings are as follows:

Time zone	Connection destination center	Language used for notification to center
Asia/Tokyo	OSC	Japanese
Other than Asia/Tokyo	Select one from the pulldown menu.	English

If a customer sets the XSCF time zone to other than Asia/Tokyo on a machine installed in Japan or if a customer sets the XSCF time zone to Asia/Tokyo on a machine installed outside Japan, contact a certified service engineer.

2.2 Notes on Using Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series

When the main unit is installed, perform the following setup from the Machine Administration Menu to start the REMCS services.

1. Transferring data from an already installed unit
   If the REMCS service has already been started on one unit while two or more units are to be installed, save the registration data on the unit already started and transfer it to other units through ftp, etc.

2. Selection of connection type
   Select the connection method for connecting a customer's machine with the REMCS center.

3. Registration
   Register customer information and the configuration information (hardware and software) of customer machines to the REMCS Center. If registration data has been transferred in advance, you can use it for registration.

4. Setup of REMCS environment
   Set up the REMCS connection environment (HTTP, Periodical connection, etc.) and check the connection to the REMCS Center.

5. Setup of PRIMEPOWER SMC's REMCS service
   Setup the PRIMEPOWER SMC's REMCS service, and check the connection to the REMCS Center.

6. Setup of the REMCS environment via eXtended System Control Facility (XSCF)
   Set up the REMCS connection environment via XSCF, and then check whether XSCF can inform events to the REMCS Center.

7. Start of service
   Perform registration, and set up the REMCS environment. The service starts when the connection check with the REMCS Center has completed.
   For information on collecting the software investigation information, see Chapter 6, "Software Investigation Information Collection."

Note

- Models that can read registration data
  The function for using registration information already registered is supported by the following, and later, versions of models.

  The following models use System Console Software 2.2 or later.
  - PRIMEPOWER900/1500/2500
  - PRIMEPOWER 100/200 SMC

The following model needs System Console Software 2.3 or later.
- PRIMEPOWER250 SMC

The following models use Enhanced Support Facility 2.3 or later.
- For using Enhanced Support Facility 2.3, following patch is required.

Model	Patch
PRIMEPOWER650/850	912537-02 or later
PRIMEPOWER250/450	912474-03 or later

- Models that can notify REMCS via XSCF
  The function for notifying REMCS via XSCF is supported by the following, and later, versions of models.

  The following model uses Enhanced Support Facility 2.3 or later.
  - To use Enhanced Support Facility 2.3, the following patch and firmware version are required.

Model	Patch
PRIMEPOWER250/450	912474-07 or later

  In addition, the firmware version (total revision) must be 4.01 or later. For information on the firmware version, refer to the description about firmware management of the main unit in the "Machine Administration Guide."

  The following model uses System Console Software 2.3 or later.
  - PRIMEPOWER250 SMC
    In addition, the firmware version (total revision) must be 4.01 or later. For information on the firmware version, refer to the description about firmware management of the main unit in the "Machine Administration Guide."

The Machine Administration menus are different depending on the model of the main unit. Two distinct models exist. One makes use of a System Management Console running the System Control Software (SCS), hereafter this system will be referred as "System Console." The other models make use of menus available in their own /opt directories. Both models are addressed in the following material.

System Console is a machine which connects to the System Control Facility (SCF) of a main unit, or frame, with a LAN. It monitors the machine status, saves the log information, performs the various kinds of setup, and sends notices to the REMCS Center.

The setting methods are explained separately for the following two groups.

PRIMEPOWER900/1500/2500:

For the following main units, see Section 3.2, "Setup for PRIMEPOWER models 900/1500/2500":

- PRIMEPOWER900/1500/2500
- PRIMERPOWER 100/200/250 SMC (hereafter PRIMEPOWER SMC)

Other model:

For the following main units, see Section 3.3, "Setup for PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series ":

PRIMEPOWER250/450

PRIMEPOWER650/850

SPARC Enterprise Txxxx series

SPARC T series

2.2.1   REMCS services on a PRIMEPOWER SMC

PRIMEPOWER SMC (hereafter SMC) is a system that is configured to be used as a System Console. Following two kinds of REMCS services are available on SMC.

- the service for host machine monitored by System Console
- the service for System Console itself

When an error occurs on the SMC that is monitoring the host machines, the error can be notified to the REMCS Center with help of REMCS service. And, we can fix the problem in a speedy manner. Therefore, you can enjoy more reliable monitoring features for host machines.

Please refer to the following sections for setup of the REMCS service of the SMC.

3.2.2.3 Setup for REMCS service of PRIMEPOWER SMC (for Internet Connection)

3.2.3.3 Setup for REMCS service of PRIMEPOWER SMC (for Internet Connection (Mail Only))

3.2.4.3 Setup for REMCS service of PRIMEPOWER SMC (for Point-to-Point connection)

3.2.5.3 Setup for REMCS service of PRIMEPOWER SMC (for Management Server Connection)

Please refer to the following section for setup on the SMC configured as Hot Space SMC.

3.2.6, "REMCS service for Hot Spare SMC Configuration"

Please refer to "System Console Software User's Guide" for more detail regarding Hot Space SMC Configuration.

2.2.2 eXtended System Control Facility (XSCF) notification

XSCF (eXtended System Control Facility) can send failure information to REMCS Center without use of the REMCS Agent. For information on the models that can use the REMCS notification function via XSCF, refer to Section 2.2, "Notes on Using Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series."

XSCF is a system monitor/control facility that consists of processors independent of the CPU on a server. Even though a system failure or serious failure that prevents normal operation of OS occurs, this function is still able to send notification. The REMCS Agent is usually communicating with the REMCS Center. If the REMCS Agent is not available, XSCF communicates with the center in its' place. As a result, errors can be detected more completely and earlier, thereby providing improved remote customer support. For details of XSCF, refer to "User's Guide for eXtended System Control Facility (PRIMEPOWER)."

Support functions

Connection type to REMCS center	REMCS agent	XSCF
Internet Connection	Supported	Supported
Internet Connection(Mail only)	Supported	Supported
Point-to-Point Connection(ISDN)	Supported	Supported
Point-to-Point Connection(VPN)	Supported	Supported
Management Server Connection	Supported	Not supported

Functions of REMCS Agent		REMCS agent	XSCF
Registration		Necessary	Unnecessary (*1)
Remote Notification	Failure information	Supported	Supported
	Periodical connection	Supported	Not Supported
Investigation information collection		Supported	Not supported
Reception of firmware		Supported	Not supported

*1 XSCF uses the REMCS Agent's registration information. If registration is not done in the REMCS Agent, this function will not be enabled."

Note

- Setting of XSCF network environment is required before XSCF notification function is enabled
- XSCF communicates with REMCS Center, using E-mail. Mail (SMTP) server is required."

Setting up XSCF network environment

XSCF has a special LAN port. This LAN must be connected to a Mail Server. Please refer to "1.4.1 Preparing environment" for the connection with Center. Refer to "User's Guide for eXtended System Control Facility (PRIMEPOWER)" for the setting of XSCF network.
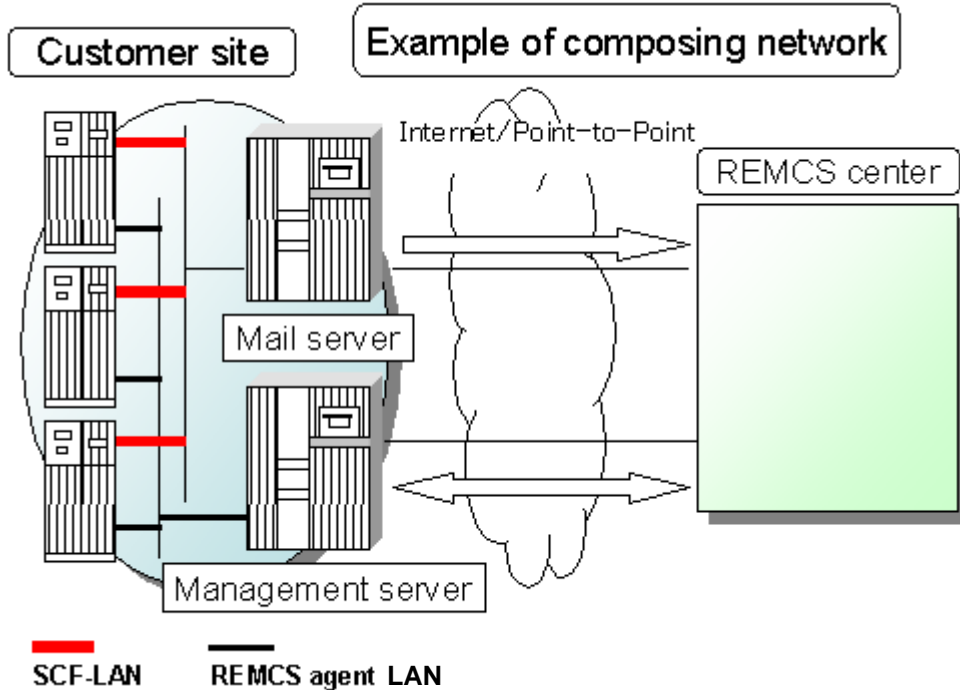
Please confirm the setting of XSCF network environment has been completed before XSCF notification function is set. Refer to "User's Guide for eXtended System Control Facility (PRIMEPOWER)" for the setting method.

The parameter of XSCF network environment is as follows.
- For the items that have "Y" in the "Required Item" column, the information requested is mandatory.
- The items that have the asterisk "*" in the "Required Item" column are needed for a setup when SMTP server or POP server are specified by name instead of IP-address.

Required item	Item	Contents
Y	IP Address	IP Address of XSCF.
Y	Subnet mask	Subnet mask of XSCF.
Y	Gateway address	Default gateway.
Y	XSCF Host Name	Host name of XSCF. The host name has to be FQDN (Fully Qualified Domain Name) format.
*	Name server	The name server is used by the name resolution of the SMTP server or POP server. IP-address. When both of them are specified by IP-address, the name server is unnecessary.

2.2.3   Logical Domains

- The software investigation information collection is not supported on guest domain.

Chapter 3 Setup during Installation

This chapter explains the setup procedure for using the REMCS Agent function.

3.1 Setup during Installation on SPARC Enterprise Mxxxx series

Use the XSCF Web console to set up REMCS.
- ・ User privilege platadm or fieldeng is required for login.
- ・ It is necessary to setup XSCF network to access SMTP server.
- ・ In case XSCF and the SMTP server exist in different segments, it is necessary to set the default gateway to XSCF.
- ・ In case you specify the SMTP server by name, name resolution must be achieved in XSCF.

Create a user account and set the XSCF Web console in advance by referring to the "SPARC Enterprise M3000/M4000/M5000/M8000/M9000 Server XSCF User's Guide."

3.1.1 Login

Enter the ID and password in the login window and click [Login].

3.1.2 Utility window

When the login is successful, the utility window is displayed.

```
Menu
  Utility
   REMCS
    Main
    FE Operation
```

- • REMCS setup window
  When a REMCS menu item is selected, a separate window is displayed.

  - ・ Main
    Use this menu to set up and operate REMCS services.

  - ・ FE Operation
    Use this menu to make detail settings.
    Use it if a request is received from the support center.

3.1.3 Setup procedure

This section explains the procedure for registering with the REMCS Center to use the REMCS Agent function.   Registration means to register the required customer information with the REMCS Center to use the REMCS services.
Click REMCS [Main] in the Utility window to perform initial setup.

The figure below shows the window transition for initial setup.

XSCF Web console
| link to REMCS Main

Customer Information
Registration Instruction

Select REMCS center

cancel*1

Initial Settings window ← link to Export → Importation of the REMCS settings window
"1"   Next   Back

Back ↑ ↓ Automatic registration
Connection Check window
Back ↑ ↓ Next
Information Transmit Agreement window
cancel*1   Agree
to "2"

Connection type

(P-P Connection(Mail only)/
 P-P Connection(VPN:Mail only))

Back "1"

Internet (Mail only)

Back   Internet (Mail only) Connection
Environment Settings window

Point-to-Point Connection
Settings window

Back   Next   cancel   Next

Back(P-P Connection(Mail only)/
 P-P Connection(VPN:Mail only))

Periodical Connection Settings
Back   Next   cancel*1

Customer Information window
Back   Next   cancel*1

Customer Information Review
Back   Next   cancel*1

Information Transmit Agreement
Back   Agree   cancel*1

Registration Result window
Back   Next

Connection Check window
| Check

Result of Connection Check
| OK

REMCS Operation window

"2"

Automatic Registration State window
OK

Unregistered

Environment
setup not
done

Customer
Registration
not done

Registration
not done

Connection
check
not done

During
Operation

*1 Clicking the Cancel button in each window causes window transition as follows:
- If the REMCS center has not been set
    Selecting REMCS Center window
- Others
    Initial Settings window

For registration, the following types of information must be prepared in advance:

1. Guarantee form (carrying the type name, check code, and serial number)
   Use it to check whether the unit ID indicated on the lower part of the REMCS window
   is consistent.

2. IP address or FQDN of the mail server used

3. Mail address of sender (external mailing qualification is required)

3.1.3.1 Customer Information Registration Instructions window

The first REMCS window that appears is "Customer Information Registration Instructions."
Confirm the description and click [Next].
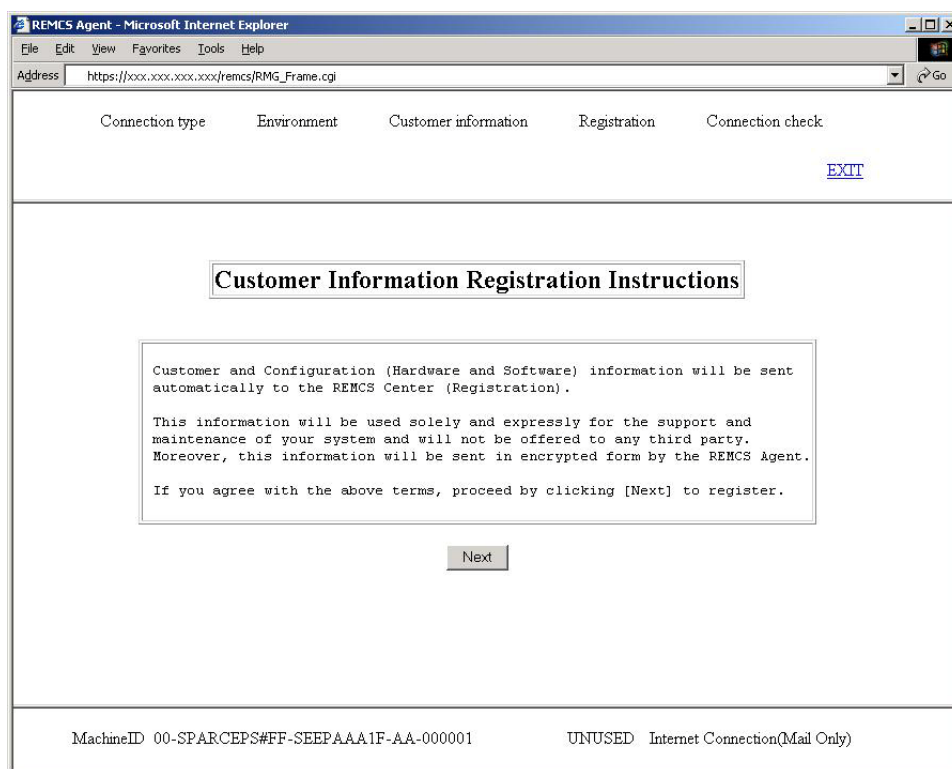
The progress of initial setup is displayed in the upper part of this window.
An asterisk (*) appears upon completion of each setting.

The items of information shown on the lower part of the window are as follows:
- Machine ID
  The machine ID (a number defined in a unit to identify the unit) of a managed unit
  is indicated.

- State of connection with the REMCS Center
  The state of connection with the REMCS Center is indicated. The table below lists
  the indicated states and their meanings.

Display	State
UNUSED	State in which the connection type has not been set
	State in which a connection is already set but the environment has not been set up
	State in which the environment has already been set up but customer information has not been registered
	State in which customer information has already been registered but registration has not been performed
	State in which registration has already been performed but a connection check has not been executed.
ACTIVE	State in which a connection check has already been executed and the system is neither being maintained nor temporarily stopped
MAINTENANCE	State in which a maintenance start notification has been issued during operation and before the connection is resumed
TEMPORARY DISCONNECT	State in which a temporary stop of center connection is received during operation and before the connection is resumed
MAINTENANCE/TEMPORARY DISCONNECT	State in which a temporary stop of center connection is received during maintenance and before the connection is resumed

- Connection type
  The selected connection type is displayed.

3.1.3.2 Selecting REMCS Center window

Click [Next] in the Customer Information Registration Instructions window. The Selecting REMCS Center window is displayed. OSC is displayed by default in Japan. Outside Japan, select the connection destination center name from the pulldown menu.

Click [Setting].
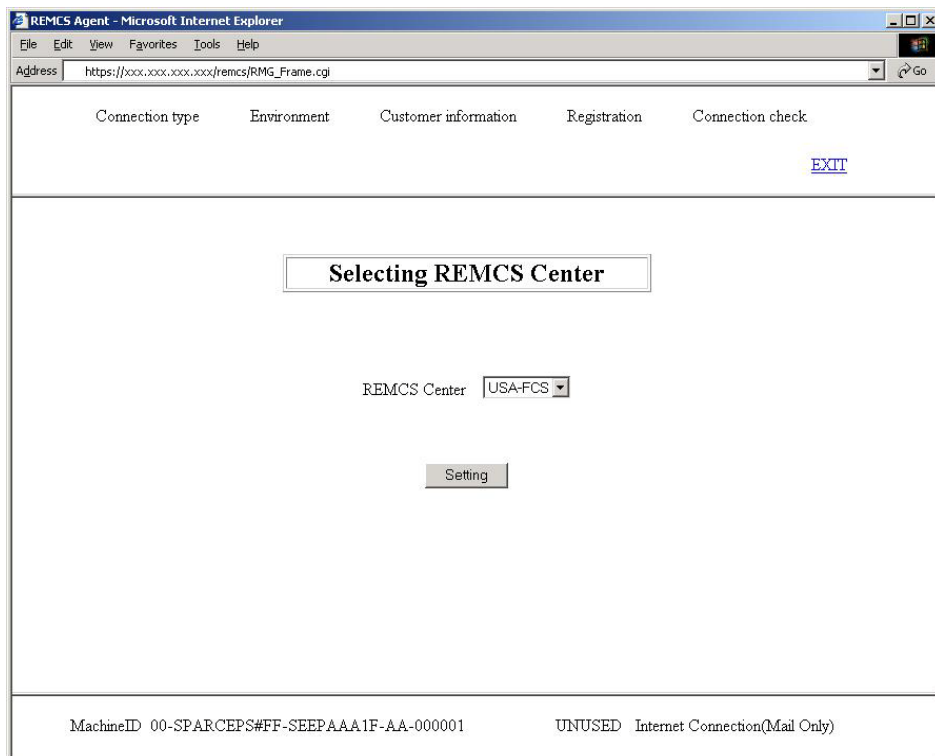
3.1.3.3 Initial Settings window

Click [Setting] in the Selecting REMCS Center window to display the Initial Settings window. In this window, set the connection type. You can also make settings by reading the setup information from another unit or setup information that was exported previously.
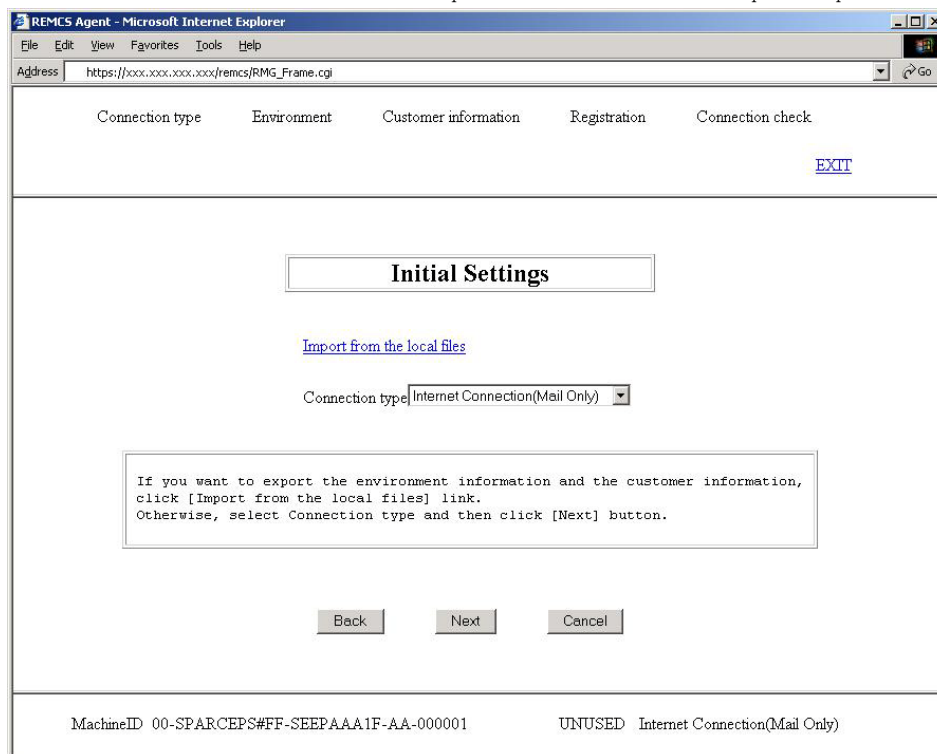
To newly set setup information

1. Select one of the following connection types:
   - Internet Connection (Mail Only)
     Connection with the REMCS center via the Internet

   - P-P Connection (Mail Only)
     Connection with the REMCS center through a leased ISDN line

   - P-P Connection (VPN: Mail Only)
     Connection with the REMCS center through a leased broadband line

2. Click [Next].
   The following procedure is explained in Sections 3.1.3.4, "Internet (Mail Only) Connection Environment Settings window," and 3.1.3.5, "Point-to-Point Connection Environment Settings window."

When setup information already exists

1. Click "Import from the local files".
   The following procedure is explained in Section 3.1.3.13, "Importation of the REMCS Settings" window.

3.1.3.4 Internet (Mail Only) Connection Environment Settings window

This window is displayed if you set the connection type to "Internet (Mail Only)" in the Initial Settings window. Specify the information required to perform mail transmission using the Internet.

1. Specify the following items:
    - SMTP Server
      Enter the SMTP server name or IP address with alphanumeric characters.

    - Sender E-mail Address
      Enter the sender e-mail address with alphanumeric characters.

    - Authentication type
      For the authentication type, select one from "No certification," "POP Before SMTP," and "AUTH SMTP."

    - AUTH SMTP type
      This item is enabled when AUTH SMTP is selected for "Authentication type." Select the AUTH SMTP type from "AUTO (default)," "CRAM-MD5," "PLAIN," and "LOGIN."

    - User ID
      Enter the user ID of the authentication server with alphanumeric characters.

    - Password
      Enter the password of the authentication server with alphanumeric characters.

    - POP Server
      If you select "POP before SMTP" for the authentication type, enter the POP server name or IP address with alphanumeric characters.

    - Partial mail setting

When sending mail data exceeding 64K bytes, REMCS divides the mail in units
of 64K bytes by default. Change this setting if necessary according to the
customer's security policy.

2. Click [Next].

3.1.3.5 Point-to-Point Connection Environment Settings window

This window is displayed when you select "P-P Connection (Mail Only)" or "P-P Connection
(VPN: Mail Only) for the connection type in the Initial Settings window. Specify the
information required for mail transmission using a Point-to-Point connection.

1. Specify the following items:
    ・ SMTP/PROXY Server
      Enter the SMTP/PROXY server name or IP address with alphanumeric characters.

    ・ Sender E-mail Address
      Enter the sender e-mail address with alphanumeric characters.

    ・ Partial mail setting
      When sending mail data exceeding 64K bytes, REMCS divides the mail in units
      of 64K bytes by default. Change this setting if necessary according to the
      customer's security policy.

2. Click [Next].

3.1.3.6 Periodical Connection Settings window

This window is displayed when you click [Next] in the Environment Settings window.   Specify schedules for periodical connections.

1. Specify the following items.
   By default, "Every week" and "10:00 - 15:00" are selected.   Enter data only when you want to change the schedule.

   ・ Period
      Specify the periodical connection schedule from Every day, Every day (except Sunday), Every day (except Saturday and Sunday), or Every week

   ・ A day of the week
      If you specify "Every week" for the periodical connection schedule, specify the day of the week (Sunday to Saturday).

   ・ Operation time
      Specify the operation start time and operation end time.
      Set the periodical connection time within the period.

2. Click [Next].

3.1.3.7 Customer Information window

This window is displayed when you click [Next] in the Periodical Connection Settings window. Specify customer information.

1. Enter data for each item while noting the following (the setting items are summarized in the table below):
   - Do not use special characters such as ″&″ in the e-mail setting item.
   - Do not use &, ″, ', 〈, 〉, /, _, and blank characters in a machine unique name.

2. Click [Next].

Input item	Required?	Max. number of columns	Description
Company Name	Yes	60	Specify the customer's company name.
Department/Division	No	40	Specify the department or division name of the customer.
Address	Yes	60	Specify the address of the company.
Building	No	40	Specify the name of the company building.
Administrator Name	Yes	40	Specify the name of the server administrator of the customer.
E-mail Address	Yes	60	Specify the e-mail address of the server administrator of the customer.
Zip/Postal Code	No	(*1)	Specify the ZIP/Postal code of the company location using digits and a hyphen "-".
Phone Number	Yes	20	Specify the telephone number using alphanumeric characters and/or symbols and a hyphen "-".
Fax Number	No	20	Specify the fax number using alphanumeric characters and/or symbols and a hyphen "-".
Machine Unique Name	No	32	Specify a name unique to the machine of the customer using alphanumeric characters and/or symbols.
Country Name	Yes	2	Specify alphabetic characters representing the installation country (specify "JP" for installation in Japan). Use country names listed in ISO-3166 Code Table A (2). For a country not listed in the table, specify 99.
Machine Installation Site	No	60	Specify the location where the relevant machine is installed. (No data needs to be specified if the installation site is the same as that specified under "address.")
Machine Installation Building	No	40	Specify the name of the building where the relevant machine is installed. (No data needs to be specified if the building name is the same as that specified under "Building.")
FE's E-mail Address	No	60	Specify the e-mail address of the relevant field engineer.

*1 The number of digits of Zip/Postal code depends on the installation country.

3.1.3.8 Customer Information Review window

This window is displayed when you click [Next] in the Customer Information window.
Check the customer information displayed, and click the [Next] button.

1. Check the information you have entered.

2. Click [Next].

3.1.3.9 Information Transmit Agreement window

This window is displayed when you click [Next] in the Customer Information Review window.
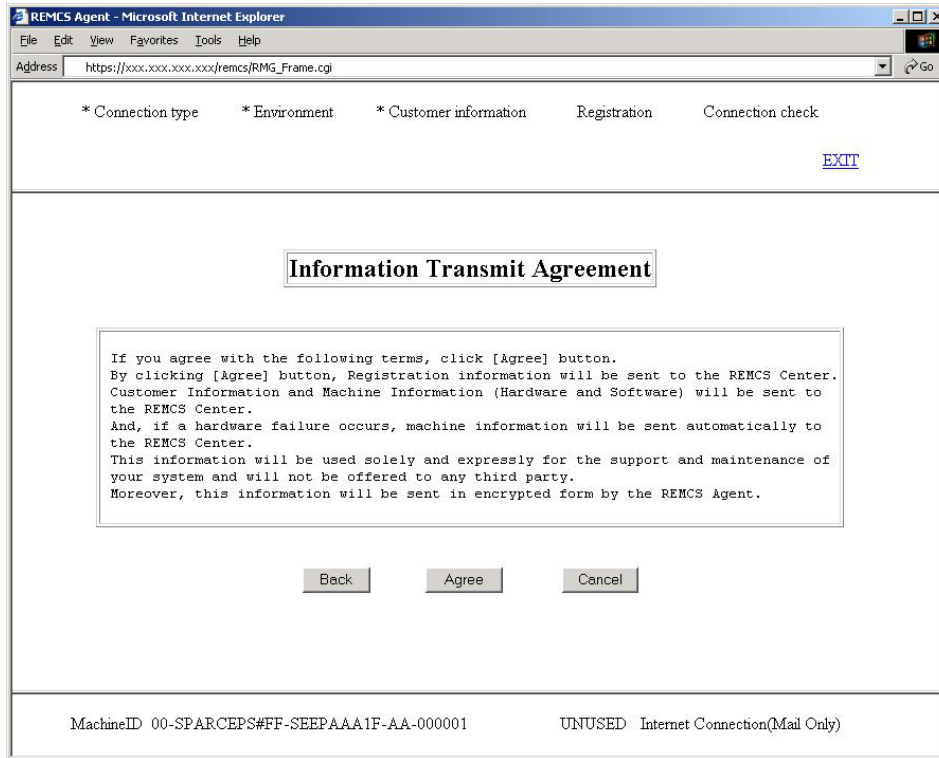
1. Check the contents of the Agreement. If you agree with the terms of the Agreement,
   click the [Agree] button.

3.1.3.10 Registration Result window

This window is displayed when you click [Agree] in the Information Transmit Agreement window.
If you click [Agree], the information you entered is sent to the REMCS Center (for registration). Upon completion of the registration, the execution result is displayed.
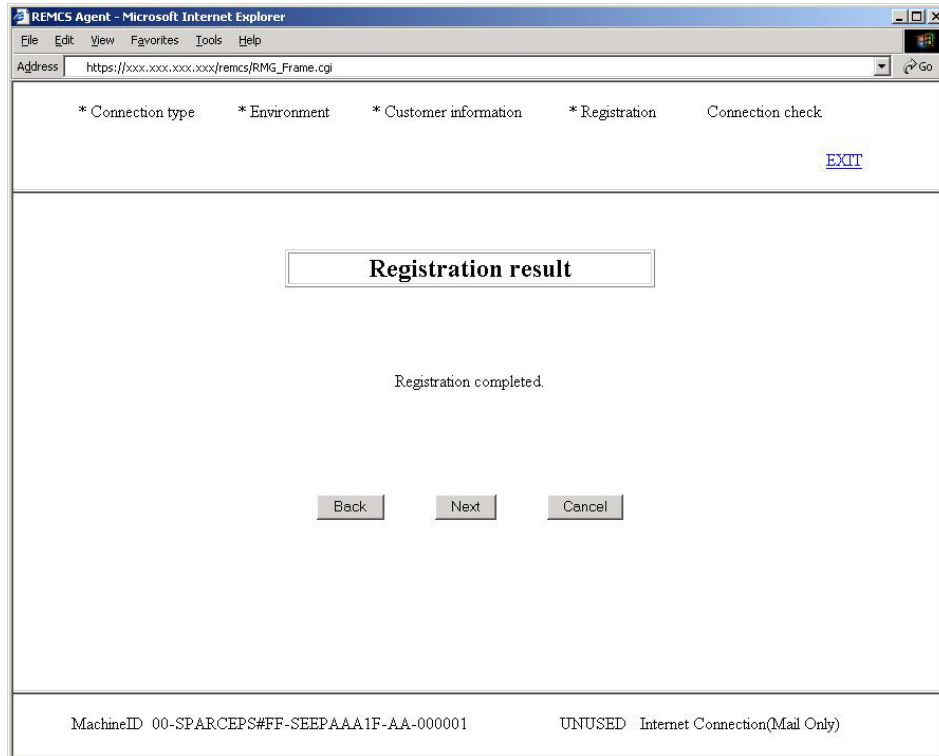
1. Check the result, and then click [Next].

3.1.3.11 Connection Check window

This window is displayed when you click [Next] in the Registration Result window.
Perform a connection check after registration is executed. The registration operation
is not complete until a connection check is performed. In the Connection Check window,
make settings for a connection check.

1. Specify whether to report the connection check result to the customer's
    administrator (Administrator's E-Mail Address enter in the Customer Information
    window).

2. Specify whether to report the result to the installer.
    If you want to receive a result notification, specify the e-mail address.

3. Click [Check].
    After the connection check is completed, a result notification is sent to the e-mail
    address specified in this window.

3.1.3.12 Result of Connection Check window

This window is displayed when you click [Check] in the Connection Check window.
Upon completion of a connection check, the check result is displayed.
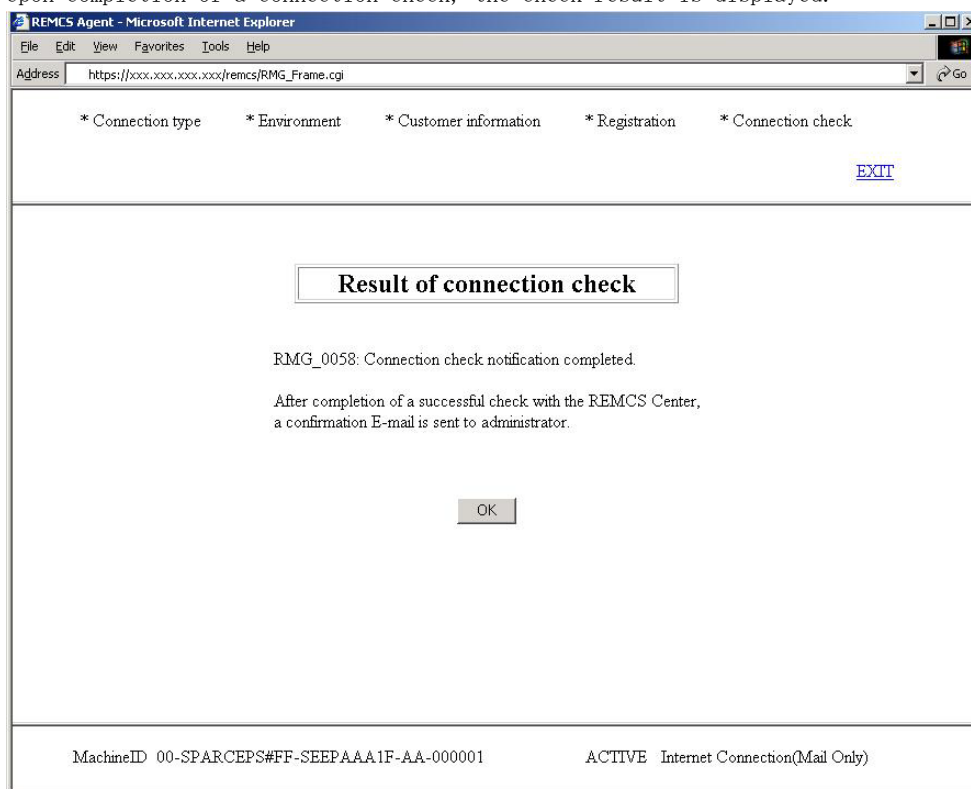
1. Confirm the check result, and then click [OK] or [EXIT].

2. If you click [OK], the REMCS Operation window explained in Chapter 4 is displayed (see the figure below).

3. Registration is complete if the unit status is ACTIVE.
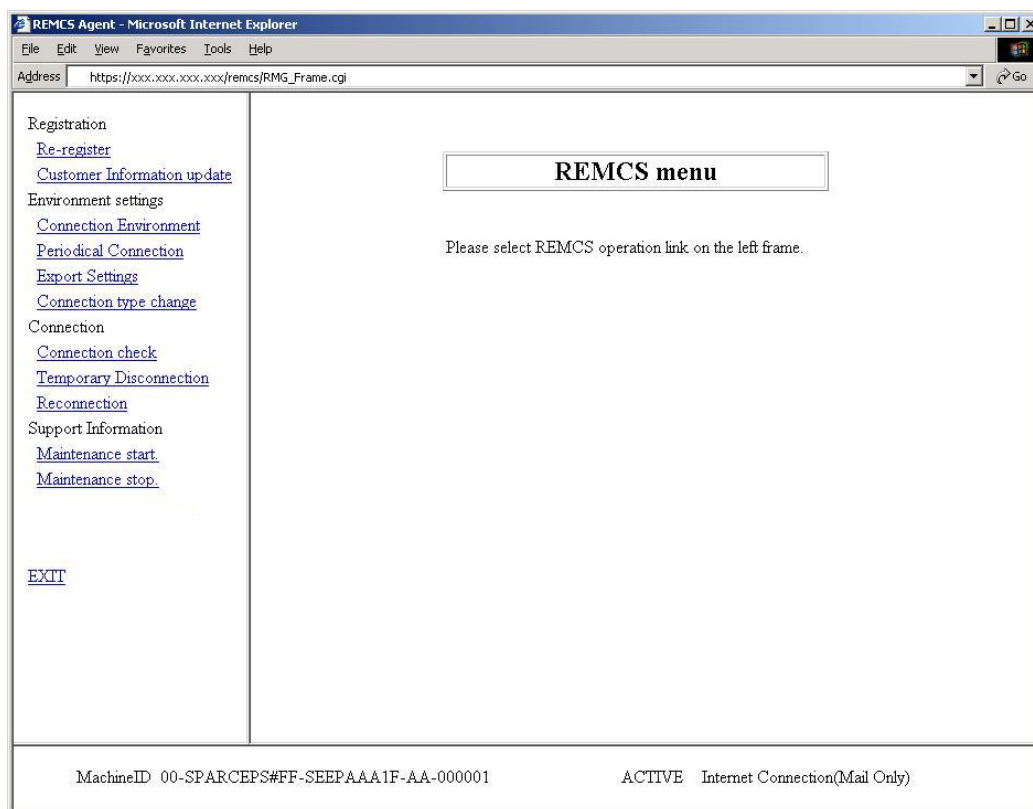
Click [EXIT]. The window disappears.

This completes making the REMCS settings.

3.1.3.13 Importation of the REMCS Settings window

This window is displayed when you click [Import from the local files] in the Initial Settings window.
Based on the specified setting files, data is imported and settings are made automatically.

If the customer has multiple machines, the customer can easily set up REMCS on these machines by exporting the information on the machine on which REMCS setup was performed and importing it on other machines.

1. Specify the following files that have been exported on the file server or on the PC on which the Web browser was started:
    - Environment Information file: Specify the absolute path of rm_bkenv.def.
    - Customer Information file: Specify the absolute path of rm_bkcus.def.

2. If you click the [Import] button, setup information is imported and the Initial Settings window is redisplayed.
    Edit the imported information for the subsequent operation.

3. If you click the [Automatic registration] button, registration is executed using the imported information.
    The flow of processing after you click [Automatic registration] is as follows:
    - Connection Check window
    - Information Transmit Agreement window
    - Automatic Registration State window

3.1.3.14 Automatic Registration State window

This window is displayed when you click [Agree] in the Information Transmit Agreement window.
The result of automatic registration is reported.
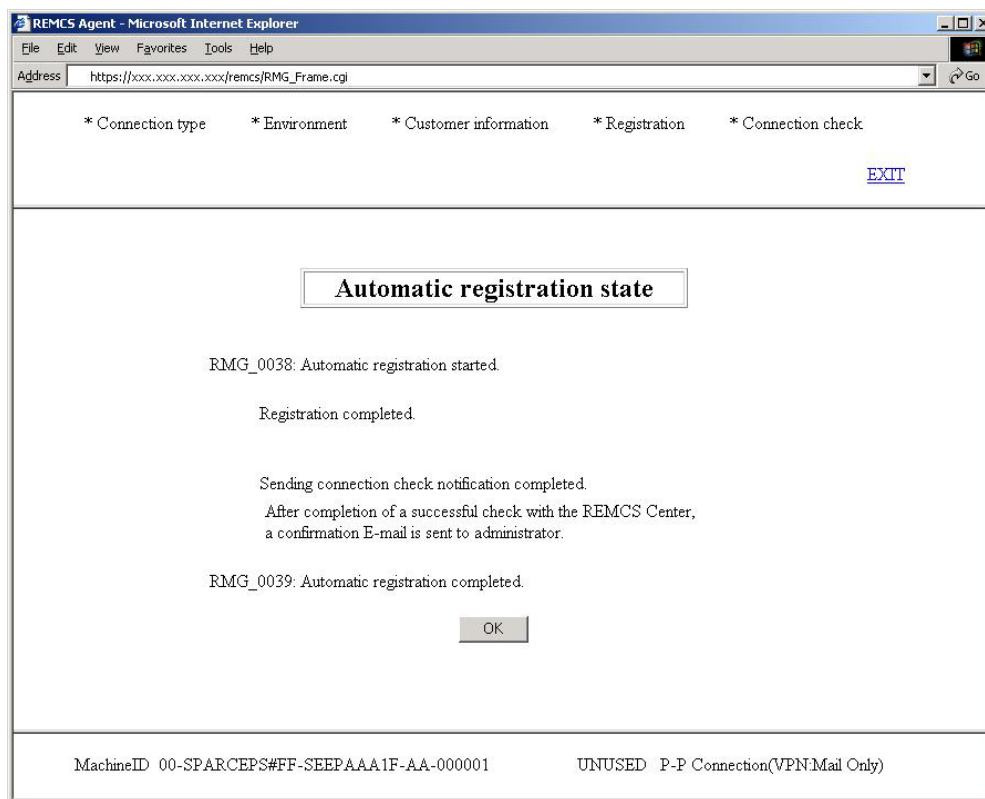
1. Confirm the check result, and then click [OK] or [EXIT].

2. If you click [OK], the REMCS Operation window explained in Chapter 4 is displayed.
   (Refer to Section 3.1.3.12, "Result of Connection Check window.")

3. Registration is complete if the unit status is ACTIVE.

4. Click [EXIT] in the REMCS Operation window for completing the process.
   A completion notification e-mail is separately sent to the e-mail address specified in the Connection Check window.

3.2 Setup for PRIMEPOWER models 900/1500/2500

The Machine Administration menu included in System Console Software and SMC REMCS Agent (installed in the System Console) are used for the following main units:

- PRIMEPOWER900/1500/2500

Open the Machine Administration menu provided by System Console Software by using the following procedure.

1. Log on to the system console.
2. Click on "Machine Administration Menu" in the tool menu window.
3. The Machine Administration Menu window opens.

The REMCS Agent menu can be displayed as follows.

1. Select "System-Specific Administration" from the main menu.

```
System Console Machine Administration Menu


1. System Specific Administration

2. Remote Cabinet Interface(RCI) Administration

3. External Power Control Device Administration

4. UPS Administration

5. Hardware Control Program(HCP) Image Administration

6. System Console Software(SCS) Administration

7. System Network Administration

8. Miscellaneous Administration


q: Quit h: Help
_____
Select. (1-8,q,h):1
```

2. Select a main unit from the System-Specific Administration menu to register it to the REMCS center.
   Select a main unit that uses the REMCS services.

```
System-Specific Administration
Segment ID#1

This is a list of the servers.
A menu for each server can be activated for units containing a
description of server names.

 No Server name
--- ----------------
001 Server0
002 TN00


q:Quit b:Back to previous menu t:Go to top menu h:Help
-------------------------------------------------------------
Select.(n,q,b,t,h):
```

3. The menu of the selected main unit is displayed.

```
Server() System Specific Administration


 1.  Hardware Configuration Displays

 2.  Hardware Life-Cycle Administration

 3.  System Log Displays

 4.  Maintenance/Swapping Administration

 5.  Hardware Control Program(HCP) Update Administration

 6.  Partition/System Board Administration

 7.  System Board Maintenance Administration

 8.  System/Partition Power Administration

 9.  System Notification Administration

10.  Remote Customer Support System(REMCS) Setup

11.  Auto Power Control System(APCS) Administration

12.  Console Connection Unit(CCU) Setup


q:Quit b:Back to previous menu t:Go to top menu h:Help
---------------------------------------------------------

Select.(n,q,b,t,h):10
```

[When you selected a "High Speed Optical Interconnection"]

```
TN00 System-Specific Administration

  1. Hardware Configuration Displays
  2. System Log Displays
  3. Maintenance/Swapping Administration
  4. Hardware Control Program (HCP) Update Administration
  5. TN Setup
  6. System/Partition Power Administration
  7. System Notification Administration
  8. Remote Customer Support System (REMCS) Setup

q:Quit b:Back to previous menu t:Go to top menu h:Help
----------------------------------------------------------------
Select.(1-8,q,b,t,h):8
```

4. Select "Remote Customer Support System (REMCS) Setup."

3.2.1 Selection of connection type

First, select the desired connection type using the following procedure.
1. Display the "Remote Customer Support System (REMCS) Setup" menu.
2. This menu is displayed if registration has not been executed.

```
Server0 Remote Customer Support System (REMCS) Setup menu
Series name: PRIMEPOWER#K, Model name: XXXXXXXXXXXX
Check code: XX, Serial No: XXXXXXXXXXXX

Setting of Connection Type
Present connection type : XXXXXXXX

1. Internet Connection
2. Internet Connection (MAIL Only)
3. Point-to-Point Connection
4. Management Server Connection

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
----------------------------------------------------------------
Select one.(1-4,q,b,t,h):
```

The following selection items are displayed.

Menu item	Outline
1. Internet Connection	Connects to the REMCS Center via the Internet with mail and HTTP.
2. Internet Connection Mail Only)	Connects to the REMCS Center via the Internet with mail only.
3. Management Server Connection	Connects to the REMCS Center via the administration server. In this case, the following operation is necessary. • Construction of "Management Server" • Setting of "Advanced Agent" Refer to "Service Center Start Guide" for detail. This function is not supported.
4. Point-to-Point Connection (ISDN)	ISDN connection to the REMCS Center with ISDN-router.
5. Point-to-Point Connection (VPN)	Connects to the REMCS Center via broadband line such as the ADSL etc., with using VPN router.

3.2.2   Internet Connection

3.2.2.1 Registration

When the selection of connection type is complete, execute registration to register customer information to the REMCS Center.
The REMCS agent which is described in Section 2.2, "Notes on Using Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series ", asks whether stored data should be used for registration. If any other system has registration data, you can save them to a file and transfer it to any working directory on a system, which you are going to register, prior to start registration. You can instruct to read this transferred information to use it as template.

```
Do you want to read registration data from file?(y,n,q):y
Enter the directory. :/tmp
The registration data were read from /tmp.
Press any key.
```

Enter the following information from the registration menu.

- For items that have "Y" in the required item column, the information requested is mandatory.
- The items that have the asterisk "*" in the "Required Item" column are need for a setup with user authentication of SMTP.

POP Server name, POP User ID, POP password, AUTH SMTP UserID, and AUTH SMTP password are supplied without a default value.
When the POP Port No 0 is set up, the Port is referenced from the /etc/inet/services file of the unit. When a port is not able to be acquired from a /etc/inet/services file, 110 (standard Port No of POP3) is used.
The item "POP waiting time" is the waiting time which it takes after the authentication by the POP3 server before starting the mail transmission to the SMTP server actually.
This value is able to specify in an ms unit. The default value is 1000 ms.

Required Item	Item	Description
Y	Company Name	Enter a company name using 60 characters or less.
Y	Department/ Division	Enter the name of a department/division using 40 characters or less.
	Country	Enter a country name using 2 characters or less.
Y	Address	Enter an address using 60 characters or less.
	Building	If the address contains the name of a building, enter the name using 40 characters or less.
Y	Administrator Name	Enter the name of the administrator name of a machine using 40 characters or less. Separate the family name and given name with a blank.
Y	E-mail Address	Enter the e-mail address of the administrator using 60 characters or less.
	Zip/Postal Code	Enter the zip/postal code of the address using 10 characters or less.
Y	Phone Number	Enter a phone number using 20 characters or less.
	Fax Number	Enter a fax number using 20 characters or less.
	Machine Unique Name	This is a name used by a customer and Fujitsu certified service engineer to specify one of the customer's machines. Enter a name that is convenient for the customer using 32 characters or less.
Y	Mail server (SMTP)	Specify the name of the mail server.
Y	Sender E-mail Address	Enter the sender's e-mail address (equivalent to "from" of ordinary e-mail). The sender's e-mail address must have the qualification to send e-mail outside your domain.
	User authentication of SMTP method	Select the User authentication of SMTP method, 0: none 1: POP before SMTP 2: AUTH SMTP
*	POP Server name	Enter the POP3 Server name using 64 characters or less.
*	POP User ID	Enter the user ID for POP3 Server using 64 characters or less.
*	POP Password	Enter the password of the user ID for POP3 Server using 64 characters or less.
*	POP Waiting time	Enter the waiting time before starting mail transmission after POP3 attestation using 5 characters or less.
*	AUTH SMTP type	Select the AUTH SMTP type, 0: AUTO 1: CRAM-MD5 2: PLAIN 3: LOGIN
*	AUTH SMTP UserID	Enter the User ID for AUTH SMTP using 64 characters or less.
*	AUTH SMTP Password	Enter the password of the user ID for AUTH SMTP using 64 characters or less.

When registration is complete, a confirmation message is displayed. Confirm the entry, and select "On-line registration."

Note

- Because of security measures, mail transmission to the REMCS Center may be disabled depending on the sender e-mail address. For the sender e-mail address, specify an address permitted to send mail from the mail server (SMTP server) defined by the customer to the REMCS Center. For more information, consult your system administrator.
- The "Creating the Upload File" option is prepared for a certified service engineer to back up information. Customers should select "On-line registration."
- To register information in English, be sure to use only alphanumeric characters.

The REMCS Agent version stated above displays the item "Save to the directory" in the registration menu. If you install multiple machines, save the registration data to be used for other machines after online registration.
The registration menu can be displayed as follows:

1. Select "Registration" from the REMCS Agent menu.

```
Server0 Customer registration data:
MachineID(00PRIMEPWR#XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX)

*Company Name              :XXXXXX
*Department/Division        :XXXXXXXXX
 Country                    :XX
*Address                    :XXXXXXXXXXXXXXXXXXXXXXXXX
 Building                   :XXXXXX
*Administrator Name         :XXXXXXXXX
*E-mail address             :XXXXXXX@XXXX.XXXX.XXX
 Zip/Postal Code            :XXX-XXXX
*Phone Number               :XXXX-XXXX
 Fax Number                 :XXXX-XXXX
 Machine Unique Name        :XXXXX
*Mail (SMTP) server         :XXXX.XXXX.XXX
*Sender E-mail Address       :XXXXXXX@XXXX.XXXX.XXX
*User authentication of SMTP method   :XXXX
  An asterisk (*) indicates an indispensable item.

1. Resend
2. Update
3. Save to the directory

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
-----------------------------------------------------------------------
Select one.(1-3,q,b,t,h):
```

If you select "Save to the directory" and specify a directory name, two files "rm_bkcus.def" and "rm_bkenv.def" are created in the specified directory and the registration data is saved to these files.
You can transfer in advance these files to directories on other machines through ftp, etc., and then you can reuse data already entered for items.

3.2.2.2 REMCS environment settings

Specify the HTTP setup and the periodic connection schedule by using the REMCS environment setting menu of the machine administration menu.
The REMCS environment setting menu can be displayed as follows.

1. "Remote Customer Support System (REMCS) Setup" is displayed.

```
Server0 Remote Customer Support System (REMCS) Setup menu
Series name:GP7F#K###, Model name:012345678901
Check code:NM, Serial No:012345678901

1. Registration
2. REMCS Environment Setting
3. REMCS Operation
4. Change Connection Type

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
-------------------------------------------------------------
Select one.(1-4,q,b,t,h):
```

2. Select "REMCS Environment Setting" from the menu.

```
Server0 REMCS Environment Setting

 MachineID (cannot renew)      :00PRIMEPOWER#XXXXXXXXXXXXXXXXXXXXXXXXXXXX
 Connection type               :Internet Connection
 Connection environment by mail
  *SMTP Server                 :XXXXXXXXXXXXXX
  *Sender E-mail Address        :XXXXXXXXXXXXXX
 User authentication of SMTP method      :POP before SMTP
  *POP Server name             :XXXXXXXXXXXXX
  *POP Port No                 :0
  *POP UserID                  :XXXXXX
  *POP Password                :********
  *POP Waiting time (ms)       :1000
 Connection Environment by HTTP
  PROXY Server                 :
  PROXY Port No                :8080
  PROXY UserID                 :
  PROXY Password               :
 Periodical Connection Information
  *Schedule                    :No setting
An asterisk (*) indicates an indispensable item.

---------------------------------------------------------------------------
Do you want to change the settings? (y,n,q,h):y
```

Enter the needed information in the "REMCS Environment Setting" menu.
- For the items that have "Y" in the "Required Item" column, it is mandatory to enter the information requested.
- The items that have the asterisk "*" in the "Required Item" column are need for a setup with user authentication of SMTP.
  POP Server name, POP User ID, POP password, AUTH SMTP UserID, and AUTH SMTP password are supplied without a default value.
  When the POP Port No 0 is set up, the Port is referenced from the /etc/inet/services file of the machine. When a port is not able to be acquired from a /etc/inet/services file, 110 (standard Port No of POP3) is used.
  The item "POP waiting time" is the waiting time which it takes after the authentication by the POP3 server before starting the mail transmission to the SMTP server actually.
  This value is able to specify in an ms unit. The default value is 1000 ms.

Required Item	Item	Description
Y	Connection Environment by e-mail SMTP Server	Enter the name of the mail server used for communication with REMCS.
Y	Connection Environment by e-mail Sender E-mail Address	Enter the e-mail address used for communication with REMCS Center. This address is specified in the "From" line (sender address) column of the mail header to be sent from the server to the REMCS Center. The sender's e-mail address must have the qualification to send e-mail outside your domain.
	User authentication of SMTP method	Select the user authentication of SMTP method.
*	POP Server name	Enter the POP3 Server name.
*	POP User ID	Enter the user ID for POP3 Server.
*	POP Password	Enter the password of the user ID for POP3 Server.
*	POP Waiting time	Enter the waiting time before starting mail transmission after POP3 attestation using 5 characters or less.
*	AUTH SMTP type	Select the AUTH SMTP type
*	AUTH SMTP UserID	Enter the User ID for AUTH SMTP.
*	AUTH SMTP Password	Enter the password of the user ID for AUTH SMTP.
	Connection Environment by HTTP PROXY Server	Enter the host name of the HTTP-Proxy server.
	Connection Environment by HTTP PROXY Port No.	Enter the port No. of the HTTP-Proxy server.
	Connection Environment by HTTP PROXY User ID	Enter a user name to log onto the Proxy server.
	Connection Environment by HTTP PROXY Password	Enter the correct password to log onto the Proxy server.
Y	Periodical Connection Information Schedule	Specify the schedule of periodic connection to the REMCS Center. Select the connection interval from everyday, everyday (except Sunday), everyday (except Saturday and Sunday) and every week. When the connection interval is every week, specify a day of the week. And specify the operation start time and end time. The time of periodic connection is automatically determined within the operating hours.

When registration is complete, a confirmation message is displayed. Check the entry and select "Updating the REMCS Environment."

After the environment is updated, perform "Checking Connection to the REMCS Center."

3.2.2.3 Setup for REMCS service of PRIMEPOWER SMC

Setup the REMCS service of all machines.

After completing the setup for all "host machines," start the setup of REMCS service on PRIMEPOWER SMC.
For information on setting SMC itself refer to Section 3.3, "Setup for PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series".

Please read through following notes in prior to starting setup of REMCS service on SMC.

- The same connection type must be specified on both SMC and "host machine."
  If a different connection type is specified, normal communication including notification from the main unit may be disabled.

- The setup information used by SMC includes items that are shared in the SMC with setup information used by a monitored main unit.
  For the shared setting items, specify the same values as those set in the monitored unit. They need not be changed. If you specify a new value, the new value will be used.

The table below separately lists items that are shared and those that are independent between the main unit and SMC.

For registration

Menu item	Shared	Independent
Company Name		Y
Department/Division		Y
Country		Y
Address		Y
Building		Y
Administrator Name		Y
E-mail Address		Y
Zip/Postal Code		Y
Phone Number		Y
Fax Number		Y
Machine Unique Name		Y
Mail server (SMTP)	Y	
Sender E-mail Address		Y
User authentication of SMTP method	Y	
POP Server name	Y	
POP Port No	Y	
POP User ID	Y	
POP Password	Y	
POP Waiting time	Y	
AUTH SMTP type	Y	
AUTH SMTP UserID	Y	
AUTH SMTP Password	Y	

For setup of REMCS environment

Menu item	Shared	Independent
Connection Environment by e-mail SMTP Server		Y
Connection Environment by e-mail Sender E-mail Address		Y
User authentication of SMTP method		Y
POP Server name	Y	
POP Port No	Y	
POP User ID	Y	
POP Password	Y	
POP Waiting time	Y	
Connection Environment by HTTP PROXY Server	Y	
Connection Environment by HTTP PROXY Port No.	Y	
Connection Environment by HTTP PROXY User ID	Y	
Connection Environment by HTTP PROXY Password	Y	
Periodical Connection Information Schedule		Y

3.2.3　Internet Connection (MAIL Only)

3.2.3.1　Registration

When the selection of connection type is complete, execute registration to register customer information to the REMCS Center.

"Models that can read registration data" is explained in Section 2.2, "Notes on Using Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series". Registration can be performed easily for these models. If registration data has already been registered on any other machine, save the registration data on that machine and transfer it, prior to starting registration, to any directory on each of those models which you are going to register. You can then reuse data already entered for items during registration.

```
Do you want to read registration data from file?(y,n,q):y
Enter the directory. :/tmp
The registration data were read from /tmp.
Press any key.
```

Enter the following information from the registration menu.

- For items that have "Y" in the "Required Item" column, the information requested is mandatory.
- The items that have the asterisk "*" in the "Required Item" column are need for a setup with user authentication of SMTP.

POP Server name, POP User ID, POP password, AUTH SMTP UserID, and AUTH SMTP password are supplied without a default value.

When the POP Port No 0 is set up, the Port is referenced from the /etc/inet/services file of the machine. When a port is not able to be acquired from a /etc/inet/services file, 110 (standard Port No of POP3) is used.

The item "POP waiting time" is the waiting time which it takes after the authentication by the POP3 server before starting the mail transmission to the SMTP server actually.

This value is able to specify in an ms unit. The default value is 1000 ms.

Required Item	Item	Description
Y	Company Name	Enter a company name using 60 characters or less.
Y	Department/ Division	Enter the name of a department/division using 40 characters or less.
	Country	Enter a country name using 2 characters or less.
Y	Address	Enter an address using 60 characters or less.
	Building	If the address contains the name of a building, enter the name using 40 characters or less.
Y	Administrator Name	Enter the name of the administrator name of a machine using 40 characters or less. Separate the family name and given name with a blank.
Y	E-mail Address	Enter the e-mail address of the administrator using 60 characters or less.
	Zip/Postal Code	Enter the zip/postal code of the address using 10 characters or less.
Y	Phone Number	Enter a phone number using 20 characters or less.
	Fax Number	Enter a fax number using 20 characters or less.

Required Item	Item	Description
	Machine Unique Name	This is a name used by a customer and Fujitsu certified service engineer to specify one of the customer's machines. Enter a name that is convenient for the customer using 32 characters or less.
Y	Mail server (SMTP)	Specify the name of the mail server.
Y	Sender E-mail Address	Enter the sender's e-mail address (equivalent to "from" of ordinary e-mail). The sender's e-mail address must have the qualification to send e-mail outside your domain.
	User authentication of SMTP method	Select the user authentication of SMTP method, 0: none 1: POP before SMTP 2: AUTH SMTP
*	POP Server name	Enter the POP3 Server name using 64 characters or less.
*	POP User ID	Enter the user ID for POP3 Server using 64 characters or less.
*	POP Password	Enter the password of the user ID for POP3 Server using 64 characters or less.
*	POP Waiting time	Enter the waiting time before starting mail transmission after POP3 attestation using 5 characters or less.
*	AUTH SMTP type	Select the AUTH SMTP type, 0: AUTO 1: CRAM-MD5 2: PLAIN 3: LOGIN
*	AUTH SMTP UserID	Enter the User ID for AUTH SMTP using 64 characters or less.
*	AUTH SMTP Password	Enter the password of the user ID for AUTH SMTP using 64 characters or less.

When registration is complete, a confirmation message is displayed. Confirm the entry, and select "On-line registration."

Note

- Because of security measures, mail transmission to the REMCS Center may be disabled depending on the sender e-mail address. For the sender e-mail address, specify an address permitted to send mail from the mail server (SMTP server) defined by the customer to the REMCS Center. For more information, consult your system administrator.
- The "Creating the Upload File" option is prepared for a certified service engineer to back up information. Customers should select "On-line registration."
- To register information in English, be sure to use only alphanumeric characters.

The REMCS Agent version stated above displays the item "Save to the directory" in the registration menu. If you install multiple machines, save the registration data to be used for other machines after online registration.
The registration menu can be displayed as follows:

1. Select "Registration" from the REMCS Agent menu.

```
Server0 Customer registration data:
MachineID(00PRIMEPWR#XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX)

*Company Name               :XXXXX
*Department/Division         :XXXXXXXXX
 Country                     :XX
*Address                     :XXXXXXXXXXXXXXXXXXXXXXXX
 Building                    :XXXXX
*Administrator Name          :XXXXXXXXX
*E-mail address              :XXXXXXX@XXXX.XXXX.XXX
 Zip/Postal Code             :XXX-XXXX
*Phone Number                :XXXX-XXXX
 Fax Number                  :XXXX-XXXX
 Machine Unique Name         :XXXXX
*Mail (SMTP) server          :XXXX.XXXX.XXX
*Sender E-mail Address       :XXXXXXX@XXXX.XXXX.XXX
*User authentication of SMTP method   :XXXX
  An asterisk (*) indicates an indispensable item.

1. Resend
2. Update
3. Save to the directory

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
-------------------------------------------------------------------
Select one.(1-3,q,b,t,h):
```

If you select "Save to the directory" and specify a directory name, two files "rm_bkcus.def" and "rm_bkenv.def" are created in the specified directory and the registration data is saved to these files.
You can transfer in advance these files to directories on other machines through ftp, etc., and then you can reuse data already entered for items.

3.2.3.2 REMCS environment settings

Afterward, use the REMCS environment setting menu of the Machine Administration menu.   From this menu, the environment for Internet connections can be set up, including the HTTP setup and periodic connection.

Display the REMCS environment setting menu as follows.

1. "Remote Customer Support System (REMCS) Setup" is displayed.

```
Server0 Remote Customer Support System (REMCS) Setup menu
Series name:GP7F#K###, Model name:012345678901
Check code:NM, Serial No:012345678901

1. Registration
2. REMCS Environment Setting
3. REMCS Operation
4. Change Connection Type

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
---------------------------------------------------------------
Select one.(1-4,q,b,t,h):
```

2. Select "REMCS Environment Setting" from the menu.

```
Server0 REMCS Environment Setting

MachineID (cannot renew)        :00PRIMEPOWER#XXXXXXXXXXXXXXXXXXXXXXXXXXX
Connection type                 :Internet Connection(MAIL Only)
Connection environment by mail
 *SMTP Server                   :XXXXXXXXXXXXXXX
 *Sender E-mail Address         :XXXXXXXXXX
User authentication of SMTP method      :POP before SMTP
 *POP Server name               :XXXXXXXXXX
 *POP Port No                   :0
 *POP UserID                    :XXXXXX
 *POP Password                  :********
 *POP Waiting time (ms)         :1000
Periodical Connection Information
 *Schedule                      :No setting
  An asterisk (*) indicates an indispensable item.



------------------------------------------------------------------------------
Do you want to change the settings? (y,n,q,h):
```

3. Enter the needed information in the "REMCS Environment Setting" menu.
   - For the items that have "Y" in the "Required Item" column, it is mandatory to enter the information requested.
   - The items that have the asterisk "*" in the "Required Item" column are need for a setup with user authentication of SMTP.

      POP Server name, POP User ID, POP password, AUTH SMTP UserID, and AUTH SMTP password are supplied without a default value.
      When the POP Port No 0 is set up, the Port is referenced from the /etc/inet/services file of the machine.   When a port is not able to be acquired from a /etc/inet/services file, 110 (standard Port No of POP3) is used.
      The item "POP waiting time" is the waiting time which it takes after the authentication by the POP3 server before starting the mail transmission to the SMTP server actually.
      This value is able to specify in an ms unit.   The default value is 1000 ms.

Required Item	Item	Description
Y	Connection Environment by e-mail SMTP Server	Enter the name of the mail server used for communication with REMCS.
Y	Connection Environment by e-mail Sender E-mail Address	Enter the e-mail address used for communication with REMCS Center. This address is specified in the "From" line (sender address) column of the mail header to be sent from the server to the REMCS Center. The sender's e-mail address must have the qualification to send e-mail outside your domain.
	User authentication of SMTP method	Select the user authentication of SMTP method.
*	POP Server name	Enter the POP3 Server name.
*	POP User ID	Enter the user ID for POP3 Server.
*	POP Password	Enter the password of the user ID for POP3 Server.
*	POP Waiting time	Enter the waiting time before starting mail transmission after POP3 attestation using 5 characters or less.
*	AUTH SMTP type	Select the AUTH SMTP type
*	AUTH SMTP UserID	Enter the User ID for AUTH SMTP.
*	AUTH SMTP Password	Enter the password of the user ID for AUTH SMTP.
Y	Periodical Connection Information Schedule	Specify the schedule of periodic connection to the REMCS Center. The periodic connection is established once every week within operating hours on the specified day. Specify a day of the week, and the operation start time and end time of the specified day of the week. The time of periodic connection is automatically determined within the operating hours.

When registration is complete, a confirmation message is displayed. Check the entry and select "Updating the REMCS Environment."
After the environment is updated, perform "Checking Connection to the REMCS Center."

3.2.3.3 Setup for REMCS service of PRIMEPOWER SMC

Set up the REMCS service of all machines.

After completing the setup for all "host machines," start the setup of REMCS service on PRIMEPOWER SMC.
For information on setting SMC itself refer to Section 3.3, "Setup for PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series".

Please read through following notes in prior to starting setup of REMCS service on SMC.

- The same connection type must be specified on both SMC and "host machine." If a different connection type is specified, normal communication including notification from the main unit may be disabled.
- The setup information used by SMC includes items that are shared in the SMC with setup information used by a monitored main unit.

For the shared setting items, specify the same values as those set in the monitored unit. They need not be changed. If you specify a new value, the new value will be used.

The table below separately lists items that are shared and those that are independent between the main unit and SMC.

For registration

Menu item	Shared	Independent
Company Name		Y
Department/Division		Y
Country		Y
Address		Y
Building		Y
Administrator Name		Y
E-mail Address		Y
Zip/Postal Code		Y
Phone Number		Y
Fax Number		Y
Machine Unique Name		Y
Mail server (SMTP)	Y	
Sender E-mail Address		Y
User authentication of SMTP method	Y	
POP Server name	Y	
POP Port No	Y	
POP User ID	Y	
POP Password	Y	
POP Waiting time	Y	
AUTH SMTP type	Y	
AUTH SMTP UserID	Y	
AUTH SMTP Password	Y	

For setup REMCS environment

Menu item	Shared	Independent
Connection Environment by e-mail SMTP Server	Y	
Connection Environment by e-mail Sender E-mail Address		Y
User authentication of SMTP method	Y	
POP Server name	Y	
POP Port No	Y	
POP User ID	Y	
POP Password	Y	
POP Waiting time	Y	
Periodical Connection Information Schedule		Y

3.2.4 Point-to-Point Connection (ISDN/VPN)

3.2.4.1 Registration

When the selection of connection type is complete, execute registration to register
customer information to the REMCS Center.

- "Models that can read registration data" is explained in Section 2.2, "Notes on Using
  Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series". For these
  models, you are prompted to specify whether to read data during registration. If
  registration data has already been registered on any other machine, save the
  registration data on that machine and transfer it, prior to starting registration,
  to any directory on each of those models which you are going to register. You can
  then reuse data already entered for items during registration.

```
Do you want to read registration data from file?(y,n,q):y
Enter the directory. :/tmp
The registration data were read from /tmp.
Press any key.
```

Enter the following information from the registration menu.

- For items that have "Y" in the "Required Item" column, the information requested
  is mandatory.

Required Item	Item	Description
Y	Company Name	Enter a company name using 60 characters or less.
Y	Department/ Division	Enter the name of a department/division using 40 characters or less.
	Country	Enter a country name using 2 characters or less.
Y	Address	Enter an address using 60 characters or less.
	Building	If the address contains the name of a building, enter the name using 40 characters or less.
Y	Administrator Name	Enter the name of the administrator name of a machine using 40 characters or less. Separate the family name and given name with a blank.
Y	E-mail Address	Enter the e-mail address of the administrator using 60 characters or less.
	Zip/Postal Code	Enter the zip/postal code of the address using 10 characters or less.
Y	Phone Number	Enter a phone number using 20 characters or less.
	Fax Number	Enter a fax number using 20 characters or less.
	Machine Unique Name	This is a name used by a customer and Fujitsu certified service engineer to specify one of the customer's machines. Enter a name that is convenient for the customer using 32 characters or less.
Y	Mail server (SMTP)	Specify the name of the mail server.
Y	Sender E-mail Address	Enter the sender's e-mail address (equivalent to "from" of ordinary e-mail). Sender e-mail address must have the qualification to send e-mail outside your domain.

When registration is complete, a confirmation message is displayed.   Confirm the entry, and select "On-line registration."

- Because of security measures, mail transmission to the REMCS Center may be disabled depending on the sender e-mail address. For the sender e-mail address, specify an address permitted to send mail from the mail server (SMTP server) defined by the customer to the REMCS Center.   For more information, consult your system administrator.
- The "Creating the Upload File" option is prepared for a certified service engineer to back up information.   Customers should select "On-line registration."
- To register information in English, be sure to use only alphanumeric characters.
- When the main unit is one of the following models using Enhanced Support Facility 2.4 or later, and configuration items need to be set after completion of registration, an data entry window is automatically displayed:
  PRIMEPOWER250/450/650/850

The REMCS Agent version stated above displays the item "Save to the directory" in the registration menu.   If you install multiple machines, save the registration data to be used for other machines after online registration.
The registration menu can be displayed as follows:

1. Select "Registration" from the REMCS Agent menu.

```
Server0 Customer registration data:
MachineID (00PRIMEPWR#XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX)

*Company Name             :XXXXXX
*Department/Division      :XXXXXXXXX
 Country                  :XX
*Address                  :XXXXXXXXXXXXXXXXXXXXXXXXX
 Building                 :XXXXXX
*Administrator Name       :XXXXXXXXX
*E-mail address           :XXXXXXX@XXXX.XXXX.XXX
 Zip/Postal Code          :XXX-XXXX
*Phone Number             :XXXX-XXXX
 Fax Number               :XXXX-XXXX
 Machine Unique Name      :XXXXX
*Mail (SMTP) server       :XXXX.XXXX.XXX
*Sender E-mail Address    :XXXXXXX@XXXX.XXXX.XXX
  An asterisk (*) indicates an indispensable item.

1. Resend
2. Update
3. Save to the directory

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
---------------------------------------------------------------
Select one.(1-3,q,b,t,h):
```

If you select "Save to the directory" and specify a directory name, two files "rm_bkcus.def" and "rm_bkenv.def" are created in the specified directory and the registration data is saved to these files.
You can transfer in advance these files to directories on other machines through ftp, etc., and then you can reuse data already entered for items.

3.2.4.2 REMCS environment settings

Afterward, use the REMCS environment setting menu of the Machine Administration menu.   From this menu, the environment for Point-to-Point connections can be set up, including the HTTP setup and periodic connection.

Display the REMCS environment setting menu as follows.

    1. "Remote Customer Support System (REMCS) Setup" is displayed.

```
Server0 Remote Customer Support System (REMCS) Setup menu
Series name:GP7F#K###, Model name:012345678901
Check code:NM, Serial No:012345678901

1. Registration
2. REMCS Environment Setting
3. REMCS Operation
4. Change Connection Type

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
------------------------------------------------------------------
Select one.(1-4,q,b,t,h):
```

    2. Select "REMCS Environment Setting" from the menu.

```
XXXX REMCS Environment Setting

 Machine ID (Update is forbidden)       :00PRIMEPOWER#TPP7000F100R#CN0001E815040B

 Connection Type                        :Internet Connection
 Connection Environment by E-mail
  *SMTP Server                          :xxxxxx.xxxxxx.xxxxxx.xxx
  *Sender E-mail Address                :xxxxxx@xxxxxxx.xxx
 Connection environment by HTTP
  *PROXY Server                         :
 *Periodical Connection Schedule        :No Setting
   Asterisk (*) indicates indispensable items.

 ----------------------------------------------------------------
 Execute the change?(y,n,q,b,t):
```

Enter the needed information in the "REMCS Environment Setting" menu.

- For the items that have "Y" in the "Required Item" column, the information requested is mandatory.

Required Item	Item	Description
Y	Connection Environment by e-mail SMTP Server	Enter the name of the mail server used for communication with REMCS.
Y	Connection Environment by e-mail Sender E-mail Address	Enter the e-mail address used for communication with REMCS Center. This address is specified in the "From" line (sender address) column of the mail header to be sent from the server to the REMCS Center. The sender's e-mail address must have the qualification to send e-mail outside your domain.
Y	Connection Environment by HTTP PROXY Server	Enter the name of the HTTP-Proxy server.
Y	Periodical Connection Information Schedule	Specify the schedule of periodic connection to the REMCS Center. Select the connection interval from everyday, everyday (except Sunday), everyday (except Saturday and Sunday) and every week. When the connection interval is every week, specify a day of the week. And specify the start time for the periodic connection.

When registration is complete, a confirmation message is displayed. Check the entry and select "Updating the REMCS Environment."

After the environment is updated, perform "Checking Connection to the REMCS Center."

3.2.4.3 Setup for REMCS service of PRIMEPOWER SMC

Setup the REMCS service of all machines.

After completing the setup for all "host machines," start the setup of REMCS service on PRIMEPOWER SMC.
For information on setting SMC itself refer to Section 3.3, "Setup for PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series".

Please read through following notes in prior to starting setup of REMCS service on SMC.

- The same connection type must be specified on both SMC and "host machine."
  If a different connection type is specified, normal communication including notification from the main unit may be disabled.

- The setup information used by SMC includes items that are shared in the SMC with setup information used by a monitored main unit.
  For the shared setting items, specify the same values as those set in the monitored unit. They need not be changed. If you specify a new value, the new value will be used.

The table below separately lists items that are shared and those that are independent between the main unit and SMC.

For registration

Menu item	Shared	Independent
Company Name		Y
Department/Division		Y
Country		Y
Address		Y
Building		Y
Administrator Name		Y
E-mail Address		Y
Zip/Postal Code		Y
Phone Number		Y
Fax Number		Y
Machine Unique Name		
Mail server (SMTP)	Y	
Sender E-mail Address		Y

For setup of REMCS environment

Menu item	Shared	Independent
Connection Environment by e-mail SMTP Server		Y
Connection Environment by e-mail Sender E-mail Address		Y
Connection Environment by HTTP PROXY Server	Y	
Periodical Connection Information Schedule		Y

3.2.5　Management Server Connection

Management Server Connection is not supported.

3.2.5.1　REMCS environment settings

After selecting the Management Server Connection from the connection type menu,
set up the Management Server environment using the REMCS environment setting menu of the
Machine Administration menu.

1. Select the "4. Management Server Connection" from the connection type menu.

```
Server0 Remote Customer Support System (REMCS) Setup menu
Series name: PRIMEPOWER#X, Model name: XXXXXXXXXXXX
Check code: XX, Serial No: XXXXXXXXXXXX

Setting of Connection Type
Present connection type : XXXXXXXX

1. Internet Connection
2. Internet Connection (MAIL Only)
3. Point-to-Point Connection
4. Management Server Connection

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
--------------------------------------------------------------------------
Select one.(1-4,q,b,t,h): 4
```

"Models that can read registration data" is explained in Section 2.2, "Notes on Using
Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series". For these
models, you are prompted to specify whether to read environment setup information
after selecting the Management Server Connection.　If environment setup information
already exists on a machine that uses the already installed Management Server
Connection, save the environment setup information on that machine and transfer it,
prior to starting registration, to any directory on each of those models which you
are going to register.　You can then reuse data already entered for items during
registration.

```
Do you want to read environment data from file?(y,n,q):y
Enter the directory. :/tmp
Wait for a while................................
The environment data were read from /tmp.
Press any key.
```

2. Display the "REMCS Environment Setting" menu.

```
server0 REMCS Environment Setting

  Machine ID (cannot renew)        :00PRIMEPOWER#XXXXXXXXXXXXXXXXXXXXXXXXXX
  Connection type                  :Management Server Connection
  Connection Environment by HTTP
   PROXY Server                    :
   PROXY Port No                   :8080
   PROXY UserID                    :
   PROXY Password                  :
  *Management Server information (indispensable in case of Management Server Connection)
    Management Server              :
  Periodical Connection Information
   *Schedule                       :No settiong
   An asterisk (*) indicates an indispensable item.
  ----------------------------------------------------------------------------------
  Update -> REMCS Environment
```

Enter the needed information in the "REMCS Environment Setting" menu.

- For the items that have "Y" in the "Required Item" column, the information requested is mandatory.

Required Item	Item	Description
	Connection Environment by HTTP PROXY Server	Enter the host name of the HTTP-Proxy server.
	Connection Environment by HTTP PROXY Port No.	Enter the port No. of the HTTP-Proxy server.
	Connection Environment by HTTP PROXY User ID	Enter a user name to log onto the Proxy server.
	Connection Environment by HTTP PROXY Password	Enter the correct password to log onto the Proxy server.
Y	Management Server Name	Enter the Management Server name.
Y	Periodical Connection Information Schedule	Specify the schedule of periodic connection to the REMCS Center. Select the connection interval from everyday, everyday (except Sunday), everyday (except Saturday and Sunday) and every week. When the connection interval is every week, specify a day of the week. And specify the start time for the periodic connection. The time of periodic connection is automatically determined within the operating hours.

When registration is complete, a confirmation message is displayed. Check the entry and select "Updating the REMCS Environment."

After the environment is updated, perform "registration to the Management Server."

3.2.5.2 Registration

After completion of the registration to the Management Server, registration to the REMCS Center with the customer's information is needed.

Select whether to perform registration from the management server or from the current machine.

```
Registration

1. Registration from Management Server
2. Registration from the Current Machine
-----------------------------------------------------------------
Select one.(1-2):
Please execute Customer Registration from Management Server.
Press any key.
```

- To register information in English, be sure to use only alphanumeric characters.

If you select "Registration from Current Machine," the REMCS Agent version stated above prompts you to specify whether to read data for registration. If registration data has already been registered on any other machine, save the registration data on that machine and transfer it, prior to starting registration, to any directory on the machine which you are going to register. You can then reuse data already entered for items during registration.

```
Do you want to read registration data from file?(y,n,q):y
Enter the directory. :/tmp
The registration data were read from /tmp.
Press any key.
```

The REMCS Agent version stated above displays the item "Save to the directory" in the registration menu. If you install multiple machines, save the registration data to be used for other machines after online registration.

The registration menu can be displayed as follows:

1. Select "Registration" from the REMCS Agent menu.

```
Server0 Customer registration data:
MachineID (00PRIMEPWR#XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX)

*Company Name              :XXXXXX
*Department/Division        :XXXXXXXXX
 Country                   :XX
*Address                   :XXXXXXXXXXXXXXXXXXXXXXXXX
 Building                  :XXXXXX
*Administrator Name         :XXXXXXXXX
*E-mail address            :XXXXXXX@XXXX.XXXX.XXX
 Zip/Postal Code           :XXX-XXXX
*Phone Number              :XXXX-XXXX
 Fax Number                :XXXX-XXXX
 Machine Unique Name        :XXXXX
  An asterisk (*) indicates an indispensable item.

1. Resend
2. Update
3. Save to the directory

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
-------------------------------------------------------------
Select one.(1-3,q,b,t,h):
```

If you select "Save to the directory" and specify a directory name, two files "rm_bkcus.def"
and "rm_bkenv.def" are created in the specified directory and the registration data is
saved to these files.
You can transfer in advance these files to directories on other machines through ftp, etc.,
and then you can reuse data already entered for items.

3.2.5.3 Setup for REMCS service of PRIMEPOWER SMC

Setup the REMCS service of all machines.

After completing the setup for all "host machines," start the setup of REMCS service on
PRIMEPOWER SMC.
For information on setting SMC itself refer to Section 3.3, "Setup for PRIMEPOWER, SPARC
Enterprise Txxxx series, and SPARC T series".

Please read through following notes in prior to starting setup of REMCS service on SMC.

- The same connection type must be specified on both SMC and "host machine."
  If a different connection type is specified, normal communication including
  notification from the main unit may be disabled.

- The setup information used by SMC includes items that are shared in the SMC with
  setup information used by a monitored main unit.
  For the shared setting items, specify the same values as those set in the monitored
  unit. They need not be changed. If you specify a new value, the new value will
  be used.

The table below separately lists items that are shared and those that are independent between the main unit and SMC.

For registration

Menu item	Shared	Independent
Company Name		Y
Department/Division		Y
Country		Y
Address		Y
Building		Y
Administrator Name		Y
E-mail Address		Y
Zip/Postal Code		Y
Phone Number		Y
Fax Number		Y
Machine Unique Name		Y

For setup of REMCS environment

Menu item	Shared	Independent
Connection Environment by e-mail SMTP Server	Y	
Connection Environment by HTTP PROXY Port No.	Y	
Connection Environment by HTTP PROXY User ID	Y	
Connection Environment by HTTP PROXY Password	Y	
Management Server Name	Y	
Periodical Connection Information Schedule		Y

3.2.6 REMCS service for Hot Spare SMC Configuration

When you are using the Hot Spare SMC Configuration, please setup the REMCS service in the following procedures.

1. Setup the REMCS service for the monitored "host machine" by side of Service SMC.
2. Setup the REMCS service for Service SMC by side of itself.
3. Setup the REMCS service for Standby SMC by side of itself.

It is necessary to set the same value to Service SMC and Standby SMC in common item. Please perform connection check by Standby SMC.

When a setup is changed by the Service SMC, the Standby side should change a setup similarly.

Please refer to the "System Console Software User's Guide" for Hot Spare SMC Configuration.

3.3 Setup for PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series

If you use Logical Domains on SPARC Enterprise Txxxx series (except for T1000/T2000) and SPARC T series, please refer to Section 3.3.7, "Setup for REMCS Agent on Logical Domains" for using the REMCS Agent.

When the main unit is one of the following models using Enhanced Support Facility 2.4 or later, you can start service setup without using the Machine Administration Menu (You can also start service setup using the Machine Administration Menu):

- PRIMEPOWER250/450/650/850

If you start service setup without using the Machine Administration Menu, enter the following command:

```
/usr/sbin/FJSVmadm/remcsmain
```

When the main unit is one of the following, use the Machine Administration Menu included in Enhanced Support Facility.

- PRIMEPOWER100/200/400/600/650/850
- PRIMEPOWER250/450
- SPARC Enterprise Txxxx series
- SPARC T series
- PRIMEPOWER SMC (PRIMEPOWER100SMC/PRIMEPOWER200SMC/PRIMEPOWER250 SMC)

The Machine Administration menu provided by the Enhanced Support Facility can be opened as follows.

1. Enter the following command.
```
/usr/sbin/FJSVmadm/madmin
```

2. The Machine Administration menu is displayed as follows.

```
Machine Administration Menu


  1. Hardware Configuration

  2. Hardware Monitoring Information

  3. RCI-related Settings

  4. Log Data

  5. Hot Swapping Guide

  6. Diagnostic Program

  7. Remote Setup

  8. Option Menu

  9. Version Information

 10. Exit


q:Quit b:Back to previous menu t:Go to top menu h:Help
--------------------------------------------------
```

```
Select. (1-10,q):7
```

For PRIMEPOWER650/850 models, the following menus are displayed as follows.

```
Machine Administration Menu

  1. Hardware Configuration Displays
  2. Hardware Monitoring Information
  3. Remote Cabinet Interface (RCI) Administration
  4. UPS Administration
  5. System Log Administration
  6. Maintenance/Swapping Administration
  7. System-Specific Administration
  8. FJVTS Diagnostic Program
  9. Remote Setup
 10. Auto Power Control System (APCS) Administration
 11. Option Menu
 12. Machine Administration Version/Patch Information
 13. Exit

 q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
 ---------------------------------------------------------------
 Select(1-13,q):
```

For PRIMEPOWER250/450/PRIMEPOWER250 SMC models, the following menus are displayed as follows.

```
Machine Administration Menu

  1. Hardware Configuration
  2. Hardware Monitoring Information
  3. Remote Cabinet Interface (RCI) Administration
  4. Power Control Function Administration
  5. System Control Facility (SCF) Configuration
  6. Log Data
  7. Hot Swapping Guidance
  8. Diagnostic Program
  9. Remote Customer Support System (REMCS) Setup
 10. Hardware Control Program (HCP) Administration
 11. Miscellaneous Administration
 12. Version Information
 13. Exit

 q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
 ---------------------------------------------------------------
 Select(1-13,q,h):
```

The REMCS Agent menu can be displayed as follows.

3. Select "Remote Setup" from the Machine Administration menu.

3.3.1 Selection of connection type

First, select the connection type as follows.

1. Select "Remote Setup" from the Machine Administration menu.

2. If registration is not executed, the following menu is displayed.

```
Remote Setup Menu
Series Name:XXXXXXXXXXXX, Model Name:XXXXXXXXXXXX
Check code:XX, Serial No.:XXXXXXXXXXXX


Setting to Connection Type
Present connection type : Internet Connection(Mail Only)


1. Internet Connection
2. Internet Connection(Mail Only)
3. Management Server Connection
4. Point-to-Point Connection(ISDN)
5. Point-to-Point Connection(VPN)
6. Point-to-Point Connection(ISDN:Mail Only)
7. Point-to-Point Connection(VPN:Mail Only)




q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
--------------------------------------------------------------------
Select one.(1-7,q,b,t,h):
```

The following selection items are on the menu.

Menu item	Outline
1. Internet Connection	Connects to the REMCS Center via the Internet with mail and HTTP.
2. Internet Connection (Mail Only)	Connects to the REMCS Center via the Internet with mail only.
3. Management Server Connection	Connects to the REMCS Center via the administration server. In this case, the following operation is necessary. • Construction of "Management Server" • Setting of "Advanced Agent" Refer to "Service Center Start Guide" for detail. This function is not supported.
4. Point-to-Point Connection (ISDN)	ISDN connection to the REMCS Center with ISDN-router.
5. Point-to-Point Connection (VPN)	Connects to the REMCS Center via broadband line such as the ADSL etc., with using VPN router.
6. Point-to-Point Connection (ISDN: Mail Only)	ISDN connection to the REMCS Center with ISDN-router by mail only.
7. Point-to-Point Connection (VPN: Mail Only)	Connects to the REMCS Center via broadband line such as the ADSL etc., with using VPN router by mail only.

If the following situations are satisfied, Point-to-Point Connection (ISDN/VPN: Mail Only) can be selected.

• SPARC T series
• SPARC Enterprise Txxxx series using Enhanced Support Facility 4.0 or later

- SPARC Enterprise Txxxx series and,
  Applied 914603-04 or later and 914701-01 or later

3.3.2　Internet Connection

3.3.2.1　Registration

If Internet Connection is selected from the above menu, register customer information to the REMCS Center.

"Models that can read registration data" is explained in Section 2.2, "Notes on Using Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series". For these models, you are prompted to specify whether to read data during registration. If registration data has already been installed on any other machine, save the registration data on that machine and transfer it, prior to starting registration, to any directory on each of those models which you are going to register. You can then reuse data already entered for items during registration.

```
Do you want to read registration data from file?(y,n,q):y
Enter the directory.:/tmp
The registration data were read from /tmp.
Press any key.
```

Enter the following information in the Registration menu.

- For the items that have "Y" in the "Required Item" column, the information requested is mandatory.
  When the following situations are satisfied, the item "Department/Division" can be omissible.
  - SPARC T series
  - SPARC Enterprise Txxxx series using Enhanced Support Facility 4.0 or later
  - SPARC Enterprise Txxxx series and,
    Applied 914603-06 or later and 914701-01 or later

- For items that have the asterisk "*" in the "Required Item" column, are needed for a setup with user authentication of SMTP.
  POP Server name, POP User ID, POP password, AUTH SMTP UserID, and AUTH SMTP password are supplied without a default value.
  When the POP Port No 0 is set up, the Port is referenced from the /etc/inet/services file of the machine.　When a port is not able to be acquired from a /etc/inet/services file, 110 (standard Port No of POP3) is used.
  The item "POP waiting time" is the waiting time which it takes after the authentication by the POP3 server before starting the mail transmission to the SMTP server actually.
  This value is able to specify in an ms unit. The default value is 1000 ms.

- Encryption Type in E-mail and Large Data Transmission Method in E-mail can be configured if the following conditions are satisfied:

Target model	Enhanced Support Facility version, Applied patches
SPARC T series SPARC Enterprise Txxxx series	- Enhanced Support Facility 4.0 or later, or - The following patches have been installed: 　915118-01 or later 　914701-03 or later 　914603-08 or later

Required Item	Item	Description
Y	Company Name	Enter a company name using 60 characters or less.
Y	Department/ Division	Enter the name of a department/division using 40 characters or less.
	Country	Enter a country name using 2 characters or less.
Y	Address	Enter an address using 60 characters or less.
	Building	If the address contains the name of a building, enter the name using 40 characters or less.
Y	Administrator Name	Enter the name of the administrator name of a machine using 40 characters or less. Separate the family name and given name with a blank.
Y	E-mail Address	Enter the e-mail address of the administrator using 60 characters or less.
	Zip/Postal Code	Enter the zip/postal code of the address using 10 characters or less.
Y	Phone Number	Enter a phone number using 20 characters or less.
	Fax Number	Enter a fax number using 20 characters or less.
	Machine Unique Name	This is a name used by a customer and Fujitsu certified service engineer to specify one of the customer's machines. Enter a name that is convenient for the customer using 32 characters or less.
Y	Mail server (SMTP)	Specify the name of the mail server.
Y	Sender E-mail Address	Enter the sender's e-mail address (equivalent to "from" of ordinary e-mail). The sender's e-mail address must have the qualification to send e-mail outside your domain.
Y	Encryption Type in E-mail, Large Data Transmission Method in E-mail	Select the Encryption Type and Large Data Transmission Method. Please select from the following combination of Encryption Type and Large Data Transmission Method: 　Encryption Type　　, Large Data Transmission Method 0. S/MIME　　　　　, Split Large Data into Multiple E-mails 1. Previous Encryption, Split Large Data into Multiple E-mails 2. Previous Encryption, Split Large E-mail into Multiple E-mails 3. Previous Encryption, Not Split
	Split Size	Enter the size by which data should be split into multiple e-mails. Split Size can only be set up if the Large Data Transmission Method in E-mail is set to "Split Large Data into Multiple E-mails" or "Split Large E-mail into Multiple E-mails". Following range can be set: 　Split Large Data into Multiple E-mails　: 64-512 　Split Large E-mail into Multiple E-mails: 10-100
	User authentication of SMTP method	Select the user authentication of SMTP method, 0: none 1: POP before SMTP 2: AUTH SMTP
*	POP Server name	Enter the POP3 Server name using 64 characters or less.
*	POP User ID	Enter the user ID for POP3 Server using 64 characters or less.
*	POP Password	Enter the password of the user ID for POP3 Server using 64 characters or less.
*	POP Waiting time	Enter the waiting time before starting mail transmission after POP3

Required Item	Item	Description
		attestation using 5 characters or less.
*	AUTH SMTP type	Select the AUTH SMTP type, 0: AUTO 1: CRAM-MD5 2: PLAIN 3: LOGIN
*	AUTH SMTP UserID	Enter the User ID for AUTH SMTP using 64 characters or less.
*	AUTH SMTP Password	Enter the password of the user ID for AUTH SMTP using 64 characters or less.
	Address for the machine	Enter an address where the machine is placed, using 60 characters or less.
	Building for the machine	If the address contains the name of a building where the machine is placed, enter the name using 40 characters or less.

When registration is complete, a confirmation message is displayed. Confirm the entry and select "On-line registration."

Note

- Because of security measures, mail transmission to the REMCS Center may be disabled depending on the sender e-mail address. For the sender e-mail address, specify an address permitted to send mail from the mail server (SMTP server) defined by the customer to the REMCS Center. For more information, consult your system administrator.
- The "Creating the Upload File" option is prepared for a certified service engineer to back up information. Customers should select "On-line registration."
- To register information in English, be sure to use only alphanumeric characters.

The REMCS Agent version stated above displays the item "Save to the directory" in the registration menu. If you install multiple machines, save the registration data to be used for other machines after online registration.
The registration menu can be displayed as follows:

1. Select "Registration" from the REMCS Agent menu.

```
server0 Registration Data:
MachineID (00SPARCEPS#LE#XXXXXXXXXXXXXXXXXXXXXXXXXX)

*Company Name                         :XXXXXXXXXX
 Department/Division                  :XXXXXXXXXX
 Country                              :xx
*Address                              :XXXXXXXXXX
 Building                             :XXXXXXXXXX
*Administrator Name                   :XXXXXXXXXX
*E-mail Address                       :xxxx@xxxx.xxx.xx
 Zip/Postal Code                      :000-0000
*Phone Number                         :000-000-0000
 Fax Number                           :000-000-0000
 Machine Unique Name                  :XXXXXXXXXX
*SMTP Server                          :xxxx.xxx.xx
*Sender E-mail Address                :xxxx@xxxx.xxx.xx
*Encryption Type in E-mail            :S/MIME
*Large Data Transmission Method in E-mail:Split Large Data into Multiple E-mails
  *Split Size(kb)                     :512
 User authentication of SMTP method   :none
 Address for the machine              :XXXXXXXXXX
 Building for the machine             :XXXXXXXXXX
  Asterisk (*) indicates indispensable items.
--No more--


1. Resend
2. Update
3. Save to the directory
4. Export REMCS setup data

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
------------------------------------------------------------------
Select one. (1-4,q,b,t,h):
```

If you select "Save to the directory" and specify a directory name, two files "rm_bkcus.def" and "rm_bkenv.def" are created in the specified directory and the registration data is saved to these files.
You can transfer in advance these files to directories on other machines through ftp, etc., and then you can reuse data already entered for items.

3.3.2.2 REMCS environment settings

Select the Internet connection from the connection type selection menu and then set the connection environment in the REMCS environment to check whether a connection to the REMCS Center can be set up.
The REMCS environment setting menu can be displayed as follows.

  1. Select "Remote Setup" from the Machine Administration menu.

  2. Display the REMCS Agent menu.

```
machine0 Remote Customer Support System (REMCS) Setup menu
Series name:PRIMEPWR#XXX, Model name:XXXXXXXXX###
Check code:XX, Serial No:XXXXXX######

1. Registration
2. REMCS Environment Setting
3. REMCS Operation
4. Change Connection Type
5. Software Investigation Information Collection
6. REMCS Environment Setting via XSCF

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
-----------------------------------------------------------
Select one.(1-6,q,b,t,h):
```

3. Select "REMCS Environment Setting."

```
server0 REMCS Environment

 Machine ID (Update is forbidden)          :00SPARCEPS#LE#XXXXXXXXXXXXXXXXXXXXXXXXXX
 Connection Type                           :Internet Connection
 Connection Environment by E-mail
  *SMTP Server                             :xxxx.xxx.xx
  *Sender E-mail Address                   :xxxx@xxxx.xxx.xx
  *Encryption Type in E-mail               :S/MIME
  *Large Data Transmission Method in E-mail:Split Large Data into Multiple E-mails
    *Split Size(kb)                        :512
 User authentication of SMTP method        :POP before SMTP
  *POP Server name                         :xxxx.xxx.xx
  *POP UserID                              :xxxxxxxx
  *POP Password                            :*******
  *POP Waiting time (ms)                   :1000
 Connection Environment by HTTP
  PROXY Server                             :
  PROXY Port No.                           :8080
  PROXY UserID                             :
  PROXY Password                           :
 Periodical Connection Information
  *Schedule                                :XXXXXXXXXXX xx:xx
  Asterisk (*) indicates indispensable items.


 _____
Do you want to change the settings? (y,n,q,b,t):
```

Enter the needed information in the "REMCS Environment Setting" menu.
- For the items that have "Y" in the "Required Item" column, the information requested is mandatory.
- For items that have the asterisk "*" in the "Required Item" column, are needed for a setup with user authentication of SMTP.
  POP Server name, POP User ID, POP password, AUTH SMTP UserID, and AUTH SMTP password are supplied without a default value.
  When the POP Port No 0 is set up, the Port is referenced from the /etc/inet/services file of the machine. When a port is not able to be acquired from a /etc/inet/services file, 110 (standard Port No of POP3) is used.

The item "POP waiting time" is the waiting time which it takes after the authentication by the POP3 server before starting the mail transmission to the SMTP server actually.
This value is able to specify in an ms unit. The default value is 1000 ms.

- When the main unit is one of the following models using Enhanced Support Facility 2.4 or later, and configuration items need to be set after completion of registration, an data entry window is automatically displayed:
PRIMEPOWER250/450/650/850

- Encryption Type in E-mail and Large Data Transmission Method in E-mail can be configured if the following conditions are satisfied:

Target model	Enhanced Support Facility version, Applied patches

SPARC T series
SPARC Enterprise Txxxx series
	- Enhanced Support Facility 4.0 or later, or
	- The following patches have been installed:
	  915118-01 or later
	  914701-03 or later
	  914603-08 or later

Required Item	Item	Description
Y	Connection Environment by e-mail SMTP Server	Enter the name of the mail server used for communication with REMCS.
Y	Connection Environment by e-mail Sender E-mail Address	Enter the e-mail address used for communication with REMCS Center. This address is specified in the "From" line (sender address) column of the mail header to be sent from the server to the REMCS Center. The sender's e-mail address must have the qualification to send e-mail outside your domain.

Y	Encryption Type in E-mail, Large Data Transmission Method in E-mail	Select the Encryption Type and Large Data Transmission Method. Please select from the following combination of Encryption Type and Large Data Transmission Method:
		    Encryption Type , Large Data Transmission Method
		  0. S/MIME , Split Large Data into Multiple E-mails
		  1. Previous Encryption, Split Large Data into Multiple E-mails
		  2. Previous Encryption, Split Large E-mail into Multiple E-mails
		  3. Previous Encryption, Not Split

	Split Size	Enter the size by which data should be split into multiple e-mails. Split Size can only be set up if the Large Data Transmission Method in E-mail is set to "Split Large Data into Multiple E-mails" or "Split Large E-mail into Multiple E-mails".
		Following range can be set:
		  Split Large Data into Multiple E-mails : 64-512
		  Split Large E-mail into Multiple E-mails : 10-100

	User authentication of SMTP method	Select the user authentication of SMTP method.
*	POP Server name	Enter the POP3 Server name.
*	POP User ID	Enter the user ID for POP3 Server.
*	POP Password	Enter the password of the user ID for POP3 Server.

Requir ed Item	Item	Description
*	POP Waiting time	Enter the waiting time before starting mail transmission after POP3 attestation using 5 characters or less.
*	AUTH SMTP type	Select the AUTH SMTP type
*	AUTH SMTP UserID	Enter the User ID for AUTH SMTP.
*	AUTH SMTP Password	Enter the password of the user ID for AUTH SMTP.
	Connection Environment by HTTP PROXY Server	Enter the host name of the HTTP-Proxy server.
	Connection Environment by HTTP PROXY Port No.	Enter the port No. of the HTTP-Proxy server.
	Connection Environment by HTTP PROXY User ID	Enter a user name to log onto the Proxy server.
	Connection Environment by HTTP PROXY Password	Enter the correct password to log onto the Proxy server.
Y	Periodical Connection Information Schedule	Specify the schedule of periodic connection to the REMCS Center. Select the connection interval from everyday, everyday (except Sunday), everyday (except Saturday and Sunday) and every week. When the connection interval is every week, specify a day of the week. And specify the operation start time and end time. The time of periodic connection is automatically determined within the operating hours.

When registration is complete, a confirmation message is displayed. Check the entry, and select "Updating the REMCS Environment."

After the environment is updated, perform "Checking Connection with REMCS Center." addressee of the confirmation E-mail can be configured if the following conditions are satisfied:

Target model	Enhanced Support Facility version, Applied patches

SPARC series SPARC Enterprise Txxxx series	- Enhanced Support Facility 4.0 or later, or
	- The following patches have been installed:
	    915118-01 or later
	    914701-03 or later
	    914603-08 or later

```
Connection check with REMCS Center.

Select the addressee of the confirmation E-mail.
 1.Administrator
 2.Connection check operator
 3.Administrator and Connection check operator
   *Administrator E-mail address:xxxx@xxxx
Select one.(1-3):2

Enter the connection check operator E-mail address. :xxxx@xxxx
Select the format of the confirmation E-mail that send to connection check operator.
 1.Standard format
 2.Simple format for cell phone
Select one.(1-2):2

Executed connection check with REMCS Center.
After the confirmation at the REMCS center is completed, confirmation E-mail will be
sent.
Press any key.
```

Required Item	Item	Description
Y	addressee of confirmation E-mail	Select the addressee of the confirmation E-mail. 1. Administrator, 2. Connection check operator, 3. Administrator and Connection check operator The e-mail address set in the registration menu will be the administrator's address.
	connection check operator E-mail address	For a connection check operator to receive a connection confirmation E-mail, input a valid E-mail address. Connection check operator E-mail address operator can only be set up if the connection check operator is included as an addressee of the confirmation E-mail.
	format of confirmation E-mail	Select the format of the confirmation E-mail to connection check operator. 1. Standard format, 2. Simple format for cell phone The format of the confirmation E-mail can only be set up if the connection check operator is included as an addressee of the confirmation E-mail.

3.3.2.3 REMCS environment settings via XSCF

To use the function for REMCS notification via XSCF, update the environment settings from
the REMCS environment setting menu and then set up the connection environment for REMCS
notification via XSCF. For information on the models that can use the function for REMCS
notification via XSCF, refer to Section 2.2, "Notes on Using Services on PRIMEPOWER, SPARC
Enterprise Txxxx series, and SPARC T series".
You do not need to perform the following operation unless you use REMCS notification via
XSCF. In this case, notifications are performed only by the REMCS Agent on the operating
system.
Please confirm that the setting of the XSCF network environment is completed before the
XSCF notification function is set. Refer to "User's Guide for eXtended System Control

Facility (PRIMEPOWER)" for the setting instructions.
The REMCS environment setting via XSCF menu can be displayed as follows.

1. Select "Remote Setup" from the Machine Administration menu.

2. Display the REMCS Agent menu.

```
machine0 Remote Customer Support System (REMCS) Setup menu
Series name:PRIMEPWR#XXX, Model name:XXXXXXXXX###
Check code:XX, Serial No:XXXXXX######

1. Registration
2. REMCS Environment Setting
3. REMCS Operation
4. Change Connection Type
5. Software Investigation Information Collection
6. REMCS Environment Setting via XSCF

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
------------------------------------------------------------
Select one.(1-6,q,b,t,h):
```

3. Select "REMCS Environment Setting via XSCF."

```
machine0 REMCS Environment Setting via XSCF

*REMCS via XSCF                       :XXXX
*SMTP Server1 name                    :XXXXXXXXX
 User authentication of SMTP Server1  :XXXXXXXXXXXXXX
*POP Server name for SMTP Server1     :XXXXXXXXXX
*POP UserID for SMTP Server1          :XXXXXX
*POP Password for SMTP Server1        :********
 SMTP Server2 name                    :XXXXXXXXXXXX
 User authentication of SMTP Server2  :XXXXXXXXXXXXXXX
*POP Server name for SMTP Server2     :XXXXXXXXXX
*POP UserID for SMTP Server2          :XXXXXX
*POP Password for SMTP Server2        :********
  An asterisk (*) indicates an indispensable item.

1. Update
2. Send Test Mail

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
------------------------------------------------------------
Select one.(1-2,q,b,t,h):
```

Enter the following information in the REMCS environment setting via XSCF menu.

- For the items that have "Y" in the "Required item" column, the information requested is mandatory.
- The items that have the asterisk "*" in the "Required Item" column, are need for a setup with user authentication of SMTP (POP before SMTP).
  POP Server name, POP User ID, and POP password are supplied without a default value. If using "POP" for e-mail the fields are mandatory.

Required Item	Item	Description
Y	REMCS via XSCF	Select enable/disable REMCS via XSCF

Required Item	Item	Description
		0: Disable 1: Enable
Y	SMTP Server1 name	Enter the name of the mail server (SMTP Server1) used for communication with REMCS. SMTP Server1 and SMTP Server2 are used from one by which REMCS agent could connect successfully last time, then another.
	User authentication of SMTP method1	Select the user authentication of SMTP method for SMTP Server1, 0: none 1: POP before SMTP
*	POP Server name for SMTP Server1	Enter the POP3 Server name when "POP before SMTP" is selected for User authentication of SMTP method1.
*	POP User ID for SMTP Server1	Enter the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method1.
*	POP Password for SMTP Server1	Enter the password of the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method1.
	SMTP Server2 name	Enter the name of the mail server (SMTP Server2) used for communication with REMCS. SMTP Server1 and SMTP Server2 are used from one by which REMCS agent could connect successfully last time, then another.
	User authentication of SMTP method2	Select the user authentication of SMTP method for SMTP Server2, 0: none 1: POP before SMTP
*	POP Server name for SMTP Server2	Enter the POP3 Server name when "POP before SMTP" is selected for User authentication of SMTP method2.
*	POP User ID for SMTP Server2	Enter the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method2.
*	POP Password for SMTP Server2	Enter the password of the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method2.

4. Select " Write Environment Setting to XSCF."
   After input of all required items, check the entry, and select " Write Environment Setting to XSCF."

5. Check the mail from the REMCS Center
   After the environment is updated, checking connection with REMCS Center is performed.
   After the REMCS Center makes a confirmation, mail is returned to the administrator.
   Check the mail from the REMCS Center.

3.3.3 Internet Connection (MAIL Only)

3.3.3.1 Registration

If Internet Connection (Mail Only) is selected from the above menu, register customer information to the REMCS Center.

"Models that can read registration data" is explained in Section 2.2, "Notes on Using Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series". For these models, you are prompted to specify whether to read data during registration. If registration data has already been installed on any other machine, save the registration data on that machine and transfer it, prior to starting registration, to any directory on each of those models which you are going to register. You can then reuse data already entered for items during registration.

```
Do you want to read registration data from file?(y,n,q):y
Enter the directory. :/tmp
The registration data were read from /tmp.
Press any key.
```

Enter the following information in the Registration menu.
- For the items that have "Y" in the "Required Item" column, the information requested is mandatory.
  When the following situations are satisfied, the item "Department/Division" can be omissible.
  - SPARC T series
  - SPARC Enterprise Txxxx series using Enhanced Support Facility 4.0 or later
  - SPARC Enterprise Txxxx series and,
    Applied 914603-06 or later and 914701-01 or later

- The items that have the asterisk "*" in the "Required Item" column are need for a setup with user authentication of SMTP.
  POP Server name, POP User ID, POP password, AUTH SMTP UserID, and AUTH SMTP password are supplied without a default value.
  When the POP Port No 0 is set up, the Port is referenced from the /etc/inet/services file of the machine.   When a port is not able to be acquired from a /etc/inet/services file, 110 (standard Port No of POP3) is used.
  The item "POP waiting time" is the waiting time which it takes after the authentication by the POP3 server before starting the mail transmission to the SMTP server actually.
  This value is able to specify in an ms unit.   The default value is 1000 ms.

- Encryption Type in E-mail and Large Data Transmission Method in E-mail can be configured if the following conditions are satisfied:

Target model	Enhanced Support Facility version, Applied patches

SPARC T series
SPARC Enterprise Txxxx series
	- Enhanced Support Facility 4.0 or later,
	 or
	- The following patches have been installed:
	    915118-01 or later
	    914701-03 or later

	914603-08 or later

Required Item	Item	Description
Y	Company Name	Enter a company name using 60 characters or less.
Y	Department/ Division	Enter the name of a department/division using 40 characters or less.
	Country	Enter a country name using 2 characters or less.
Y	Address	Enter an address using 60 characters or less.
	Building	If the address contains the name of a building, enter the name using 40 characters or less.
Y	Administrator Name	Enter the name of the administrator name of a machine using 40 characters or less. Separate the family name and given name with a blank.
Y	E-mail Address	Enter the e-mail address of the administrator using 60 characters or less.
	Zip/Postal Code	Enter the zip/postal code of the address using 10 characters or less.
Y	Phone Number	Enter a phone number using 20 characters or less.
	Fax Number	Enter a fax number using 20 characters or less.
	Machine Unique Name	This is a name used by a customer and Fujitsu certified service engineer to specify one of the customer's machines. Enter a name that is convenient for the customer using 32 characters or less.
Y	Mail server (SMTP)	Specify the name of the mail server.
Y	Sender E-mail Address	Enter the sender's e-mail address (equivalent to "from" of ordinary e-mail). The sender's e-mail address must have the qualification to send e-mail outside your domain.

Y	Encryption Type in E-mail, Large Data Transmission Method in E-mail	Select the Encryption Type and Large Data Transmission Method.
		Please select from the following combination of Encryption Type and Large Data Transmission Method:
		    Encryption Type , Large Data Transmission Method
		  0. S/MIME , Split Large Data into Multiple E-mails
		  1. Previous Encryption, Split Large Data into Multiple E-mails
		  2. Previous Encryption, Split Large E-mail into Multiple E-mails
		  3. Previous Encryption, Not Split

	Split Size	Enter the size by which data should be split into multiple e-mails.
		Split Size can only be set up if the Large Data Transmission Method in E-mail is set to "Split Large Data into Multiple E-mails" or "Split Large E-mail into Multiple E-mails".
		Following range can be set:
		  Split Large Data into Multiple E-mails : 64-512
		  Split Large E-mail into Multiple E-mails: 10-100

	User authentication of SMTP method	Select the user authentication of SMTP method, 0: none 1: POP before SMTP 2: AUTH SMTP
*	POP Server name	Enter the POP3 Server name using 64 characters or less.
*	POP User ID	Enter the user ID for POP3 Server using 64 characters or less.
*	POP Password	Enter the password of the user ID for POP3 Server using 64 characters or less.

Required Item	Item	Description
*	POP Waiting time	Enter the waiting time before starting mail transmission after POP3 attestation using 5 characters or less.
*	AUTH SMTP type	Select the AUTH SMTP type, 0: AUTO 1: CRAM-MD5 2: PLAIN 3: LOGIN
*	AUTH SMTP UserID	Enter the User ID for AUTH SMTP using 64 characters or less.
*	AUTH SMTP Password	Enter the password of the user ID for AUTH SMTP using 64 characters or less.
	Address for the machine	Enter an address where the machine is placed, using 60 characters or less.
	Building for the machine	If the address contains the name of a building where the machine is placed, enter the name using 40 characters or less.

When registration is complete, a confirmation message is displayed. Confirm the entry and select "On-line registration."

Note

- Because of security measures, mail transmission to the REMCS Center may be disabled depending on the sender e-mail address. For the sender e-mail address, specify an address permitted to send mail from the mail server (SMTP server) defined by the customer to the REMCS Center. For more information, consult your system administrator.
- The "Creating the Upload File" option is prepared for a certified service engineer to back up information. Customers should select "On-line registration."
- To register information in English, be sure to use only alphanumeric characters.

The REMCS Agent version stated above displays the item "Save to the directory" in the registration menu. If you install multiple machines, save the registration data to be used for other machines after online registration.
The registration menu can be displayed as follows:

1. Select "Registration" from the REMCS Agent menu.

```
rver0 Registration Data:
 MachineID (00SPARCEPS#LE#XXXXXXXXXXXXXXXXXXXXXXXXX)

 *Company Name                        :XXXXXXXXX
  Department/Division                 :XXXXXXXXXX
  Country                             :xx
 *Address                             :XXXXXXXXXX
  Building                            :XXXXXXXXXX
 *Administrator Name                  :XXXXXXXXXX
 *E-mail Address                      :xxxx@xxxx.xxx.xx
  Zip/Postal Code                     :000-0000
 *Phone Number                        :000-000-0000
  Fax Number                          :000-000-0000
  Machine Unique Name                 :XXXXXXXXXX
 *SMTP Server                         :xxxx.xxx.xx
 *Sender E-mail Address               :xxxx@xxxx.xxx.xx
 *Encryption Type in E-mail           :S/MIME
 *Large Data Transmission Method in E-mail:Split Large Data into Multiple E-mails
   *Split Size(kb)                    :512
  User authentication of SMTP method  :none
  Address for the machine             :XXXXXXXXXX
  Building for the machine            :XXXXXXXXXX
   Asterisk (*) indicates indispensable items.
 --No more--


 1. Resend
 2. Update
 3. Save to the directory
 4. Export REMCS setup data


 q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
 -------------------------------------------------------------------
 Select one.(1-4,q,b,t,h):
```

If you select "Save to the directory" and specify a directory name, two files
"rm_bkcus.def" and "rm_bkenv.def" are created in the specified directory and the
registration data is saved to these files.
You can transfer in advance these files to directories on other machines through
ftp, etc., and then you can reuse data already entered for items.

3.3.3.2 REMCS environment settings

Select the Internet connection (Mail Only) from the connection type selection menu and then set the connection environment in the REMCS environment to check whether a connection to the REMCS Center can be set up.
The REMCS environment setting menu can be displayed as follows.

1. Select "Remote Setup" from the Machine Administration menu.

2. Display the REMCS Agent menu.

```
machine0 Remote Customer Support System (REMCS) Setup menu
Series name:PRIMEPWR#XXX, Model name:XXXXXXXXX###
Check code:XX, Serial No:XXXXXX######

1. Registration
2. REMCS Environment Setting
3. REMCS Operation
4. Change Connection Type
5. Software Investigation Information Collection
6. REMCS Environment Setting via XSCF

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
------------------------------------------------------------
Select one.(1-6,q,b,t,h):
```

3. Select "REMCS Environment Setting."

```
server0 REMCS Environment

 Machine ID (Update is forbidden)          :00SPARCEPS#LE#XXXXXXXXXXXXXXXXXXXXXXXXX
 Connection Type                           :Internet Connection(Mail Only)
 Connection Environment by E-mail
  *SMTP Server                             :xxxx.xxx.xx
  *Sender E-mail Address                   :xxxx@xxxx.xxx.xx
  *Encryption Type in E-mail               :S/MIME
  *Large Data Transmission Method in E-mail:Split Large Data into Multiple E-mails
    *Split Size(kb)                        :512
 User authentication of SMTP method        :POP before SMTP
  *POP Server name                         :xxxx.xxx.xx
  *POP UserID                              :xxxxxxxx
  *POP Password                            :********
  *POP Waiting time (ms)                   :1000
 Periodical Connection Information
  *Schedule                                :XXXXXXXXXXX xx:xx
  Asterisk (*) indicates indispensable items.


 ----------------------------------------------------------------------
 Do you want to change the settings? (y,n,q,b,t):

```

Enter the needed information in the "REMCS Environment Setting" menu.
- For the items that have "Y" in the "Required Item" column, the information requested is mandatory.
- For items that have the asterisk "*" in the "Required Item" column, are needed for a setup with user authentication of SMTP.

POP Server name, POP User ID, POP password, AUTH SMTP UserID, and AUTH SMTP password are supplied without a default value.

When the POP Port No 0 is set up, the Port is referenced from the /etc/inet/services file of the machine. When a port is not able to be acquired from a /etc/inet/services file, 110 (standard Port No of POP3) is used.

The item "POP waiting time" is the waiting time which it takes after the authentication by the POP3 server before starting the mail transmission to the SMTP server actually.

This value is able to specify in an ms unit. The default value is 1000 ms.

- When the main unit is one of the following models using Enhanced Support Facility 2.4 or later, and configuration items need to be set after completion of registration, an data entry window is automatically displayed:
  PRIMEPOWER250/450/650/850

- Encryption Type in E-mail and Large Data Transmission Method in E-mail can be configured if the following conditions are satisfied:

Target model	Enhanced Support Facility version, Applied patches
SPARC T series SPARC Enterprise Txxxx series	- Enhanced Support Facility 4.0 or later, or - The following patches have been installed: 915118-01 or later 914701-03 or later 914603-08 or later

Required Item	Item	Description
Y	Connection Environment by e-mail SMTP Server	Enter the name of the mail server used for communication with REMCS.
Y	Connection Environment by e-mail Sender E-mail Address	Enter the e-mail address used for communication with REMCS Center. This address is specified in the "From" line (sender address) column of the mail header to be sent from the server to the REMCS Center. The sender's e-mail address must have the qualification to send e-mail outside your domain.

Y	Encryption Type in E-mail, Large Data Transmission Method in E-mail	Select the Encryption Type and Large Data Transmission Method. Please select from the following combination of Encryption Type and Large Data Transmission Method:
		      Encryption Type , Large Data Transmission Method
		  0. S/MIME , Split Large Data into Multiple E-mails
		  1. Previous Encryption, Split Large Data into Multiple E-mails
		  2. Previous Encryption, Split Large E-mail into Multiple E-mails
		  3. Previous Encryption, Not Split

	Split Size	Enter the size by which data should be split into multiple e-mails. Split Size can only be set up if the Large Data Transmission Method in E-mail is set to "Split Large Data into Multiple E-mails" or "Split Large E-mail into Multiple E-mails".
		Following range can be set:
		  Split Large Data into Multiple E-mails : 64-512
		  Split Large E-mail into Multiple E-mails: 10-100

	User authentication	Select the user authentication of SMTP method.

Required Item	Item	Description
	of SMTP method	
*	POP Server name	Enter the POP3 Server name.
*	POP User ID	Enter the user ID for POP3 Server.
*	POP Password	Enter the password of the user ID for POP3 Server.
*	POP Waiting time	Enter the waiting time before starting mail transmission after POP3 attestation using 5 characters or less.
*	AUTH SMTP type	Select the AUTH SMTP type
*	AUTH SMTP UserID	Enter the User ID for AUTH SMTP.
*	AUTH SMTP Password	Enter the password of the user ID for AUTH SMTP.
Y	Periodical Connection Information Schedule	Specify the schedule of periodic connection to the REMCS Center. Select the connection interval from everyday, everyday (except Sunday), everyday (except Saturday and Sunday) and every week. When the connection interval is every week, specify a day of the week. And specify the operation start time and end time. The time of periodic connection is automatically determined within the operating hours.

When registration is complete, a confirmation message is displayed. Check the entry, and select "Updating the REMCS Environment."

After the environment is updated, perform "Checking Connection with REMCS Center."

addressee of the confirmation E-mail can be configured if the following conditions are satisfied:

Target model	Enhanced Support Facility version, Applied patches

SPARC T series
SPARC Enterprise Txxxx series
	- Enhanced Support Facility 4.0 or later,
	 or
	- The following patches have been installed:
	     915118-01 or later
	     914701-03 or later
	     914603-08 or later

```
Connection check with REMCS Center.

Select the addressee of the confirmation E-mail.
 1.Administrator
 2.Connection check operator
 3.Administrator and Connection check operator
   *Administrator E-mail address:xxxx@xxxx
Select one.(1-3):2

Enter the connection check operator E-mail address.:xxxx@xxxx
Select the format of the confirmation E-mail that send to connection check operator.
 1.Standard format
 2.Simple format for cell phone
Select one.(1-2):2

Executed connection check with REMCS Center.
After the confirmation at the REMCS center is completed, confirmation E-mail will be
sent.
Press any key.
```

Required Item	Item	Description
Y	addressee of confirmation E-mail	Select the addressee of the confirmation E-mail. 1. Administrator, 2. Connection check operator, 3. Administrator and Connection check operator The e-mail address set in the registration menu will be the administrator's address.
	connection check operator E-mail address	For a connection check operator to receive a connection confirmation E-mail, input a valid E-mail address. Connection check operator E-mail address operator can only be set up if the connection check operator is included as an addressee of the confirmation E-mail.
	format of confirmation E-mail	Select the format of the confirmation E-mail to connection check operator. 1. Standard format, 2. Simple format for cell phone The format of the confirmation E-mail can only be set up if the connection check operator is included as an addressee of the confirmation E-mail.

3.3.3.3 REMCS environment settings via XSCF (applies to PRIMEPOWER models 250/450 only)

To use the function for REMCS notification via XSCF, update the environment settings from the REMCS environment setting menu and then set up the connection environment for REMCS notification via XSCF. For information on the models that can use the function for REMCS notification via XSCF, refer to Section 2.2, "Notes on Using Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series".

You do not need to perform the following operation unless you use REMCS notification via XSCF. In this case, notifications are performed only by the REMCS Agent on the operating system.

Please confirm that the setting of the XSCF network environment is completed before the XSCF notification function is set. Refer to "User's Guide for eXtended System Control Facility (PRIMEPOWER)" for the setting instruction.

The REMCS environment setting via XSCF menu can be displayed as follows.

1. Select "Remote Setup" from the Machine Administration menu.

2. Display the REMCS Agent menu.

```
machine0 Remote Customer Support System (REMCS) Setup menu
Series name:PRIMEPWR#XXX, Model name:XXXXXXXXX###
Check code:XX, Serial No:XXXXXX######

1. Registration
2. REMCS Environment Setting
3. REMCS Operation
4. Change Connection Type
5. Software Investigation Information Collection
6. REMCS Environment Setting via XSCF

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
-----------------------------------------------------------
Select one.(1-6,q,b,t,h):
```

3. Select "REMCS Environment Setting via XSCF."

```
machine0 REMCS Environment Setting via XSCF

*REMCS via XSCF                          :XXXX
*SMTP Server1 name                       :XXXXXXXXX
 User authentication of SMTP Server1     :XXXXXXXXXXXXXX
*POP Server name for SMTP Server1        :XXXXXXXXXX
*POP UserID for SMTP Server1             :XXXXXX
*POP Password for SMTP Server1           :********
 SMTP Server2 name                       :XXXXXXXXXXX
 User authentication of SMTP Server2     :XXXXXXXXXXXXXXX
*POP Server name for SMTP Server2        :XXXXXXXXXX
*POP UserID for SMTP Server2             :XXXXXX
*POP Password for SMTP Server2           :********
  An asterisk (*) indicates an indispensable item.

1. Update
2. Send Test Mail

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
---------------------------------------------------------
Select one.(1-2,q,b,t,h):
```

Enter the following information in the REMCS environment setting menu.

- For the items that have "Y" in the "Required item" column, the information requested is mandatory.
- The items that have the asterisk "*" in the "Required Item" column are need for a setup with user authentication of SMTP (POP before SMTP).
  POP Server name, POP User ID, and POP password are supplied without a default value. If using "POP" for e-mail the fields are mandatory.

Required Item	Item	Description
Y	REMCS via XSCF	Select enable/disable REMCS via XSCF 0: Disable 1: Enable
Y	SMTP Server1 name	Enter the name of the mail server (SMTP Server1) used for communication with REMCS. SMTP Server1 and SMTP Server2 are used from one by which REMCS agent could connect successfully last time, then another.
	User authentication of SMTP method1	Select the user authentication of SMTP method for SMTP Server1, 0: none 1: POP before SMTP
*	POP Server name for SMTP Server1	Enter the POP3 Server name when "POP before SMTP" is selected for User authentication of SMTP method1.
*	POP User ID for SMTP Server1	Enter the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method1.
*	POP Password for SMTP Server1	Enter the password of the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method1.
	SMTP Server2 name	Enter the name of the mail server (SMTP Server2) used for communication with REMCS. SMTP Server1 and SMTP Server2 are used from one by which REMCS agent could connect successfully last time, then another.
	User authentication of SMTP method2	Select the user authentication of SMTP method for SMTP Server2, 0: none 1: POP before SMTP
*	POP Server name for SMTP Server2	Enter the POP3 Server name when "POP before SMTP" is selected for User authentication of SMTP method2.
*	POP User ID for SMTP Server2	Enter the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method2.
*	POP Password for SMTP Server2	Enter the password of the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method2.

4. Select "Write Environment Setting to XSCF."
   After input of all required items, check the entry, and select "Write Environment Setting to XSCF."

5. Check the mail from the REMCS Center
   After the environment is updated, checking connection with REMCS Center is performed.
   After the REMCS Center makes a confirmation, mail is returned to the administrator.
   Check the mail from the REMCS Center.

3.3.4 Point-to-Point Connection(ISDN/VPN)

3.3.4.1 Registration

If Point-to-Point Connection (ISDN/VPN) is selected from the above menu, register customer information to the REMCS Center.

"Models that can read registration data" is explained in Section 2.2, "Notes on Using Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series". For these models, you are prompted to specify whether to read data during registration. If registration data has already been installed on any other machine, save the registration data on that machine and transfer it, prior to starting registration, to any directory on each of those models which you are going to register. You can then reuse data already entered for items during registration.

```
Do you want to read registration data from file?(y,n,q):y
Enter the directory.:/tmp
The registration data were read from /tmp.
Press any key.
```

Enter the following information in the Registration menu.
- For the items that have "Y" in the "Required Item" column, the information requested is mandatory.
  When the following situations are satisfied, the item "Department/Division" can be omissible.
    - SPARC T series
    - SPARC Enterprise Txxxx series using Enhanced Support Facility 4.0 or later
    - SPARC Enterprise Txxxx series and,
      Applied 914603-06 or later and 914701-01 or later

- Encryption Type in E-mail and Large Data Transmission Method in E-mail can be configured if the following conditions are satisfied:

Target model	Enhanced Support Facility version, Applied patches

SPARC T series
SPARC Enterprise Txxxx series
	- Enhanced Support Facility 4.0 or later,
	  or
	- The following patches have been installed:
	    915118-01 or later
	    914701-03 or later
	    914603-08 or later

Required Item	Item	Description
Y	Company Name	Enter a company name using 60 characters or less.
Y	Department/ Division	Enter the name of a department/division using 40 characters or less.
	Country	Enter a country name using 2 characters or less.
Y	Address	Enter an address using 60 characters or less.
	Building	If the address contains the name of a building, enter it using 40 characters or less.
Y	Administrator Name	Enter the name of the administrator of a machine using 40 characters or less.

Required Item	Item	Description
		Separate the family name and given name with a blank.
Y	E-mail Address	Enter the e-mail address of the administrator using 60 characters or less.
	Zip/Postal Code	Enter the zip/postal code of the address using 10 characters or less.
Y	Phone Number	Enter a phone number using 20 characters or less.
	Fax Number	Enter a fax number using 20 characters or less.
	Machine Unique Name	This is a name used by a customer and Fujitsu certified service engineer to specify one of the customer's machines. Enter a name that is convenient for the customer using 32 characters or less.
Y	SMTP server	Enter the name of the mail server.
Y	Sender E-mail Address	Enter the sender's e-mail address (equivalent to "from" of ordinary e-mail). Sender e-mail address must have the qualification to send e-mail outside your domain.
Y	Encryption Type in E-mail, Large Data Transmission Method in E-mail	Select the Encryption Type and Large Data Transmission Method. Please select from the following combination of Encryption Type and Large Data Transmission Method: 　　Encryption Type　, Large Data Transmission Method 　0. S/MIME　　　　, Split Large Data into Multiple E-mails 　1. Previous Encryption, Split Large Data into Multiple E-mails 　2. Previous Encryption, Split Large E-mail into Multiple E-mails 　3. Previous Encryption, Not Split
	Split Size	Enter the size by which data should be split into multiple e-mails. Split Size can only be set up if the Large Data Transmission Method in E-mail is set to "Split Large Data into Multiple E-mails" or "Split Large E-mail into Multiple E-mails". Following range can be set: 　Split Large Data into Multiple E-mails　: 64-512 　Split Large E-mail into Multiple E-mails: 10-100
	Address for the machine	Enter an address where the machine is placed, using 60 characters or less.
	Building for the machine	If the address contains the name of a building where the machine is placed, enter the name using 40 characters or less.

When registration is complete, a confirmation message is displayed. Confirm the entry and select "On-line registration."

Note

- Because of security measures, mail transmission to the REMCS Center may be disabled depending on the sender e-mail address. For the sender e-mail address, specify an address permitted to send mail from the mail server (SMTP server) defined by the customer to the REMCS Center. For more information, consult your system administrator.
- The "Creating the Upload File" option is prepared for a certified service engineer to back up information. Customers should select "On-line registration."

- To register information in English, be sure to use only alphanumeric characters.

The REMCS Agent version stated above displays the item "Save to the directory" in the registration menu. If you install multiple machines, save the registration data to be used for other machines after online registration.
The registration menu can be displayed as follows:

1. Select "Registration" from the REMCS Agent menu.

```
server0 Registration Data:
MachineID (00SPARCEPS#LE#XXXXXXXXXXXXXXXXXXXXXXXXXX)

*Company Name                          :XXXXXXXXXX
 Department/Division                   :XXXXXXXXXX
 Country                               :xx
*Address                               :XXXXXXXXXX
 Building                              :XXXXXXXXXX
*Administrator Name                    :XXXXXXXXXX
*E-mail Address                        :xxxx@xxxx.xxx.xx
 Zip/Postal Code                       :000-0000
*Phone Number                          :000-000-0000
 Fax Number                            :000-000-0000
 Machine Unique Name                   :XXXXXXXXXX
*SMTP Server                           :xxxx.xxx.xx
*Sender E-mail Address                 :xxxx@xxxx.xxx.xx
*Encryption Type in E-mail             :S/MIME
*Large Data Transmission Method in E-mail:Split Large Data into Multiple E-mails
  *Split Size(kb)                      :512
 Address for the machine              :
 Building for the machine             :
  Asterisk (*) indicates indispensable items.
--No more--


1. Resend
2. Update
3. Save to the directory

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
--------------------------------------------------------------------
Select one. (1-3,q,b,t,h):
```

If you select "Save to the directory" and specify a directory name, two files "rm_bkcus.def" and "rm_bkenv.def" are created in the specified directory and the registration data is saved to these files.
You can transfer in advance these files to directories on other machines through ftp, etc., and then you can reuse data already entered for items.

3.3.4.2 REMCS environment settings

Specify the HTTP setup and the periodic connection schedule by using the REMCS environment setting menu of the machine administration menu.
The REMCS environment setting menu can be displayed as follows.

1. Display the REMCS Agent menu.

```
Server0 Remote Customer Support System (REMCS) Setup menu
Series name:GP7F#K###, Model name:012345678901
Check code:NM, Serial No:012345678901

1. Registration
2. REMCS Environment Setting
3. REMCS Operation
4. Change Connection Type

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
---------------------------------------------------------------
Select one.(1-4,q,b,t,h):
```

2. Select "REMCS Environment Setting."

```
server0 REMCS Environment

 Machine ID (Update is forbidden)        :00SPARCEPS#LE#XXXXXXXXXXXXXXXXXXXXXXXXX
 Connection Type                         :Point-to-Point Connection(xxxx)
 Connection Environment by E-mail
  *SMTP Server                           :xxxx.xxx.xx
  *Sender E-mail Address                 :xxxx@xxxx.xxx.xx
  *Encryption Type in E-mail             :S/MIME
  *Large Data Transmission Method in E-mail:Split Large Data into Multiple E-mails
    *Split Size(kb)                      :512
 Connection Environment by HTTP
  *PROXY Server                          :xxxx.xxx.xx
 Periodical Connection Information
  *Schedule                              :XXXXXXXXXXX xx:xx
  Asterisk (*) indicates indispensable items.


 ---------------------------------------------------------------------
Do you want to change the settings? (y,n,q,b,t):
```

Enter the needed information in the "REMCS Environment Setting" menu.
- ・ For the items that have "Y" in the "Required Item" column, the information
  requested is mandatory.
- ・ When the main unit is one of the following models using Enhanced Support
  Facility 2.4 or later, and configuration items need to be set after completion
  of registration, an data entry window is automatically displayed:
  PRIMEPOWER250/450/650/850
- ・ Encryption Type in E-mail and Large Data Transmission Method in E-mail can
  be configured if the following conditions are satisfied:

Target model	Enhanced Support Facility version, Applied patches

SPARC T series
SPARC Enterprise Txxxx series
	- Enhanced Support Facility 4.0 or later, or
	- The following patches have been installed:
	    915118-01 or later
	    914701-03 or later
	    914603-08 or later

Required Item	Item	Description
Y	Connection Environment by e-mail SMTP Server	Enter the name of mail server used for communication with REMCS.
Y	Connection Environment by e-mail Sender e-mail Address	Enter the e-mail address used for communication with the REMCS Center. This address is specified in the "From" line (sender address) column of the mail header sent from server to REMCS Center. The sender's e-mail address must have the qualification to send e-mail outside your domain.
Y	Encryption Type in E-mail, Large Data Transmission Method in E-mail	Select the Encryption Type and Large Data Transmission Method. Please select from the following combination of Encryption Type and Large Data Transmission Method: 　　　Encryption Type　　, Large Data Transmission Method 　0. S/MIME　　　　　　, Split Large Data into Multiple E-mails 　1. Previous Encryption, Split Large Data into Multiple E-mails 　2. Previous Encryption, Split Large E-mail into Multiple E-mails 　3. Previous Encryption, Not Split
	Split Size	Enter the size by which data should be split into multiple e-mails. Split Size can only be set up if the Large Data Transmission Method in E-mail is set to "Split Large Data into Multiple E-mails" or "Split Large E-mail into Multiple E-mails". Following range can be set: 　Split Large Data into Multiple E-mails　: 64-512 　Split Large E-mail into Multiple E-mails: 10-100
Y	Connection Environment by HTTP PROXY Server	Enter the name of the HTTP-Proxy server.
Y	Periodical Connection Information Schedule	Specify the schedule of periodic connection to the REMCS Center. Select the connection interval from everyday, everyday (except Sunday), everyday (except Saturday and Sunday) and every week.　When the connection interval is every week, specify a day of the week.　And specify the start time for the periodic connection.

When registration is complete, a confirmation message is displayed. Check the entry, and select "Updating the REMCS Environment."

After the environment is updated, perform "Checking Connection with REMCS Center."

Addressee of the confirmation E-mail can be configured if the following conditions are satisfied:

Target model	Enhanced Support Facility version, Applied patches
SPARC T series SPARC Enterprise Txxxx series	- Enhanced Support Facility 4.0 or later, 　or - The following patches have been installed: 　　915118-01 or later 　　914701-03 or later 　　914603-08 or later

```
Connection check with REMCS Center.

Select the addressee of the confirmation E-mail.
 1.Administrator
 2.Connection check operator
 3.Administrator and Connection check operator
   *Administrator E-mail address:xxxx@xxxx
Select one.(1-3):2

Enter the connection check operator E-mail address. :xxxx@xxxx
Select the format of the confirmation E-mail that send to connection check operator.
 1.Standard format
 2.Simple format for cell phone
Select one.(1-2):2

Executed connection check with REMCS Center.
After the confirmation at the REMCS center is completed, confirmation E-mail will be
sent.
Press any key.
```

Required Item	Item	Description
Y	addressee of confirmation E-mail	Select the addressee of the confirmation E-mail. 1. Administrator, 2. Connection check operator, 3. Administrator and Connection check operator The e-mail address set in the registration menu will be the administrator's address.
	connection check operator E-mail address	For a connection check operator to receive a connection confirmation E-mail, input a valid E-mail address. Connection check operator E-mail address operator can only be set up if the connection check operator is included as an addressee of the confirmation E-mail.
	format of confirmation E-mail	Select the format of the confirmation E-mail to connection check operator. 1. Standard format, 2. Simple format for cell phone The format of the confirmation E-mail can only be set up if the connection check operator is included as an addressee of the confirmation E-mail.

3.3.4.3 REMCS environment settings via XSCF (applies to PRIMEPOWER models 250/450 only)

To use the function for REMCS notification via XSCF, update the environment settings from the REMCS environment setting menu and then set up the connection environment for REMCS notification via XSCF. For information on the models that can use the function for REMCS notification via XSCF, refer to Section 2.2, "Notes on Using Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series".
You do not need to perform the following operation unless you use REMCS notification via XSCF. In this case, notifications are performed only by the REMCS Agent on the operating system.
Please confirm that the setting of the XSCF network environment is completed before the

XSCF notification function is set. Refer to "User's Guide for eXtended System Control Facility (PRIMEPOWER)" for the setting instruction.
The REMCS environment setting menu can be displayed as follows.

1. Select "Remote Setup" from the Machine Administration menu.

2. Display the REMCS Agent menu.

```
machine0 Remote Customer Support System (REMCS) Setup menu
Series name:PRIMEPWR#XXX, Model name:XXXXXXXXX###
Check code:XX, Serial No:XXXXXX######

1. Registration
2. REMCS Environment Setting
3. REMCS Operation
4. Change Connection Type
5. Software Investigation Information Collection
6. REMCS Environment Setting via XSCF

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
------------------------------------------------------------
Select one.(1-6,q,b,t,h):
```

3. Select "REMCS Environment Setting via XSCF."

```
machine0 REMCS Environment Setting via XSCF

*REMCS via XSCF                           :XXXX
*SMTP Server1 name                        :XXXXXXXXX
 User authentication of SMTP Server1      :XXXXXXXXXXXXXX
*POP Server name for SMTP Server1         :XXXXXXXXXX
*POP UserID for SMTP Server1              :XXXXXX
*POP Password for SMTP Server1            :********
 SMTP Server2 name                        :XXXXXXXXXXX
 User authentication of SMTP Server2      :XXXXXXXXXXXXXXX
*POP Server name for SMTP Server2         :XXXXXXXXXX
*POP UserID for SMTP Server2              :XXXXXX
*POP Password for SMTP Server2            :********
  An asterisk (*) indicates an indispensable item.

1. Update
2. Send Test Mail

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
------------------------------------------------------------
Select one.(1-2,q,b,t,h):
```

Enter the following information in the REMCS environment setting menu.
 ・ For the items that have "Y" in the "Required item" column, the information
    requested is mandatory.

 ・ The items that have the asterisk "*" in the "Required Item" column are need
    for a setup with user authentication of SMTP (POP before SMTP).
    POP Server name, POP User ID, and POP password are supplied without a default
    value. If using "POP" for e-mail the fields are mandatory.

Required Item	Item	Description
Y	REMCS via XSCF	Select enable/disable REMCS via XSCF 0: Disable 1: Enable
Y	SMTP Server1 name	Enter the name of the mail server (SMTP Server1) used for communication with REMCS. SMTP Server1 and SMTP Server2 are used from one by which REMCS agent could connect successfully last time, then another.
	User authentication of SMTP method1	Select the user authentication of SMTP method for SMTP Server1, 0: none 1: POP before SMTP
*	POP Server name for SMTP Server1	Enter the POP3 Server name when "POP before SMTP" is selected for User authentication of SMTP method1.
*	POP User ID for SMTP Server1	Enter the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method1.
*	POP Password for SMTP Server1	Enter the password of the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method1.
	SMTP Server2 name	Enter the name of the mail server (SMTP Server2) used for communication with REMCS. SMTP Server1 and SMTP Server2 are used from one by which REMCS agent could connect successfully last time, then another.
	User authentication of SMTP method2	Select the user authentication of SMTP method for SMTP Server2, 0: none 1: POP before SMTP
*	POP Server name for SMTP Server2	Enter the POP3 Server name when "POP before SMTP" is selected for User authentication of SMTP method2.
*	POP User ID for SMTP Server2	Enter the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method2.
*	POP Password for SMTP Server2	Enter the password of the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method2.

4. Select "Write Environment Setting to XSCF."
   After input of all required items, check the entry, and select "Write Environment Setting to XSCF."

5. Check the mail from the REMCS Center
   After the environment is updated, checking connection with REMCS Center is performed. After the REMCS Center makes a confirmation, mail is returned to the administrator. Check the mail from the REMCS Center.

3.3.5 Point-to-Point Connection (ISDN/VPN: Mail Only)

3.3.5.1 Registration

If Point-to-Point Connection (ISDN/VPN: Mail Only) is selected from the above menu, register customer information to the REMCS Center.

"Models that can read registration data" is explained in Section 2.2, "Notes on Using Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series". For these models, you are prompted to specify whether to read data during registration. If registration data has already been installed on any other machine, save the registration data on that machine and transfer it, prior to starting registration, to any directory on each of those models which you are going to register. You can then reuse data already entered for items during registration.

```
Do you want to read registration data from file?(y,n,q):y
Enter the directory.:/tmp
The registration data were read from /tmp.
Press any key.
```

Enter the following information in the Registration menu.
- For the items that have "Y" in the "Required Item" column, the information requested is mandatory.
  When the following situations are satisfied, the item "Department/Division" can be omissible.
  - SPARC T series
  - SPARC Enterprise Txxxx series using Enhanced Support Facility 4.0 or later
  - SPARC Enterprise Txxxx series and,
    Applied 914603-06 or later and 914701-01 or later

- Encryption Type in E-mail and Large Data Transmission Method in E-mail can be configured if the following conditions are satisfied:

Target model	Enhanced Support Facility version, Applied patches

SPARC T series
SPARC Enterprise Txxxx series
	- Enhanced Support Facility 4.0 or later,
	 or
	- The following patches have been installed:
	    915118-01 or later
	    914701-03 or later
	    914603-08 or later

Required Item	Item	Description
Y	Company Name	Enter a company name using 60 characters or less.
Y	Department/ Division	Enter the name of a department/division using 40 characters or less.
	Country	Enter a country name using 2 characters or less.
Y	Address	Enter an address using 60 characters or less.
	Building	If the address contains the name of a building, enter it using 40 characters or less.
Y	Administrator Name	Enter the name of the administrator of a machine using 40 characters or less. Separate the family name and given name with a blank.

Required Item	Item	Description
Y	E-mail Address	Enter the e-mail address of the administrator using 60 characters or less.
	Zip/Postal Code	Enter the zip/postal code of the address using 10 characters or less.
Y	Phone Number	Enter a phone number using 20 characters or less.
	Fax Number	Enter a fax number using 20 characters or less.
	Machine Unique Name	This is a name used by a customer and Fujitsu certified service engineer to specify one of the customer's machines. Enter a name that is convenient for the customer using 32 characters or less.
Y	SMTP server	Enter the name of the mail server.
Y	Sender E-mail Address	Enter the sender's e-mail address (equivalent to "from" of ordinary e-mail). Sender e-mail address must have the qualification to send e-mail outside your domain.

Y	Encryption Type in E-mail, Large Data Transmission Method in E-mail	Select the Encryption Type and Large Data Transmission Method. Please select from the following combination of Encryption Type and Large Data Transmission Method:
		    Encryption Type　　, Large Data Transmission Method
		  0. S/MIME　　　　　, Split Large Data into Multiple E-mails
		  1. Previous Encryption, Split Large Data into Multiple E-mails
		  2. Previous Encryption, Split Large E-mail into Multiple E-mails
		  3. Previous Encryption, Not Split

	Split Size	Enter the size by which data should be split into multiple e-mails.
		Split Size can only be set up if the Large Data Transmission Method in E-mail is set to "Split Large Data into Multiple E-mails" or "Split Large E-mail into Multiple E-mails". Following range can be set:
		  Split Large Data into Multiple E-mails　: 64-512
		  Split Large E-mail into Multiple E-mails: 10-100

	Address for the machine	Enter an address where the machine is placed, using 60 characters or less.
	Building for the machine	If the address contains the name of a building where the machine is placed, enter the name using 40 characters or less.

When registration is complete, a confirmation message is displayed. Confirm the entry and select "On-line registration."

Note

- Because of security measures, mail transmission to the REMCS Center may be disabled depending on the sender e-mail address. For the sender e-mail address, specify an address permitted to send mail from the mail server (SMTP server) defined by the customer to the REMCS Center. For more information, consult your system administrator.
- The "Creating the Upload File" option is prepared for a certified service engineer to back up information. Customers should select "On-line registration."
- To register information in English, be sure to use only alphanumeric characters.

The REMCS Agent version stated above displays the item "Save to the directory" in the registration menu. If you install multiple machines, save the registration data to be used for other machines after online registration.
The registration menu can be displayed as follows:

   1. Select "Registration" from the REMCS Agent menu.

```
server0 Registration Data:
MachineID (OOSPARCEPS#LE#XXXXXXXXXXXXXXXXXXXXXXXXXX)

*Company Name                        :XXXXXXXXXX
 Department/Division                 :XXXXXXXXXX
 Country                             :xx
*Address                             :XXXXXXXXXX
 Building                            :XXXXXXXXXX
*Administrator Name                  :XXXXXXXXXX
*E-mail Address                      :xxxx@xxxx.xxx.xx
 Zip/Postal Code                     :000-0000
*Phone Number                        :000-000-0000
 Fax Number                          :000-000-0000
 Machine Unique Name                 :XXXXXXXXXX
*SMTP Server                         :xxxx.xxx.xx
*Sender E-mail Address               :xxxx@xxxx.xxx.xx
*Encryption Type in E-mail           :S/MIME
*Large Data Transmission Method in E-mail:Split Large Data into Multiple E-mails
  *Split Size(kb)                    :512
 Address for the machine             :
 Building for the machine            :
  Asterisk (*) indicates indispensable items.
--No more--


1. Resend
2. Update
3. Save to the directory

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
------------------------------------------------------------------
Select one. (1-3,q,b,t,h):
```

If you select "Save to the directory" and specify a directory name, two files "rm_bkcus.def" and "rm_bkenv.def" are created in the specified directory and the registration data is saved to these files.
You can transfer in advance these files to directories on other machines through ftp, etc., and then you can reuse data already entered for items.

3.3.5.2 REMCS environment settings

Specify the periodic connection schedule by using the REMCS environment setting menu of the machine administration menu.
The REMCS environment setting menu can be displayed as follows.

   1. Display the REMCS Agent menu.

```
Remote Setup Menu
Series Name:SPARCEPS#LE#, Model Name:XXXXX#######
Check code:XX, Serial No.:XXXXXXXX####
```

```
1. Registration
2. REMCS Environment Setting
3. REMCS Operation
4. Change Connection Type
5. Software Investigation Information Collection


q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
--------------------------------------------------------------------
Select one.(1-5,q,b,t,h):
```

2. Select "REMCS Environment Setting."

```
server0 REMCS Environment

 Machine ID (Update is forbidden)        :00SPARCEPS#LE#XXXXXXXXXXXXXXXXXXXXXXXXX
 Connection Type                         :Point-to-Point Connection(xxxx:Mail Only)
 Connection Environment by E-mail
  *SMTP Server                           :xxxx.xxx.xx
  *Sender E-mail Address                 :xxxx@xxxx.xxx.xx
  *Encryption Type in E-mail             :S/MIME
  *Large Data Transmission Method in E-mail:Split Large Data into Multiple E-mails
    *Split Size(kb)                      :512
 Periodical Connection Information
  *Schedule                              :XXXXXXXXXXX xx:xx
  Asterisk (*) indicates indispensable items.


--------------------------------------------------------------------
Do you want to change the settings? (y,n,q,b,t):
```

Enter the needed information in the "REMCS Environment Setting" menu.
  ・ For the items that have "Y" in the "Required Item" column, the information
     requested is mandatory.
  ・ Encryption Type in E-mail and Large Data Transmission Method in E-mail can
     be configured if the following conditions are satisfied:

Target model	Enhanced Support Facility version, Applied patches

SPARC T series
SPARC Enterprise Txxxx series
	- Enhanced Support Facility 4.0 or later,
	 or
	- The following patches have been installed:
	   915118-01 or later
	   914701-03 or later
	   914603-08 or later

Required Item	Item	Description
Y	Connection Environment by e-mail SMTP Server	Enter the name of mail server used for communication with REMCS.
Y	Connection Environment by e-mail Sender e-mail Address	Enter the e-mail address used for communication with the REMCS Center. This address is specified in the "From" line (sender address) column of the mail header sent from server to REMCS Center. The sender's e-mail address must have the qualification to send e-mail outside your domain.
Y	Encryption Type in E-mail, Large Data Transmission Method in E-mail	Select the Encryption Type and Large Data Transmission Method. Please select from the following combination of Encryption Type and Large Data Transmission Method: Encryption Type , Large Data Transmission Method 0. S/MIME , Split Large Data into Multiple E-mails 1. Previous Encryption, Split Large Data into Multiple E-mails 2. Previous Encryption, Split Large E-mail into Multiple E-mails 3. Previous Encryption, Not Split
	Split Size	Enter the size by which data should be split into multiple e-mails. Split Size can only be set up if the Large Data Transmission Method in E-mail is set to "Split Large Data into Multiple E-mails" or "Split Large E-mail into Multiple E-mails". Following range can be set: Split Large Data into Multiple E-mails : 64-512 Split Large E-mail into Multiple E-mails: 10-100
Y	Periodical Connection Information Schedule	Specify the schedule of periodic connection to the REMCS Center. Select the connection interval from everyday, everyday (except Sunday), everyday (except Saturday and Sunday) and every week. When the connection interval is every week, specify a day of the week. And specify the start time for the periodic connection.

When registration is complete, a confirmation message is displayed. Check the entry, and select "Updating the REMCS Environment."

After the environment is updated, perform "Checking Connection with REMCS Center."

Addressee of the confirmation E-mail can be configured if the following conditions are satisfied:

Target model	Enhanced Support Facility version, Applied patches
SPARC T series SPARC Enterprise Txxxx series	- Enhanced Support Facility 4.0 or later, or - The following patches have been installed: 915118-01 or later 914701-03 or later 914603-08 or later

```
Connection check with REMCS Center.

Select the addressee of the confirmation E-mail.
 1.Administrator
 2.Connection check operator
 3.Administrator and Connection check operator
   *Administrator E-mail address:xxxx@xxxx
Select one.(1-3):2

Enter the connection check operator E-mail address.:xxxx@xxxx
Select the format of the confirmation E-mail that send to connection check operator.
 1.Standard format
 2.Simple format for cell phone
Select one.(1-2):2

Executed connection check with REMCS Center.
After the confirmation at the REMCS center is completed, confirmation E-mail will be
sent.
Press any key.
```

Required Item	Item	Description
Y	addressee of confirmation E-mail	Select the addressee of the confirmation E-mail. 　1. Administrator, 　2. Connection check operator, 　3. Administrator and Connection check operator The e-mail address set in the registration menu will be the administrator's address.
	connection check operator E-mail address	For a connection check operator to receive a connection confirmation E-mail, input a valid E-mail address. Connection check operator E-mail address operator can only be set up if the connection check operator is included as an addressee of the confirmation E-mail.
	format of confirmation E-mail	Select the format of the confirmation E-mail to connection check operator. 　1. Standard format, 　2. Simple format for cell phone The format of the confirmation E-mail can only be set up if the connection check operator is included as an addressee of the confirmation E-mail.

3.3.6 Management Server Connection

Management Server Connection is not supported.

3.3.6.1 REMCS environment settings

After selecting the Management Server Connection from the connection type menu, set up the Management Server environment using the REMCS environment setting menu of the Machine Administration menu.

1. Select the "Management Server Connection" from the connection type menu.

```
Server0 Remote Customer Support System (REMCS) Setup menu
Series name:PRIMEPWR#XXX, Model name:XXXXXXXXXXXX
Check code:XX, Serial No:XXXXXXXXXXXX

Setting of Connection Type

1. Internet Connection
2. Internet Connection(Mail Only)
3. Management Server Connection
4. Point-to-Point Connection(ISDN)
5. Point-to-Point Connection(VPN)

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
-----------------------------------------------------------------------
Select one.(1-5,q,b,t,h):
```

"Models that can read registration data" is explained in Section 2.2, "Notes on Using Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series". For these models, you are prompted to specify whether to read environment setup information after selecting the Management Server Connection. If environment setup information already exists on a machine that uses the already installed Management Server Connection, save the environment setup information on that machine and transfer it, prior to starting registration, to any directory on each of those models which you are going to register. You can then reuse data already entered for items during registration.

```
Do you want to read environment data from file?(y,n,q):y
Enter the directory. :/tmp
Wait for a while................................
The environment data were read from /tmp.
Press any key.
```

2. Select "2. REMCS Environment Setting" from the menu.

```
server0 REMCS Environment Setting

  Machine ID (cannot renew)      :00PRIMEPOWER#XXXXXXXXXXXXXXXXXXXXXXXXXX
  Connection type                :Management Server Connection
  Connection Environment by HTTP
   PROXY Server                  :
   PROXY Port No                 :8080
   PROXY UserID                  :
   PROXY Password                :
  *Management Server information (indispensable in case of Management Server Connection)
   Management Server             :
  Periodical Connection Information
  *Schedule                      :No setting
  An asterisk (*) indicates an indispensable item.
------------------------------------------------------------------------------------------
Update -> REMCS Environment
```

Enter the needed information from the "REMCS Environment Setting" menu.
- For the items that have "Y" in the "Required Item" column, the information requested is mandatory.

Required Item	Item	Description
	Connection Environment by HTTP PROXY Server	Enter the host name of the HTTP-Proxy server.
	Connection Environment by HTTP PROXY Port No.	Enter the port No. of the HTTP-Proxy server.
	Connection Environment by HTTP PROXY User ID	Enter a user name to log onto the Proxy server.
	Connection Environment by HTTP PROXY Password	Enter the correct password to log onto the Proxy server.
Y	Management Server Name	Enter the Management Server name.
Y	Periodical Connection Information Schedule	Specify the schedule of periodic connection to the REMCS Center. Select the connection interval from everyday, everyday (except Sunday), everyday (except Saturday and Sunday) and every week. When the connection interval is every week, specify a day of the week. And specify the start time for the periodic connection. The time of periodic connection is automatically determined within the operating hours.

When registration is complete, a confirmation message is displayed. Check the entry and select "Updating the REMCS Environment."
After the environment is updated, perform "registration to the Management Server."

3.3.6.2 Registration

After completion of the registration to the Management Server, registration to the REMCS Center with the customer's information is needed.
Select whether to perform registration from the management server or from the current machine.

```
Registration

1. Registration from Management Server
2. Registration from the Current Machine
----------------------------------------------------------------
Select one.(1-2):
Please execute Customer Registration from Management Server.
Press any key.
```


- To register information in English, be sure to use only alphanumeric characters.

If you select "Registration from Current Machine," the REMCS Agent version stated above prompts you to specify whether to read data for registration. If registration data has already been registered on any other machine, save the registration data on that machine and transfer it, prior to starting registration, to any directory on the machine which you are going to register. You can then reuse data already entered for items during registration.

```
Do you want to read registration data from file?(y,n,q):y
Enter the directory. :/tmp
The registration data were read from /tmp.
Press any key.
```

The REMCS Agent version stated above displays the item "Save to the directory" in the registration menu. If you install multiple machines, save the registration data to be used for other machines after online registration.
The registration menu can be displayed as follows:

1. Select "Registration" from the REMCS Agent menu.

```
machine0 Customer registration data:
MachineID (00PRIMEPWR#XXXXXXXXXXXXXXXXXXXXXXXXXXX)

*Company Name                    :XXXXXXX
*Department/Division             :XXXXXXXXXXXXX
 Country                         :XX
*Address                         :XXXXXXXXXXXXXXXXXXXXXXXXX
 Building                        :XXXX
*Administrator Name              :XXXXXX
*E-mail address                  :XXXXXXXX@XXXXXXXXXXX
 Zip/Postal Code                 :XXX-XXX
*Phone Number                    :XXXX-XXXX
 Fax Number                      :XXXX-XXXX
 Machine Unique Name             :XXXXXXX
*Mail (SMTP) server              :XXXX.XXXX.XXX
*Sender E-mail Address           :XXXXXX@XXXX.XXXX.XXX
 Address for the machine         :XXXXXXXXXXXXXXXXXXXXXXXXX
 Building for the machine        :XXXXX
  An asterisk (*) indicates an indispensable item.

1. Resend
2. Update
3. Save to the directory

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
-----------------------------------------------------------------
Select one.(1-3,q,b,t,h):
```

If you select "Save to the directory" and specify a directory name, two files
"rm_bkcus.def" and "rm_bkenv.def" are created in the specified directory and the
registration data is saved to these files.
You can transfer in advance these files to directories on other machines through
ftp, etc., and then you can reuse data already entered for items.

3.3.6.3 REMCS environment settings via XSCF

To use the function for REMCS notification via XSCF, update the environment settings from the REMCS environment setting menu and then set up the connection environment for REMCS notification via XSCF. For information on the models that can use the function for REMCS notification via XSCF, refer to Section 2.2, "Notes on Using Services on PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series".

You do not need to perform the following operation unless you use REMCS notification via XSCF. In this case, notifications are performed only by the REMCS Agent on the operating system.

Please confirm that the setting of the XSCF network environment has been completed before the XSCF notification function is set. Refer to "User's Guide for eXtended System Control Facility (PRIMEPOWER)" for the setting instruction.

The REMCS environment setting menu via XSCF can be displayed as follows.

1. Select "Remote Setup" from the Machine Administration menu.

2. Display the REMCS Agent menu.

```
machine0 Remote Customer Support System (REMCS) Setup menu
Series name:PRIMEPWR#XXX, Model name:XXXXXXXXX###
Check code:XX, Serial No:XXXXXX######

1. Registration
2. REMCS Environment Setting
3. REMCS Operation
4. Change Connection Type
5. Software Investigation Information Collection
6. REMCS Environment Setting via XSCF

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
-----------------------------------------------------------
Select one.(1-6,q,b,t,h):
```

3. Select "REMCS Environment Setting via XSCF."

```
machine0 REMCS Environment Setting via XSCF

*REMCS via XSCF                           :XXXX
*SMTP Server1 name                        :XXXXXXXXX
 User authentication of SMTP Server1      :XXXXXXXXXXXXXX
*POP Server name for SMTP Server1         :XXXXXXXXXX
*POP UserID for SMTP Server1              :XXXXXX
*POP Password for SMTP Server1            :********
 SMTP Server2 name                        :XXXXXXXXXXX
 User authentication of SMTP Server2      :XXXXXXXXXXXXXXX
*POP Server name for SMTP Server2         :XXXXXXXXXX
*POP UserID for SMTP Server2              :XXXXXX
*POP Password for SMTP Server2            :********
  An asterisk (*) indicates an indispensable item.

1. Update
2. Send Test Mail

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
-----------------------------------------------------------
Select one.(1-2,q,b,t,h):
```

Enter the following information in the REMCS environment setting menu.
- ・ For the items that have "Y" in the "Required item" column, the information requested is mandatory.
- ・ The items that have the asterisk "*" in the "Required Item" column are need for a setup with user authentication of SMTP (POP before SMTP).
  POP Server name, POP User ID, and POP password are supplied without a default value. If using "POP" for e-mail the fields are mandatory.

Required Item	Item	Description
Y	REMCS via XSCF	Select enable/disable REMCS via XSCF 0: Disable 1: Enable
Y	SMTP Server1 name	Enter the name of the mail server (SMTP Server1) used for communication with REMCS. SMTP Server1 and SMTP Server2 are used from one by which REMCS agent could connect successfully last time, then another.
	User authentication of SMTP method1	Select the user authentication of SMTP method for SMTP Server1, 0: none 1: POP before SMTP
*	POP Server name for SMTP Server1	Enter the POP3 Server name when "POP before SMTP" is selected for User authentication of SMTP method1.
*	POP User ID for SMTP Server1	Enter the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method1.
*	POP Password for SMTP Server1	Enter the password of the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method1.
	SMTP Server2 name	Enter the name of the mail server (SMTP Server2) used for communication with REMCS. SMTP Server1 and SMTP Server2 are used from one by which REMCS agent could connect successfully last time, then another.
	User authentication of SMTP method2	Select the user authentication of SMTP method for SMTP Server2, 0: none 1: POP before SMTP
*	POP Server name for SMTP Server2	Enter the POP3 Server name when "POP before SMTP" is selected for User authentication of SMTP method2.
*	POP User ID for SMTP Server2	Enter the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method2.
*	POP Password for SMTP Server2	Enter the password of the user ID for POP3 Server when "POP before SMTP" is selected for User authentication of SMTP method2.

4. Select "Write Environment Setting to XSCF."
   After input of all required items, check the entry, and select "Write Environment Setting to XSCF."

5. Check the mail from the REMCS Center
   After the environment is updated, checking connection with REMCS Center is performed.
   After the REMCS Center makes a confirmation, mail is returned to the administrator.
   Check the mail from the REMCS Center.

3.3.7 Setup for REMCS Agent on Logical Domains

If you use Logical Domains on SPARC Enterprise Txxxx series(except for T1000/T2000) and SPARC T series, it is need to complete registration and REMCS environment settings on all domains (control domain and all guest domains).
When you change the setup information about REMCS Agent, it is need to change the setup information on all domains.

You can use import and export menu which are describes in this chapter for the above instructions.

The following is:
1. Complete registration and REMCS environment settings on control domain.
    Please refer to Section 3.3.1 "Selection of connection type".

2. Export REMCS setup data from control domain.

3. Send REMCS setup data to all guest domains.

4. Import REMCS setup data on all guest domains.

5. Execute "Connection check with REMCS center" on all guest domains.

- The file must be the exported file from control domain on the own machine.
- The exported file contains the customer information. If you export or import REMCS setup data, please specify the path which set appropriate access control.
- After setup for REMCS Agent, it is necessary to export and import REMCS setup data on all domains if you want to change setup for REMCS Agent.
- After moving a Logical Domain from one server to another, it is need to import the REMCS setup data of another machine again. Please refer to the procedure which is described in this section.

3.3.7.1 Export REMCS setup data

This section describes to export the REMCS setup data from control domain which is completed registration and REMCS environment settings.

1. Select "Remote Setup" from the Machine Administration menu.

2. Select "Registration" from the REMCS Agent menu.

3. Select "Export REMCS setup data" from the REMCS Registration menu.

```
server0 Registration Data:
MachineID (OOSPARCEPS#LE#XXXXXXXXXXXXXXXXXXXXXXXXXX)

*Company Name                        :XXXXXXXXX
 Department/Division                 :XXXXXXXXX
 Country                             :xx
*Address                             :XXXXXXXXXX
 Building                            :XXXXXXXXXX
*Administrator Name                  :XXXXXXXXXX
*E-mail Address                      :xxxx@xxxx.xxx.xx
 Zip/Postal Code                     :000-0000
*Phone Number                        :000-000-0000
 Fax Number                          :000-000-0000
 Machine Unique Name                 :XXXXXXXXXX
*SMTP Server                         :xxxx.xxx.xx
*Sender E-mail Address               :xxxx@xxxx.xxx.xx
*Encryption Type in E-mail           :S/MIME
*Large Data Transmission Method in E-mail:Split Large Data into Multiple E-mails
  *Split Size(kb)                    :512
 User authentication of SMTP method  :none
 Address for the machine             :XXXXXXXXXX
 Building for the machine            :XXXXXXXXXX
  Asterisk (*) indicates indispensable items.



1. Resend
2. Update
3. Save to the directory
4. Export REMCS setup data

q:Quit  b:Back to previous menu  t:Go to top menu  h:Help
------------------------------------------------------------------
Select one. (1-4,q,b,t,h):h

--- help messages ---
The Registration is processed.
1.  Resend - The data which have been existed are transmitted as the new data.
2.  Update - The data which have been registered are updated.
3.  Save to the directory - The data which have been existed are save to files on
the directory.
4.  Export REMCS setup data - Export REMCS setup data(for Logical Domains).
        As the export file, specify a file with a full path.
        If you did not specify the file, the following file will be used.

            /var/opt/FJSVmadm/tmp/REMCS_setup.tar.Z

        The file must be created in "tar" format and then compressed.

The default value of each setting of the user authentication of SMTP method is as
follows.
  POP Waiting time (ms): 1000
```

4.   Specify an exported filename with a full path.

```
Select one. (1-4,q,b,t,h):4
Enter the full pathname of the file which REMCS setup data is to be exported:
/XXXX/YYYYYYYY.tar.Z


filename: /XXXX/YYYYYYYY.tar.Z


Are you sure to export? (y,n):y
Are you sure to overwrite? (y,n):y
Completed
Press any key.
```

The REMCS setup data will be exported.

3.3.7.2 Import REMCS setup data

This section describes to import the REMCS setup data which is exported from control domain
to guest domain

1.   Select "Remote Setup" from the Machine Administration menu.

2.   Select "Registration" from the REMCS Agent menu.

At first time:

```
Remote Setup Menu
Status: not imported
MachineID ()



-------------------------------------------------------------------
Are you sure to import? (y,n,h):h


--- help messages ---

Import REMCS setup data.

As the import file, specify a file with a full path.
If you did not specify the file, the following file will be used.

            /var/opt/FJSVmadm/tmp/REMCS_setup.tar.Z


The file must be the exported file from control domain on the own machine.
```

When already imported:

```
Remote Setup Menu
Status: imported
MachineID (OOSPARCEPS#LE#XXXXXXXXXXXX...)



-------------------------------------------------------------------
Are you sure to import? (y,n,h):
```

3. Specify an imported filename with a full path.

```
Are you sure to import? (y,n,h):y
Enter the full pathname of the file which REMCS setup data is to be imported:
/XXXX/YYYYYYYY.tar.Z

filename : /XXXX/YYYYYYYY.tar.Z
MachineID: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Are you sure to import? (y,n):y
Completed
Press any key.
```

The REMCS setup data will be imported.

Note

- Please confirm that displayed MachineID is same as own control domain's MachineID.

Chapter 4 Operation

This chapter explains the procedure for changing the settings after REMCS Agent becomes active upon completion of setup.

4.1 Operation of SPARC Enterprise Mxxxx series

This chapter explains how to change REMCS Agent settings after they are once completed. Click [Main] or [FE Operation] in the XSCF Web console screen.

4.1.1 REMCS Operation window

If you select [Main] from the XSCF Web console after completion of the setting to the REMCS Center, the window shown below is displayed. Select the target function from the menu frame.
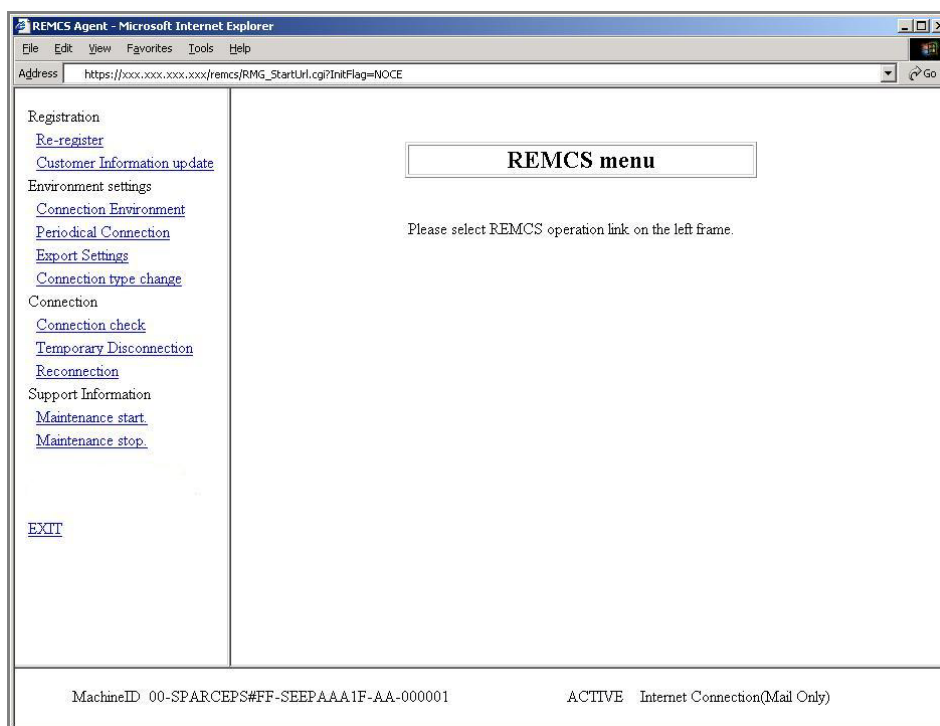
Menu item	Description
Registration	
Re-register	Used if a request is received from the support center.
Customer Information update	Displays or modifies customer information.
Environment settings	
Connection Environment	Displays or modifies connection environments.
Periodical Connection	Sets or modifies a periodical connection schedule.
Export Settings	Export environment and customer information.
Connection type change	Sets or changes the connection type.
Connection	
Connection check	Checks for a connection to the REMCS Center.
Temporary Disconnection	Temporary releases the connection to the REMCS Center.
Reconnection	Resumes the connection to the REMCS Center.
Support Information	
Maintenance start	Used when maintenance is started.
Maintenance stop	Used when maintenance is finished.
EXIT	Ends REMCS operation.

4.1.1.1 Re-Register

This function is normally not used. Use it only when a request to that effect is made from the support center.

1. Click [Re-register] in the menu in the REMCS operation window.
   The Information Transmit Agreement window is displayed.

```
Registration
  Re-register
  Customer Information update
Environment settings
  Connection Environment
  Periodical Connection
  Export Settings
  Connection type change
Connection
  Connection check
  Temporary Disconnection
  Reconnection
Support Information
  Maintenance start.
  Maintenance stop.

EXIT
```

Information Transmit Agreement

If you agree with the following terms, click [Agree] button.
By clicking [Agree] button, Registration information will be sent to the REMCS Center.
Customer Information and Machine Information (Hardware and Software) will be sent to the REMCS Center.
And, if a hardware failure occurs, machine information will be sent automatically to the REMCS Center.
This information will be used solely and expressly for the support and maintenance of your system and will not be offered to any third party.
Moreover, this information will be sent in encrypted form by the REMCS Agent.

[Agree]   [Cancel]

MachineID 00-SPARCEPS#FF-SEEPAAA1F-AA-000001   ACTIVE   Internet Connection(Mail Only)

2. Check the contents of the Agreement. If you agree with the terms of the Agreement, click the [Agree] button.
   The entered information is transmitted to the REMCS Center and the Registration Result window is displayed.

```
Registration
  Re-register
  Customer Information update
Environment settings
  Connection Environment
  Periodical Connection
  Export Settings
  Connection type change
Connection
  Connection check
  Temporary Disconnection
  Reconnection
Support Information
  Maintenance start.
  Maintenance stop.

EXIT
```

Registration result

Registration completed.

[OK]

MachineID 00-SPARCEPS#FF-SEEPAAA1F-AA-000001   ACTIVE   Internet Connection(Mail Only)

3. Click the [OK] button to return to the REMCS operation window.

4.1.1.2 Customer Information update

Use this menu item to display or change the customer information entered during registration.

1. Click [Customer Information update] in the menu in the REMCS operation window.
    The Customer Information window is displayed.

When you just check the information, click the [Cancel] button after checking the content. It returns to the REMCS operation window.

2. Update the information by referring to Section 3.1.3.7, "Customer Information window." And then, click the [Next] button.
    The Customer Information Review window is displayed.

3. Check the displayed information. If the information is acceptable, click the [Next] button.

The Information Transmit Agreement window is displayed.

4. Check the contents of the Agreement. If you agree with the terms of the Agreement, click the [Agree] button.

The entered information is transmitted to the REMCS Center and the Registration Result window is displayed.

5. Click the [OK] button to return to the REMCS operation window.

4.1.1.3 Connection Environment

Use this menu item to display or change setup information on the mail server.

1. Click [Connection Environment] in the menu in the REMCS operation window.
   The Environment Setting window corresponding to the connection type being used now
   is displayed.

   • Internet Connection (Mail Only)

   The Internet (Mail Only) Connection Environment Settings window is displayed.

   • P-P Connection (Mail Only)/ P-P Connection (VPN: Mail Only)

   The Point-to-Point Connection Environment Settings window is displayed.

   When you just check the information, click the [Cancel] button after checking the
   content. It returns to the REMCS operation window.

2. Update the content. And then, click the [Next] button.
   The Connection Check window is displayed.

3. Specify information by referring to Section 3.1.3.11, "Connection Check window."
   After entering information, click the [Check] button.

4. The Result of Connection Check window is displayed with information on the connection
   to the REMCS Center.

5. Click the [OK] button to return to the REMCS operation window.

4.1.1.4 Periodical Connection

Use this menu item to display or modify the periodical connection schedule.

1. Click [Periodical Connection] in the menu in the REMCS operation window.
   The Periodical Connection Settings window is displayed.

When you just check the information, click the [Cancel] button after checking the content. It returns to the REMCS operation window.

2. Update the periodical connection settings by referring to Section 3.1.3.6, "Periodical Connection Settings window." And then, click the [Next] button, the new schedule is reported to the REMCS Center and the REMCS Operation window is redisplayed.

4.1.1.5 Export Settings

Use this menu item to save customer information and environment setup information to local files.
The exported information can be used to start the REMCS service on another server.
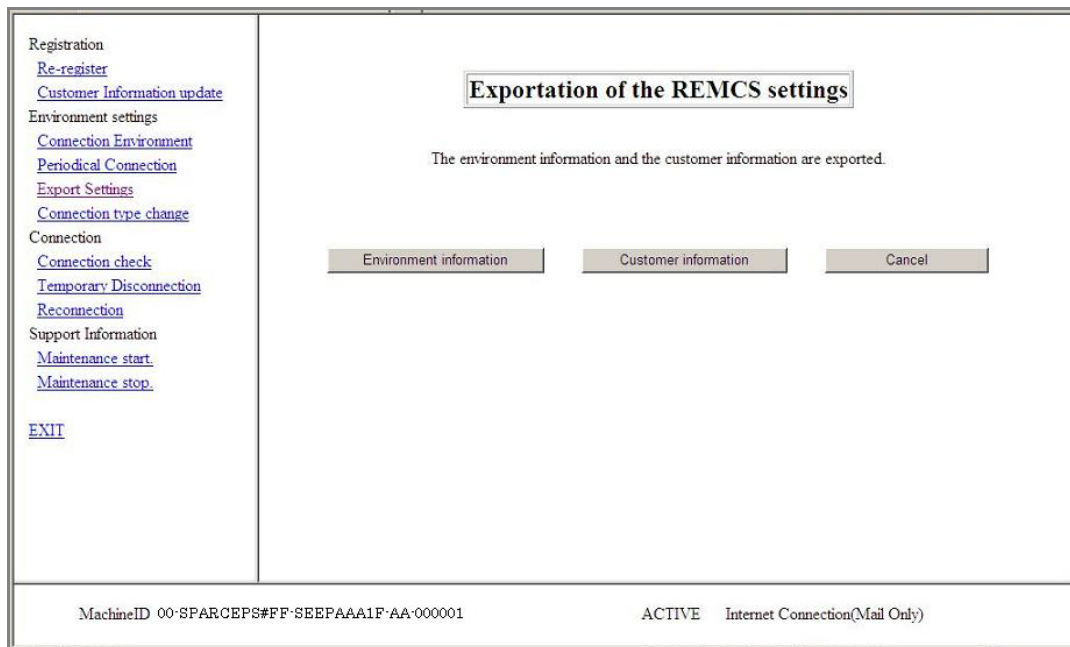
1. Click [Export Settings] in the menu in the REMCS operation window.
   The Export Settings window is displayed.

2. Click the [Environment information] button.
   A file name and storage location specification dialog box appears. Specify the storage locations of the "rm_bkenv.def" file.

3. Click the [Customer information] button.
   A file name and storage location specification dialog box appears. Specify the storage locations of the "rm_bkcus.def" file.

4. Click the [Cancel] button to return to the REMCS operation window.

4.1.1.6 Connection type change

Use this item to change the current connection type to another connection type.

1. Click [Connection type change] in the menu in the REMCS operation window.
   The Connection type change window is displayed.

2. Select the connection type by referring to Section 3.1.3.3, "Initial Settings window." And then, click the [Next] button.
   The Environment Setting window corresponding to the connection type being used now is displayed. The state of the connection to the REMCS Center becomes "UNUSED."

   - Internet Connection (Mail Only)
   The Internet (Mail Only) Connection Environment Settings window is displayed.

• P-P Connection (Mail Only)/ P-P Connection (VPN: Mail Only)
The Point-to-Point Connection Environment Settings window is displayed.

3. Update the environment settings. And then, click the [Next] button.
The Periodical Connection Settings window is displayed.

4. Check the periodical connection settings. When you want to change the schedule,
change the settings by referring to Section 3.1.3.6, "Periodical Connection Settings
window."
Click the [Next] button, the Customer Information window is displayed.

5. Check the customer information. When you want to change the information, update the information by referring to Section 3.1.3.7, "Customer Information window." Click the [Next] button, the Customer Information Review window is displayed.

6. Check the displayed information.   If the information is acceptable, click the [Next] button.
    The Information Transmit Agreement window is displayed.

7. Check the contents of the Agreement. If you agree with the terms of the Agreement, click the [Agree] button.
    The entered information is transmitted to the REMCS Center and the Registration Result window is displayed.

8. Click the [Next] button.
    The Connection Check window is displayed.

9. Specify information by referring to Section 3.1.3.11, "Connection Check window."
    After entering information, click the [Check] button.

10. The Result of Connection Check window is displayed with information on the connection
    to the REMCS Center.

11. Click the [OK] button to return to the REMCS operation window.

4.1.1.7 Connection Check

Use this menu item to obtain information on the connection to the REMCS Center.

1. Click [Connection Check] in the menu in the REMCS operation window.
   The Connection Check window is displayed.
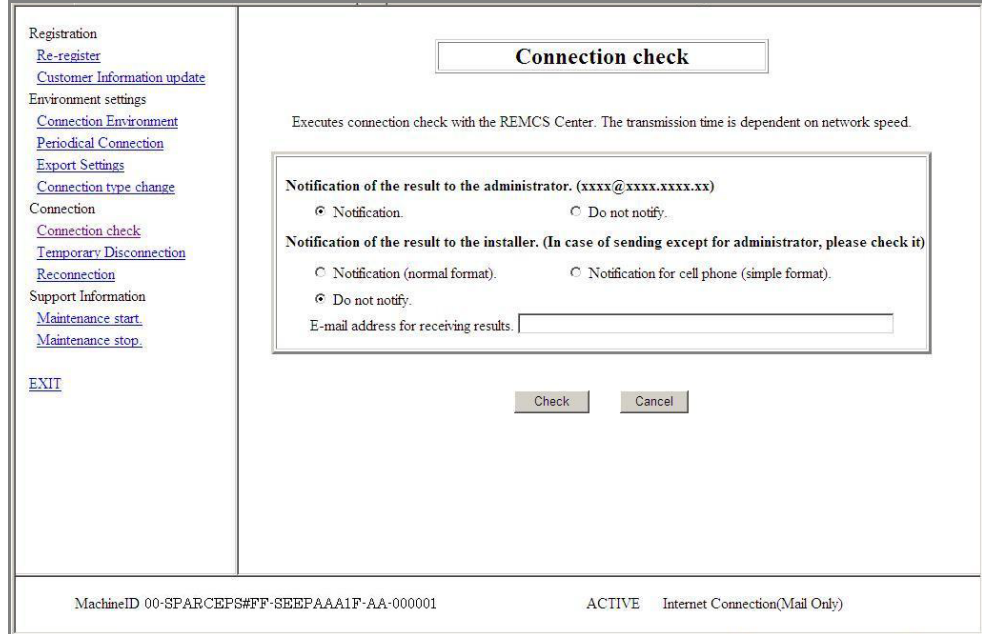
2. Specify information by referring to Section 3.1.3.11, "Connection Check window."
   After entering information, click the [Check] button.

3. The Result of Connection Check window is displayed with information on the connection to the REMCS Center.
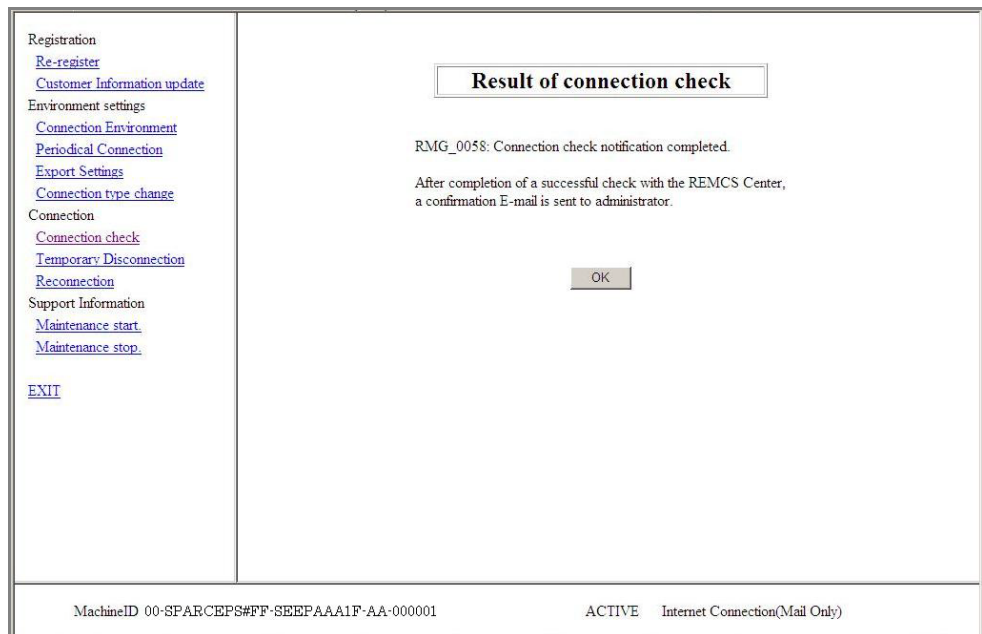
4. Click the [OK] button to return to the REMCS operation window.

4.1.1.8 Temporary Disconnection

Use this item to temporarily stop the connection to the REMCS Center.

- No communication is performed with the REMCS Center while the connection to the REMCS Center is stopped.
- To resume system operation after the connection to the REMCS Center is stopped, "Reconnection" must be executed from the REMCS Operation window.
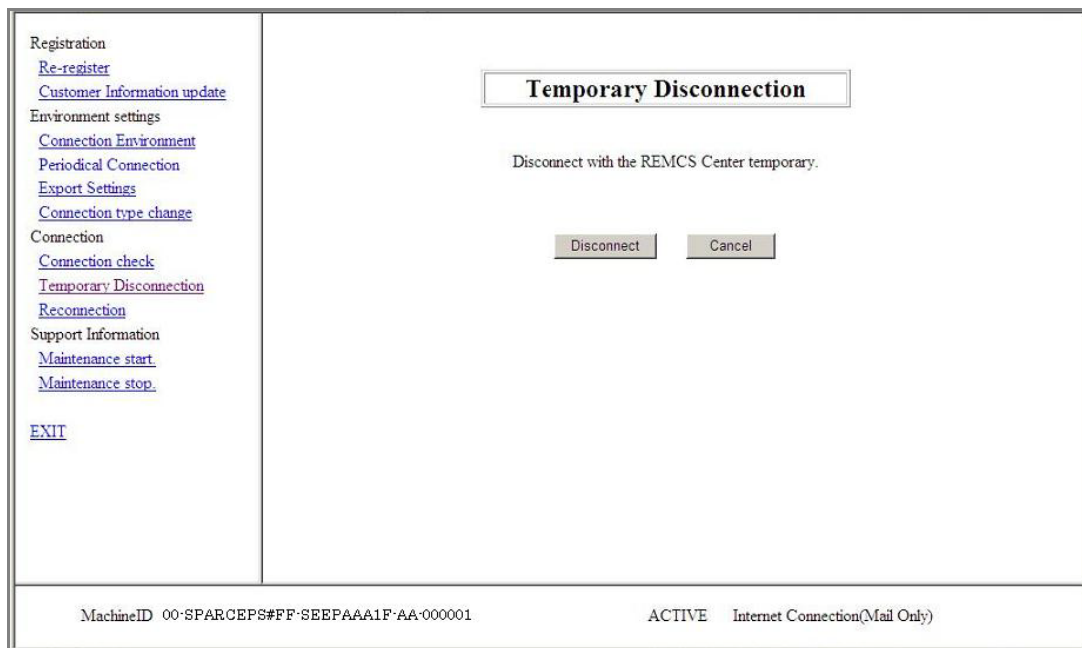
1. Click [Temporary Disconnection] in the menu in the REMCS operation window. The Temporary Disconnection window is displayed.

2. Click the [Disconnect] button.
   A confirmation dialog box appears and a temporary disconnection notification is sent to the REMCS Center. After processing is finished, the results are displayed and the REMCS operation window is redisplayed.

4.1.1.9 Reconnection

Use this menu item to reestablish a connection to the REMCS Center when such connection has been temporarily stopped.
If the operation state of the server had been "TEMPORARY DISCONNECT," it changes to "ACTIVE." It had been "MAINTENANCE/TEMPORARY DISCONNECT," it changes to "MAINTENANCE."
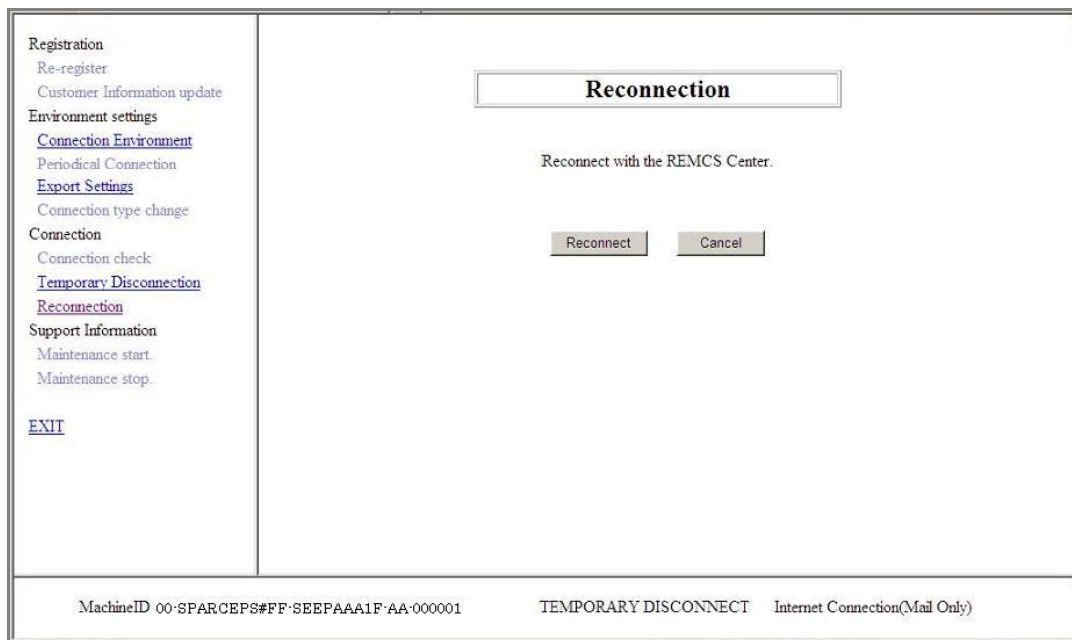
1. Click [Reconnection] in the menu in the REMCS operation window to display the Reconnection window.

2. Click the [Reconnect] button.
    A confirmation dialog box appears and a reconnection notification is sent to the REMCS Center. After processing is finished, results are displayed and the REMCS operation window is redisplayed.

4.1.1.10 Maintenance start

A Fujitsu certified service engineer uses this menu item to set the state of connection to the REMCS Center in "Maintenance in Progress."

- No error event is reported to the REMCS Center while the state of connection to the REMCS Center is "Maintenance in Progress."
  Note:
  If 12 hours elapse after "Maintenance start," error events are reported to the REMCS Center.
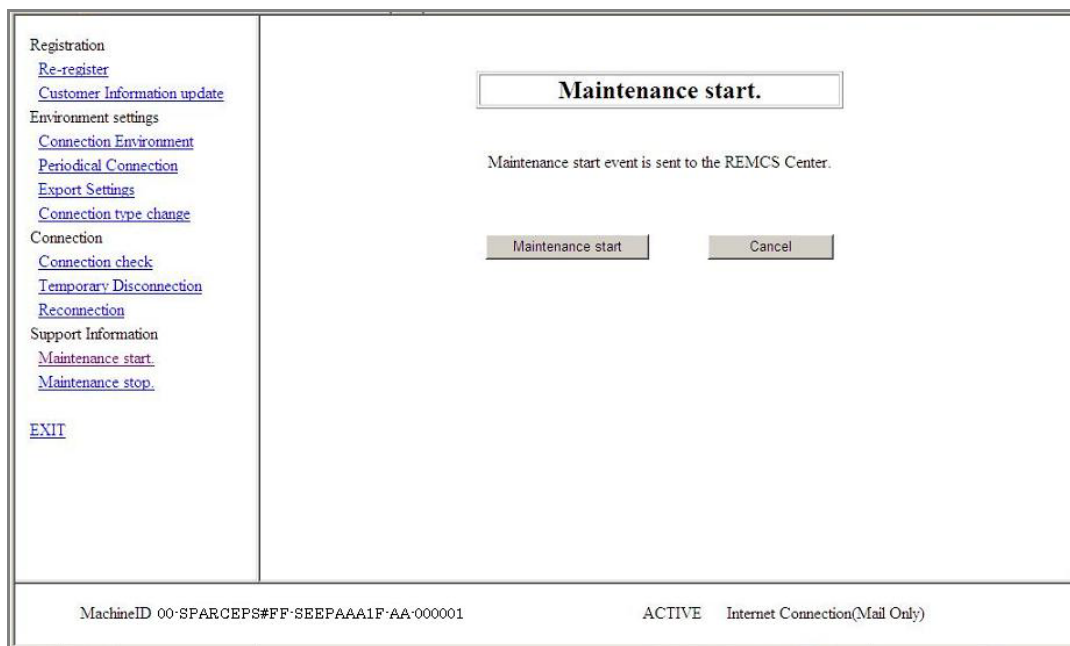
1. Click [Maintenance start] in the menu in the REMCS operation window. The Maintenance start window is displayed.

2. Click the [Maintenance start] button.
   A confirmation dialog box appears and a Maintenance start notification is sent to the REMCS Center. After processing is finished, results are displayed and the REMCS operation window is redisplayed.

4.1.1.11 Maintenance stop

A Fujitsu certified service engineer uses this menu item to change the state of connection to the REMCS Center from "Maintenance" to "Active."
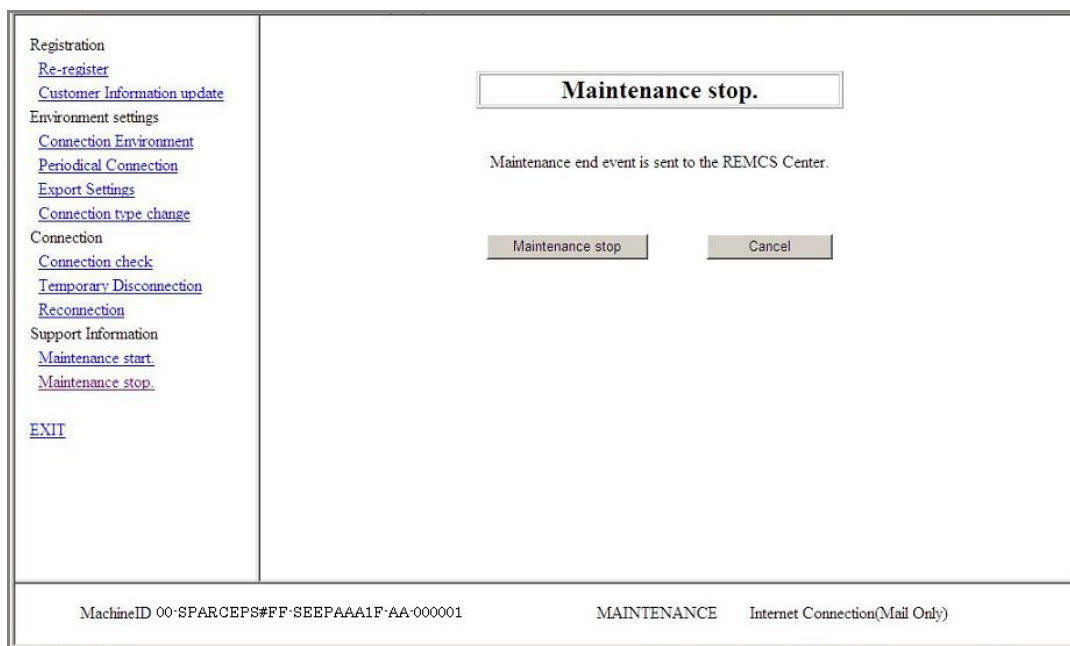
1. Click [Maintenance stop] in the menu in the REMCS operation window to display the Maintenance Stop window.

2. Click the [Maintenance stop] button

A confirmation dialog box appears and a maintenance stop notification is sent to the REMCS Center. After processing is finished, results are displayed and the REMCS operation window is redisplayed.

4.1.1.12 EXIT

Use this menu item to close the window and end REMCS operation.

1. Click [EXIT] in the menu in the REMCS operation window.

4.1.2 Detail settings

The settings in this window affects the REMCS functions. Normally, a Fujitsu certified service engineer makes these settings. Customers are requested to not change the contents of the items on their own judgment.
When [FE operation] is selected from the XSCF Web console, the dialog box shown below appears.

Caution !

Use this menu according to instruction from REMCS Center.

Cancel   Start

Clicking [Start] displays the window shown below.
Clicking [Cancel] closes the dialog box.
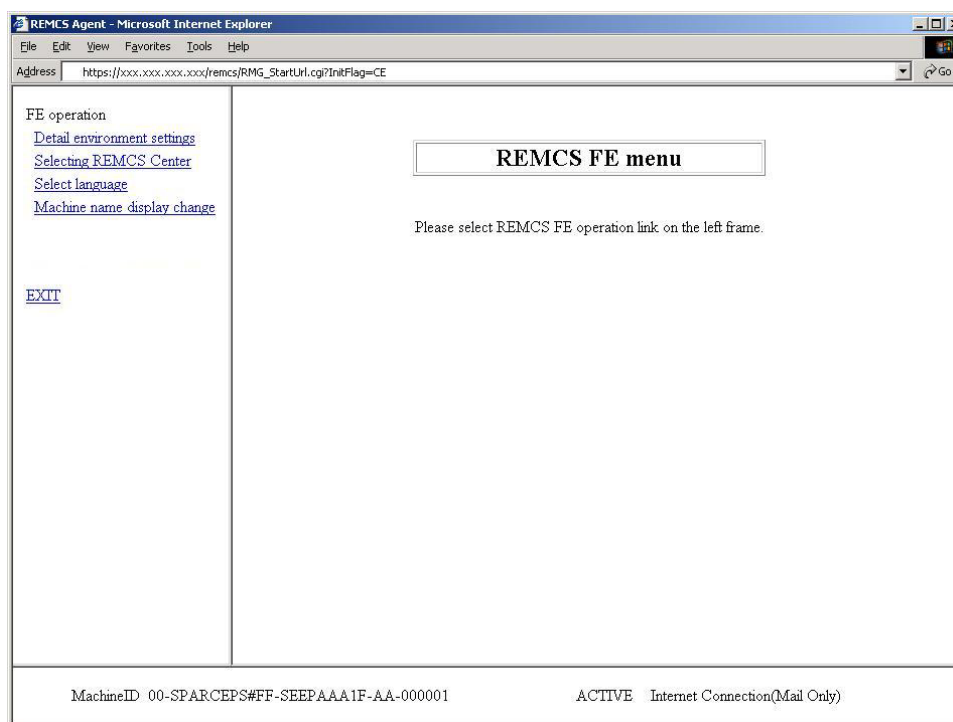
Menu item	Outline
FE operation	
Detail environment settings	Changes the settings of the communication environment.
Selecting REMCS Center	Selects the connection destination REMCS Center.
Select language	Selects the language to be registered with the REMCS Center.
Machine name display change	Changes the unit name displayed in the REMCS window between the unit ID and unique name.
EXIT	Ends REMCS operation.

4.1.2.1 Detail environment settings

Use this menu item to change the settings of the communication environment.
The displayed window varies depending on the authentication type of the SMTP server.

Environment Settings window for POP before SMTP authentication
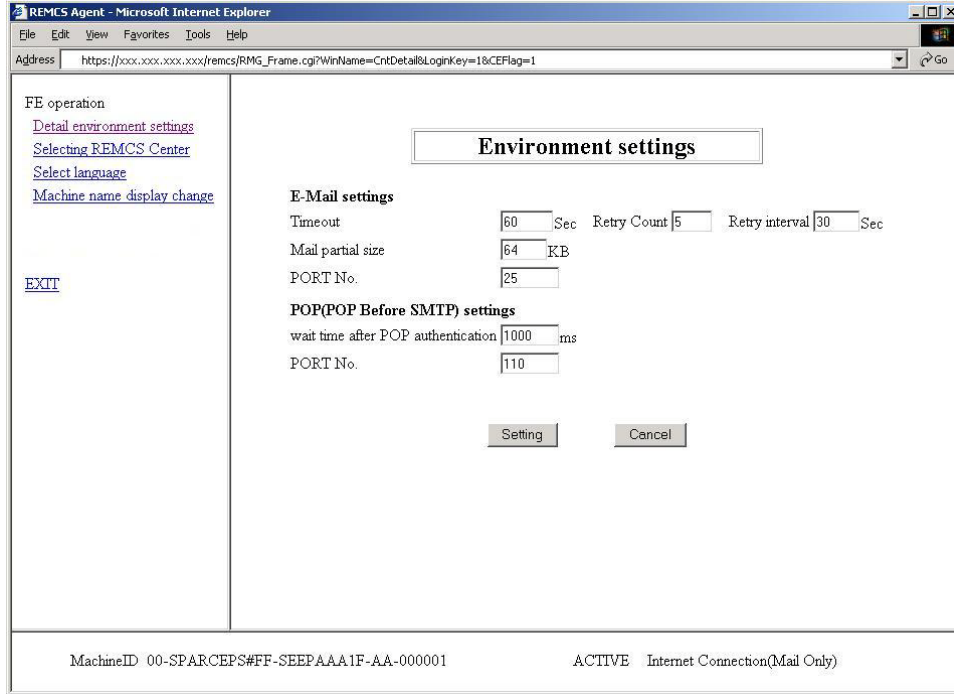
Environment Settings window for an authentication type other than POP before SMTP
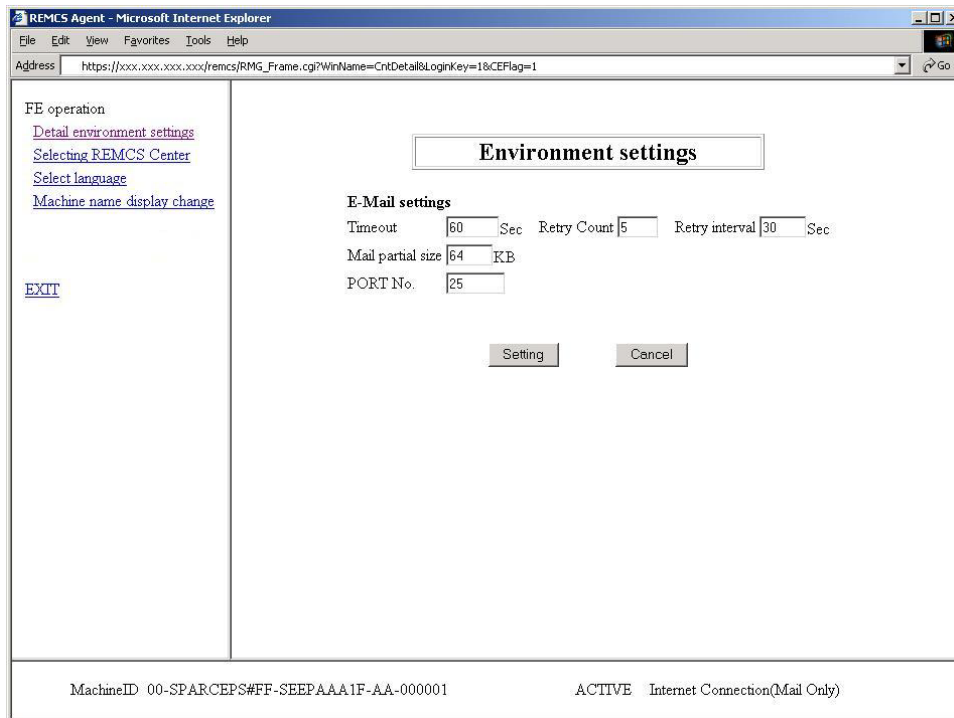
Entry item	Max. number of columns	Required?	Description
E-Mail Timeout	4	Yes	Specify the e-mail timeout monitoring time (seconds) (60 to 3600).
E-Mail Retry Count	2	Yes	Specify the e-mail retry count.
E-Mail Retry Interval	3	Yes	Specify the e-mail retry interval (seconds) (1 to 600).
Mail partial size	3	Yes	Specify the e-mail division size (0 to 100K bytes). * If 0 is specified, e-mail is not divided.
PORT No.	5	Yes	Specify the port number on the SMTP server (1 to 65535). The default is 25 (Well Known Port).
Mail transmit wait time	4	Yes (*1)	Specify the time (milliseconds) during which mail transmission should be made to wait after POP3 authentication (0 to 3000). (1000 ms is recommended.)
POP Port No.	5	Yes (*1)	Specify the port number on the POP3 authentication server (1 to 65535). The default is 110 (Well Known Port).

*1 Required only when POP authentication is used.

1. Click [Detail environment settings] in the REMCS FE operation window.
    One of the above windows is displayed depending on the current setting conditions.

2. Click the [Setting] button.
    A confirmation dialog box appears. Register the settings. After processing is finished, the results are displayed in a popup window and the REMCS FE operation window is redisplayed.

4.1.2.2 Selecting REMCS Center

Use this menu item to change the REMCS Center to connect to.
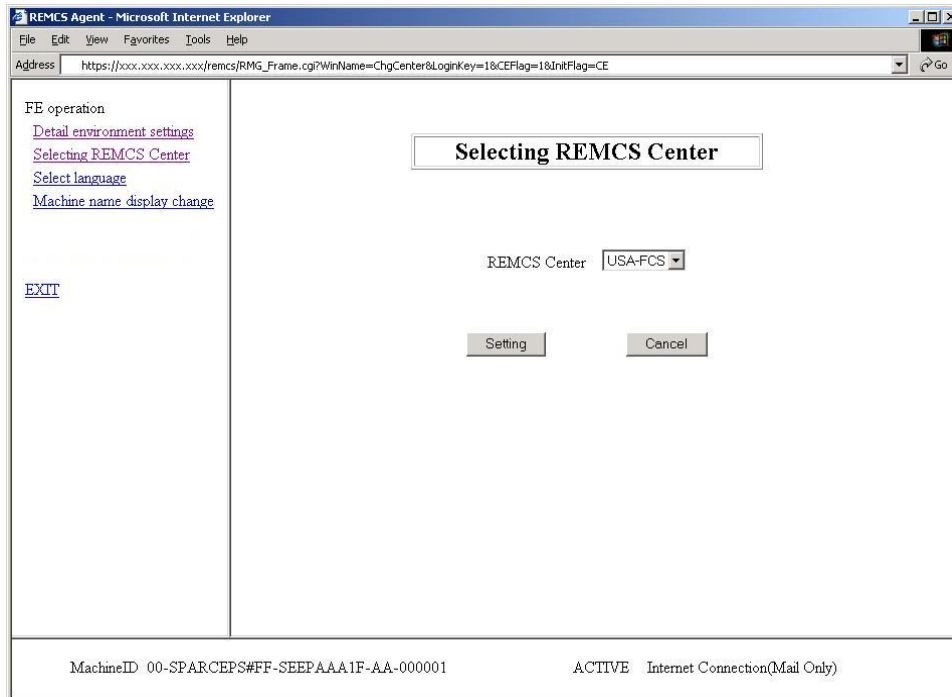
1. Click [Selecting REMCS Center] in the REMCS FE operation window.

2. Select the destination REMCS Center. No data can be entered directly. Select a destination from the pull-down menu.

3. Click the [Setting] button.
   A confirmation dialog box appears. Register the settings. After processing is finished, the results are displayed in a popup window and the REMCS FE operation window is redisplayed.

4.1.2.3 Select Language (Japanese or English)

Use this menu item to select the language to be registered at the REMCS Center during registration.
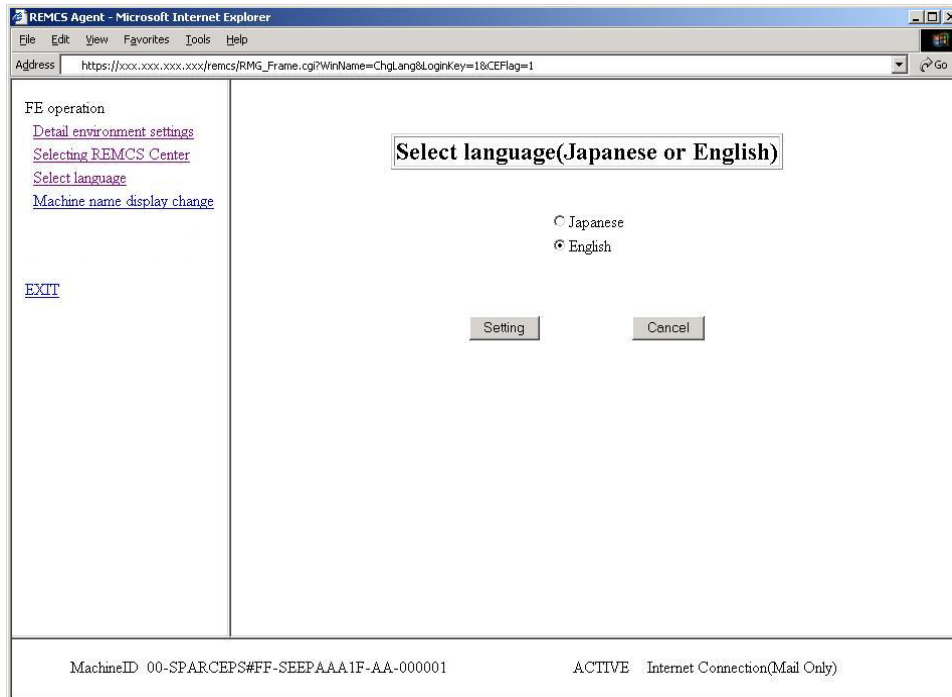
1. Click [Select language] from the REMCS FE operation window to display the above window.

2. Select Japanese or English.

3. Click the [Setting] button.
   A confirmation dialog box appears. Register the settings. After processing is finished, the results are displayed in a popup window and the REMCS FE operation window is redisplayed.

If a customer sets the XSCF time zone to other than Asia/Tokyo on a machine installed in Japan or if a customer sets the XSCF time zone to Asia/Tokyo on a machine installed outside Japan, contact a Fujitsu certified service engineer.
After language selection is performed, registration must be executed again from the beginning.

4.1.2.4 Machine name display change

Use this menu item to change the machine name displayed in the REMCS Settings windows to the machine ID or the machine unique name defined in the Customer Information window.
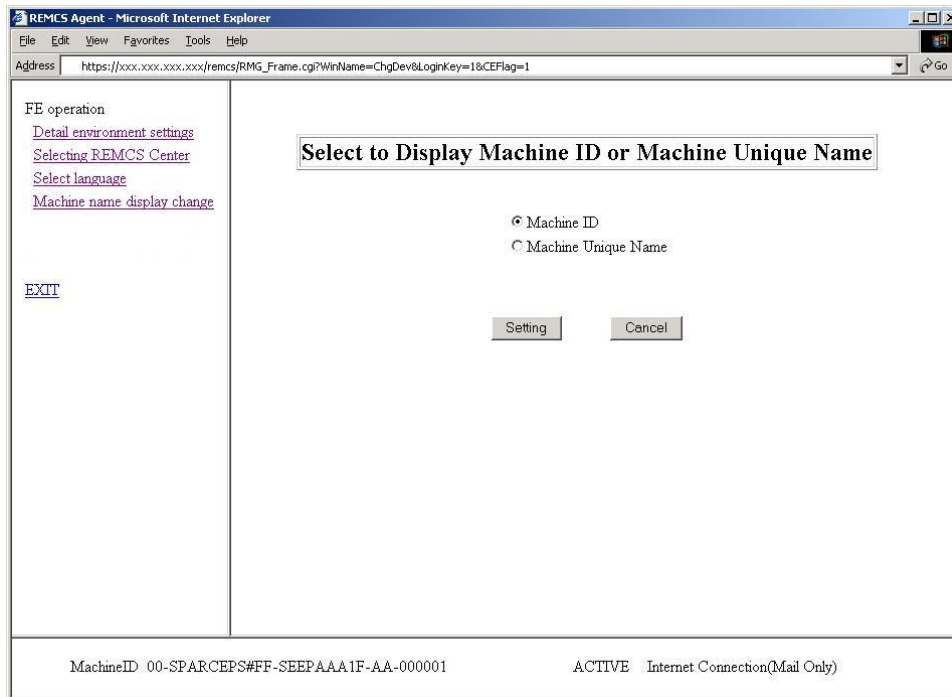
1. Click [Machine name display change] in the REMCS FE operation window to display the above window.

2. Specify the machine name to be displayed in the status display frames.

3. Click the [Setting] button.
   A confirmation dialog box appears. Register the settings. After processing is finished, the results are displayed in a popup window and the REMCS FE operation window is redisplayed.

4.1.3　Collecting software investigation information

Software investigation information can be collected by using the operation menu of Machine Administration.
The software investigation information collection menu is included in Enhanced Support Facility in the machine OS.　Use the Machine Administration menu.

4.　Display "Remote Setup."
5.　Select "Software Investigation Information Collection."

For a detailed explanation of using software investigation information collection, see Chapter 6, "Software Investigation Information Collection."

4.2 Operation of PRIMEPOWER models 900/1500/2500

4.2.1 Operation

The connection to the REMCS Center can be checked by the operation menu in the Machine Administration menu.
The machine operation menu can be displayed as follows.

1. Display "Remote Customer Support System (REMCS) Setup."

2. Select "REMCS Operation Setting" from the REMCS Agent menu.

```
Server0 REMCS Operation Setting menu
Present state:(The system is operating normally.)

1. Connection check with REMCS Center
2. Tentative stop of connection with REMCS Center
3. Resume connection with REMCS Center
4. Manual reception of Hardware Control Program(HCP)

q:Quit b:Back to previous menu  t:Go to top menu  h:Help
---------------------------------------------------
Select one.(1-4,q,b,t,h):
```

The following operations can be performed by using the machine operation menu.

Menu item	Outline
1. Connection check with REMCS Center	Checks a connection to the REMCS Center.
2. Tentative stop of connection with REMCS Center	Suspends a connection to the REMCS Center tentatively.
3. Resume connection with REMCS Center	Releases the tentative stop of communication,
4. Manual reception of Hardware Control Program (HCP)	Downloads the Hardware Control Program (HCP) in a manual operation. In the case of the Internet Connection (MAIL Only), this operation is unavailable.

4.2.2   Display and modification of different kinds of information after start of operation

Information that is defined during installation of this machine can be displayed and updated by using the Machine Administration menu.
After the registration has completed, the following menus can be displayed in the "Remote Customer Support System (REMCS) Setup" menu.

Menu item	Outline
1. Registration	Registers customer information and machine configuration information to REMCS Center.
2. REMCS environment setting	Sets up an environment for connection.
3. Operation	Checks a connection to the REMCS Center.
4. Change of Connection Type	Changes connection type with the REMCS Center.

If you want to change the REMCS environment, please change the setup on "host machine," first. And then, change the setup on SMC. It is the same procedure, which is done for initial setup. It is not necessary to setup shared items on SMC because value changed on "host machine" will be used.
When you are using a Hot Spare SMC Configuration, please apply same change on Standby SMC.

Set "shared" for the items listed below.

Menu item	Shared	Independent
Connection Environment by e-mail SMTP Server		Y
Connection Environment by e-mail Sender E-mail Address		Y
User authentication of SMTP method		Y
POP Server name		Y
POP Port No		Y
POP User ID		Y
POP Password		Y
POP Waiting time		Y
Connection Environment by HTTP PROXY Server	Y	
Connection Environment by HTTP PROXY Port No.	Y	
Connection Environment by HTTP PROXY User ID	Y	
Connection Environment by HTTP PROXY Password	Y	
Periodical Connection Information Schedule		Y

When you change the connection type, please perform according to the following procedures.

1. Change the connection type of "host machines," which are monitored by SMC.

2. Setup REMCS environment on "host machine."

3. If more than one "host machine" are monitored by one SMC, and if it's not first time for modification on "host machine," select "registration" instead of changing of connection type. And then, choose "resend."

4. Perform registration on SMC, And, select "update."

5. When the SMC is in a hot spare configuration, set up the REMCS service on the service SMC first, and then set up the standby SMC next.
When the connection type is different between the Service and Standby, the REMCS Agent will provide unexpected results.

4.2.3　Collecting software investigation information

Software investigation information can be collected by using the operation menu of Machine Administration.
The software investigation information collection menu is included in Enhanced Support Facility in the machine OS.　Use the Machine Administration menu.

1. Display "Remote Setup."
2. Select "Software Investigation Information Collection."

For a detailed explanation of using software investigation information collection, see Chapter 6, "Software Investigation Information Collection."

4.3 Operation of PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series

4.3.1 Operation

The connection to the REMCS Center can be checked from the operation menu of the Machine Administration menu.
The machine operation menu can be displayed as follows.

1. Select "Remote Setup" from the Machine Administration menu.

2. Select "REMCS Operation" from the REMCS Agent menu.

```
REMCS Operation Menu
Present state:(System on ordinary operation)


1. Connection check with REMCS Center
2. Tentative stop of connection with REMCS Center
3. Resume connection with REMCS Center
4. Manual reception of firmware
5. Maintenance Start
6. Maintenance End


q:Quit b:Back to previous menu t:Go to top menu h:Help
------------------------------------------------
Select one. (1-6,q,b,t,h):
```

The following operations can be performed from the machine operation menu.

Menu item	Outline
1. Connection check with REMCS Center	Checks a connection to the REMCS Center.
2. Tentative stop of connection with REMCS Center	Suspends a connection with the REMCS Center tentatively.
3. Resume connection with REMCS Center	Releases the tentative stop of communication.
4. Manual reception of firmware Or Manual reception of Hardware Control Program (HCP)	Downloads firmware in a manual operation. In the case of the Internet Connection (MAIL Only) and Point-to-Point Connection (MAIL Only), this operation is unavailable.
5. Maintenance Start	Remote maintenance is changed to maintenance status.
6. Maintenance End	The maintenance status is released.

When the following situations are satisfied, "Maintenance Start" and "Maintenance End" can be selected.
・SPARC T series
・SPARC Enterprise Txxxx series using Enhanced Support Facility 4.0 or later
・SPARC Enterprise Txxxx series and,
  Applied 914603-06 or later and 914701-01 or later

4.3.2 Display and modification of different kinds of information after start of operation

Information defined during installation of this machine can be displayed and updated from the Machine Administration menu.
After registration has completed, the following menus can be displayed from the "REMCS Agent" menu.

Menu item	Outline
1. Registration	Registers the customer information and the machine configuration information to REMCS Center. The REMCS setup data can be exported from control domain of Logical Domains. The REMCS setup data can be imported to guest domain.
2. REMCS Environment Setting	Sets up an environment for connection. This menu cannot be used on the guest domain.
3. REMCS Operation	Checks a connection to the REMCS Center.
4. Change Connection Type	Changes connection type with the REMCS Center. This menu cannot be used on the guest domain.
5. Software Investigation Information Collection	Collects software investigation information. The software investigation information collection is not supported on guest domain.

4.3.3 Collecting software investigation information

Software investigation information can be collected from the operation menu of the Machine Administration menu.

1. Display the "Remote Setup."

2. Select "Software Investigation Information Collection."

For an explanation on how to use software investigation information collection, see Chapter 6, "Software Investigation Information Collection."

Chapter 5 Messages

This chapter explains major error messages displayed in the windows.

5.1 Messages of SPARC Enterprise Mxxxx series

Each message includes internal information for investigation.

5.1.1 Error messages

Message code	Message	Corrective action
RMG_0015	Invalid entry.	Enter valid data.
RMG_0016	Input value is out of range.	
RMG_0018	Failed to get registration data. (xxx)	Retry execution. If it fails, close the REMCS window, display the window again, and reexecute the operation. If the problem persists, contact the support center.
RMG_0021	Failed to register REMCS environment data. (xxx)	
RMG_0025	Failed to set connection mode.	
RMG_0027	Failed to change Machine status. (xxx)	
RMG_0028	Input all entries.	Enter data for all items.
RMG_0030	Specify server name/user ID/password all when you specify POP server	Specify the POP server correctly.
RMG_0031	Specify user ID/password all when you specify AUTH SMTP.	Specify AUTH SMTP authentication information correctly.
RMG_0032	The specified file can not be imported.	Specify a valid file.
RMG_0033	Invalid directory name specified.	Specify a valid directory.
RMG_0036	Required entry.	Enter data for required entries.
RMG_0040	Automatic registration failed. (xxx:xxx)	Retry execution. If it fails, close the REMCS window, display the window again, and reexecute the operation. If the problem persists, contact the support center.
RMG_0041	Failed to setting Machine status. (xxx)	
RMG_0043	Failed to set REMCS environment (Internet connection (Mail only)).	Check the specified SMTP server FQDN or IP address. Also verify that the network conditions are normal.
RMG_0048	Invalid end time.	Check the operation end time and specify the correct time.
RMG_0051	Failed to register the periodical connection schedule. (xxx)	Check whether the network conditions are normal.
RMG_0052	Failed to set the periodical connection schedule.	Retry execution. If it fails, close the REMCS window, display the window again, and reexecute the operation. If the problem persists, contact the support center.
RMG_0056	Failed in the connection check notification. (xxx:xxx)	Check whether the network conditions are normal.

Message code	Message	Corrective action
RMG_0065	Failed to get customer information. (xxx)	Retry execution. If it fails, close the REMCS window, display the window again, and reexecute the operation. If the problem persists, contact the support center.
RMG_0068	Invalid character specified in [Company Name].	Confirm the characters that can be specified and specify information correctly.
RMG_0069	Invalid character specified in [Department/Division].	
RMG_0070	Invalid character specified in [Address].	
RMG_0071	Invalid character specified in [Building].	
RMG_0072	Invalid character specified in [Administrator Name].	
RMG_0073	Invalid character specified in [Machine Installation Site].	
RMG_0074	Invalid character specified in [Machine Installation Building].	
RMG_0077	Failed to register customer information. (xxx)	Retry execution. If it fails, close the REMCS window, display the window again, and reexecute the operation. If the problem persists, contact the support center.
RMG_0080	Failed to set REMCS environment (Point-to-Point).	Check the specified SMTP server FQDN or IP address. Also verify that the network conditions are normal.
RMG_0085	Registration failed. (xxx)	Check whether the network conditions are normal.
RMG_0088	Update registration failed. (xxx)	
RMG_0092	Registration has not executed, setup is incomplete.	Perform setup after registration is complete.
RMG_0096	The specified file includes an unsupported connection type. The environment information can not be imported.	Specify a file with the same connection type.
RMG_0097	Failed to read connection point list file. (xxx)	Retry execution. If it fails, close the REMCS window, display the window again, and reexecute the operation. If the problem persists, contact the support center.
RMG_0099	Failed to change the REMCS Center. (xxx)	
RMG_0118	Failed to import the environment information and the customer information. (xxx)	
RMG_0121	Failed to export the environment information. (xxx)	Check whether the size of the backup destination is too small or whether the export destination is write-inhibited.
RMG_0122	Failed to export the customer information. (xxx)	
RMG_0129	Wait for a while.	Wait for a while.
RMG_0142	The file doesn't exist in the selected directory.	Specify a directory that contains a file.

Message code	Message	Corrective action
RMG_0143	Invalid REMCS environment information file.	Specify a valid file and reexecute operation.
RMG_0144	Invalid customer information file.	
RMG_0150	Failed to read setting file. (xxx)	Retry execution. If it fails, close the REMCS window, display the window again, and reexecute the operation. If the problem persists, contact the support center.
RMG_0172	Failed to get Destination information. (xxx)	
RMG_0181	Invalid E-mail address specified.	Check the e-mail address.
RMG_0182	Enter E-mail address of administrator or installer.	Check the connection confirmation information notification destination.
RMG_0183	Specify E-mail address for receiving results.	Check the e-mail address of the result notification destination.
RMG_0192	The file is not imported, because the WEB browser is not supported.	Use the WEB browser supported by the XSCF Web.
RMG_0193	The REMCS frame is not displayed, because the REMCS module is not available.	Retry execution after waiting about 5 minutes. If the problem persists, contact the support center.
RMG_0194	Automatic registration failed, because there was no required entry in the Customer information file.	Use the Customer information file from which personal information is not deleted.
RMG_1121	Invalid frame change.	Perform correct operation for frame change.
RMG_1123	Connection closed.	Open REMCS window again. Or log in to XSCF Web again.
RMG_1135		

Note
- Message codes are not always displayed.

5.1.2 Communication error messages

This section explains the error messages that are displayed in the windows if an error occurs during communication processing. The communication error messages displayed include the respective corrective actions to be taken. Respond properly as instructed. If a problem persists even after corrective action, contact the support center. Note that the values indicated with RL: and SS-Agent: in messages are internal information.

Message code	Message
RMG_2000	(SMTP) There is no valid E-Mail address. The E-Mail address is not set up correctly. RL:xxx,SS-Agent:xxx
RMG_2003	(SMTP) Communication timeout error was detected. Please try again after several minutes. When you do not solve the trouble, please check the network between the mail (SMTP) server, and check whether the SMTP server is running. RL:xxx,SS-Agent:xxx

Message code	Message
RMG_2004	(SMTP) An error was detected by the specified mail (SMTP) server. Please improve environment with reference to the following messages. (Message from the SMTP server) xxxxxxxxxxxxxxxxxxxx RL:xxx,S-Agent:xxx
RMG_2005	(SMTP) Unable to connect the specified mail (SMTP) Server. Error was detected during communication to the specified mail (SMTP) server. The following causes can be considered. • The SMTP server name is wrong. • When the DNS server is used, the DNS server is not running. • The problem of the network between mail (SMTP) server. (Message from the SMTP server) xxxxxxxxxxxxxxxxxxxx RL:xxx,SS-Agent:xxx
RMG_2006	(SMTP) Unable to connect the specified mail (SMTP) Server. The following causes can be considered. • The SMTP server name is wrong. • When the DNS server is used, the DNS server is not running. • The problem of the network between mail (SMTP) server. (Message from the SMTP server) xxxxxxxxxxxxxxxxxxxx RL:xxx,SS-Agent:xxx
RMG_2007	(SMTP) An error was detected between the mail (POP3) server. POP before SMTP authentication failed. The following causes can be considered. • The POP3 server name is wrong. • User name is wrong. • Passwd is wrong. (Message from the POP3 server) xxxxxxxxxxxxxxxxxxxx RL:xxx,SS-Agent:xxx
RMG_2008	(SMTP) An error was detected between the mail (POP3) server. An error was detected during communication to the specified POP3 server. The following causes can be considered. • The POP3 server name is wrong. • When the DNS server is used, the DNS server is not running. • The problem of the network between POP3 server. (Message from the POP3 server) xxxxxxxxxxxxxxxxxxxx RL:xxx,SS-Agent:xxx
RMG_2009	(SMTP) The error was detected between the mail (POP3) server. The timeout error occurred in communication with a POP3 server. • The problem of the network between POP3 server. • POP3 server is not running. RL:xxx,SS-Agent:xxx

Message code	Message
RMG_2010	(SMTP) An error was detected during communication to the specified mail (POP3) server. The POP3 server name is wrong, or the POP3 server is not running. The following causes can be considered. • The POP3 server name is wrong. • When the DNS server is used, the DNS server is not running. • The problem of the network between POP3 server. (Message from the POP3 server) xxxxxxxxxxxxxxxxxxx RL:xxx,SS-Agent:xxx
RMG_2011	(SMTP) The error was detected during communication to the specified mail (SMTP) server. Authentication failed on SMTP server. The user name or password is wrong, so it cannot authenticate on SMTP server. (Message from the POP3 server) xxxxxxxxxxxxxxxxxxx RL:xxx,SS-Agent:xxx
RMG_2012	(SMTP) An error was detected during communication to the specified mail (SMTP) server. The specified SMTP server does not support SMTP AUTH. Or the SMTP server does not support specified auth type. The following causes can be considered. • Specified SMTP server is wrong. • Specified auth type is wrong. (Message from the SMTP server) xxxxxxxxxxxxxxxxxxx RL:xxx,SS-Agent:xxx

5.1.3 Other errors

If an error message other than the above is displayed, close the REMCS window, display the REMCS window again, and reexecute the operation. If the problem persists even after reexecution, contact the support center.

5.2 Messages for PRIMEPOWER, SPARC Enterprise Txxxx series, and SPARC T series

5.2.1 Message of select connection type

This section explains the messages displayed when connection type is selected from the REMCS Agent window.

Message	Select Connection Type is not installation
Explanation	This message is displayed, when the Management Server Connection is selected and the Advanced Agent is not installed.
Response	1. Please set up the "Advanced Agent" with reference to the "Service Center Start Guide." 2. When you do not solve the trouble, please contact with Fujitsu certified service engineer.

5.2.2 Message of registration

This section explains the messages displayed when registration is performed from the REMCS Agent window.

Message	Failed in Online Registration. ("return code": e-mail) Or Failed in Online Registration. ("return code": SS-Agent) Or Failed in Online Registration. ("return code")
Explanation	Customer registration in the REMCS center or sending of configuration information failed. A setting error or e-mail communication problem caused by a communication error is assumed.
Response	1. Cope with it with reference to a return code. For details, refer to Section 5.2.6, "Error return code list." When there is no return code in a code list, please contact with Fujitsu certified service engineer. 2. When you do not solve the trouble, please contact with Fujitsu certified service engineer.

Message	Failed in Request Customer Information to Management Server. ("return code": file transfer) Or Failed in Request Customer Information to Management Server. ("return code": SS-Agent) Or Failed in Request Customer Information to Management Server. ("return code")

Explanation	This message is displayed only if a connection has been established with the management server. During an attempt at registration from the machine via the management server, the customer information file could not be downloaded from the management server. A setting error or problem caused by a communication error is assumed.
Response	1. If you have not updated REMCS environment setting after selecting "Management Server Connection," execute the change of environment setting. 2. Cope with it with reference to a return code. For details, refer to Section 5.2.6, "Error return code list." When there is no return code in a code list, please contact with Fujitsu certified service engineer. 3. If they are correctly defined, check whether the management server is connected. 4. Check whether a customer information file exists in the management server. 5. If the settings are valid, and you do not solve the trouble in spite of coping by referencing to the return code, please contact with Fujitsu certified service engineer.

Message	Failed Registration to Management Server. ("return code": file transfer) Or Failed Registration to Management Server. ("return code": SS-Agent) Or Failed Registration to Management Server. ("return code") Or Failed registration to Management Server. ("return code": file transfer) Or Failed registration to Management Server. ("return code": SS-Agent) Or Failed registration to Management Server. ("return code")
Explanation	This message is displayed only if a connection has been established with the management server. Machine registration on the management server failed. A setting error or problem caused by a communication error is assumed.
Response	1. If you have not updated REMCS environment setting after selecting "Management Server Connection," execute the change of environment setting. 2. Cope with it with reference to a return code. For details, refer to Section 5.2.6, "Error return code list." When there is no return code in a code list, please contact with Fujitsu certified service engineer. 3. If they are correctly defined, check whether the management server is connected. 4. If the settings are valid, and you do not solve the trouble in spite of coping by referencing to the return code, please contact with Fujitsu certified service engineer.

Message	The registration data file could not be written. Or Failed registration Data file Write.
Explanation	The customer information file to be sent to the center and used for online registration could not be updated. The free disk space is insufficient, or the registration data file (regist.txt) does not exist.
Response	1. Check the remaining capacity of the disk under a /opt directory. 2. If the remaining capacity of the disk is enough, back up the environmental definition file. Re-install the REMCS agent, and restore the environmental definition. 3. Perform online registration again. 4. If the message is displayed again, please contact with Fujitsu certified service engineer.

Message	The registration data file could not be read. Or Failed registration Data file Read
Explanation	The customer information file to be sent to the REMCS center and used for online registration could not be read. The registration data file (regist.txt) probably does not exist.
Response	1. Check the remaining capacity of the disk under a /opt directory. 2. If the remaining capacity of the disk is enough, back up the environmental definition file. Re-install the REMCS agent, and restore the environmental definition. 3. Perform online registration again. 4. If the message is displayed again, please contact with Fujitsu certified service engineer.

Message	The registration data file could not be read. ("return code")
Explanation	An attempt to read saved registration data from a file failed. The content of the file may have been destroyed.
Response	1. Take corrective action according to the return code. For details, refer to Section 5.2.6, "Error return code list." If the relevant return code is not found in the code list, contact a Fujitsu certified service engineer. 2. Confirm that registration is successfully completed in English on the machine to which registration data has been saved. 3. Save and transfer registration data again, and read the data during registration. 4. If the problem persists, contact a Fujitsu certified service engineer.

Message	The registration data file could not be written. ("return code")
Explanation	The customer information file to be transferred to the other system could not be written. The file disk space may be insufficient.
Response	1. Check a return code. For details, refer to Section 5.2.6, "Error return code list." When you cannot find out return code on the code list, please contact with Fujitsu certified service engineer. 2. If the message is displayed again, please contact with Fujitsu certified service engineer.

5.2.3 Message when REMCS environment is set

This section explains the messages and solutions for it displayed during setting up of the REMCS environment from the REMCS Agent window of Machine Administration.

Message	The REMCS Environment file could not be written. Or Failed Writing REMCS Environment Data.
Explanation	The REMCS environment file could not be updated. The free disk space is insufficient, or the REMCS environment settings file (remote.conf) does not exist.
Response	1. Check the remaining capacity of the disk under a /opt directory. 2. If the remaining capacity of the disk is enough, back up the environmental definition file. Re-install the REMCS agent, and restore the environmental definition. 3. Perform online registration again. 4. If the message is displayed again, please contact with Fujitsu certified service engineer.

Message	The REMCS Environment file could not be read. Or REMCS Environment file could not be read. Or Failed Reading REMCS Environment Data.
Explanation	The REMCS environment settings file (remote.conf) probably does not exist.
Response	1. If the remaining capacity of the disk is enough, back up the environmental definition file. Re-install the REMCS agent, and restore the environmental definition. 2. Perform online registration again. 3. If the message is displayed again, please contact with Fujitsu certified service engineer.

Message	The REMCS Environment could not be updated. Or Failed Updating REMCS Environment Data.
Explanation	The REMCS environment file could not be updated. The free disk space is insufficient, or the REMCS environment file (rimomen.dft) does not exist.
Response	1. Check the remaining capacity of the disk under a /opt directory. 2. If the remaining capacity of the disk is enough, back up the environmental definition file. Re-install the REMCS agent, and restore the environmental definition. 3. Perform online registration again. 4. If the message is displayed again, please contact with Fujitsu certified service engineer.

Message	The REMCS Environment data could not be read. Or Failed Reading REMCS Environment Data.
Explanation	The REMCS environment file (rimomen.dft) probably does not exist.
Response	1. Back up the environment definitions file, and reinstall the REMCS Agent. Restore the environment definitions file after installation. 2. Reexecute registration and REMCS environment setup. 3. If the message is displayed again, please contact with Fujitsu certified service engineer.

Message	The environment data could not be read. ("return code")
Explanation	The environment date may be broken.
Response	1. Check a return code. For details, refer to Section 5.2.6, "Error return code list." When you cannot find out return code on the code list, please contact with Fujitsu certified service engineer. 2. Confirm that the machine to which registration data has been saved is connected to the administration server and its registration is completed successfully in English. 3. Save and transfer registration data again, and read data during environment setting. 4. If the message is displayed again, please contact with Fujitsu certified service engineer.

Message	The environment data are not for Management Server.
	The environment data could not be read.
Explanation	The environment setup file that has been saved could not be read.
	Stored environment data may be broken, or, connection type in the environment data is not "Management Server Connection."
Response	1. Confirm that the machine to which registration data has been saved is connected to the administration server and complete in registration successfully in English.
	2. **Save** the environment data and transfer them again. Read them at the environment setting.
	3. If the message is displayed again, please contact with Fujitsu certified service engineer.

5.2.4 Message on operation

This section explains the messages displayed during operation from the REMCS Agent window of Machine Administration.

Message	failed in the center connection restart. ("return code": HTTP)
	Or
	failed in the center connection restart. ("return code": e-mail)
	Or
	failed in the center connection restart. ("return code": file transfer)
	Or
	failed in the center connection restart ("return code": SS-Agent)
	Or
	failed in the center connection restart. ("return code")
	Or
	Failed resume connection with REMCS center. ("return code": HTTP)
	Or
	Failed resume connection with REMCS center. ("return code": e-mail)
	Or
	Failed resume connection with REMCS center. ("return code": file transfer)
	Or
	Failed resume connection with REMCS center. ("return code": SS-Agent)
	Or
	Failed resume connection with REMCS center. ("return code")
Explanation	A setting error or communication error (e-mail or HTTP communication problem) is assumed.
Response	1. Cope with it with reference to a return code. For details, refer to Section 5.2.6, "Error return code list." When there is no return code in a code list, please contact with Fujitsu certified service engineer.
	2. When you do not solve the trouble, please contact with Fujitsu certified service engineer.

Message	failed in the center connection tentative stop. ("return code": HTTP) Or failed in the center connection tentative stop. ("return code": e-mail) Or failed in the center connection tentative stop. ("return code": file transfer) Or failed in the center connection tentative stop. ("return code": SS-Agent) Or failed in the center connection tentative stop. ("return code") Or Failed tentative stop of connection with REMCS Center. ("return code": HTTP) Or Failed tentative stop of connection with REMCS Center. ("return code": e-mail) Or Failed tentative stop of connection with REMCS Center. ("return code": file transfer) Or Failed tentative stop of connection with REMCS Center. ("return code": SS-Agent) Or Failed tentative stop of connection with REMCS Center. ("return code")
Explanation	A setting error or communication error (e-mail or HTTP communication problem) is assumed.
Response	1. Cope with it with reference to a return code. For details, refer to Section 5.2.6, "Error return code list." When there is no return code in a code list, please contact with Fujitsu certified service engineer. 2. When you do not solve the trouble, please contact with Fujitsu certified service engineer.

Message	The connection could not be confirmed. Or Failed connection confirmation. Or The connection could not be confirmed. ("return code": HTTP) Or The connection could not be confirmed. ("return code": mail) Or The connection could not be confirmed. ("return code": file transfer) Or The connection could not be confirmed. ("return code": SS-Agent) Or The connection could not be confirmed. ("return code")
Explanation	A setting error or communication error (e-mail or HTTP communication problem) is assumed.

Response	1. If the return code is displayed [except-500],response by return code is performed. See detail in [error return code list]. If no corresponding return code is in Section 5.2.6, "Error return code list," please contact with Fujitsu certified service engineer. 2. If response by return code is not effective, please contact with Fujitsu certified service engineer. 3. Check whether the REMCS environment is set up normally. Check whether the "e-mail connection environment" is set up normally. Check whether the "HTTP connection environment" is set up normally. 4. If the settings are normal, please contact with Fujitsu certified service engineer.

Message	Failed in the Hardware Control Program (HCP) reception.　("return code"： HTTP) Or Failed in the Hardware Control Program (HCP) reception. ("return code"： e-mail) Or Failed in the Hardware Control Program (HCP) reception. ("return code"： file transfer) Or Failed in the Hardware Control Program (HCP) reception. ("return code"： SS-Agent) Or Failed in the Hardware Control Program (HCP) reception.　("return code") Or Failed in firmware download reception.　("return code"： HTTP) Or Failed in firmware download reception.　("return code"： e-mail) Or Failed in firmware download reception.　("return code"： file transfer) Or Failed in firmware download reception.　("return code"： SS-Agent) Or Failed in firmware download reception.　("return code")
Explanation	Firmware could not be received from the REMCS center. Possible causes of the problem are as follows: 1. The disk capacity is insufficient. 2. The directory for storing received firmware was not found. 3. A communication error occurred.
Response	1. Check the free disk space remaining for the /var/opt directory. 2. If the free disk space is sufficient, the problem is caused by a communication error or firmware expansion failure. Cope with it with reference to a return code.　For details, refer to Section 5.2.6, "Error return code list."　When there is no return code in a code list, please contact with Fujitsu certified service engineer. 3. If the settings are normal, please contact with Fujitsu certified service engineer.

5.2.5 Message when REMCS environment via XSCF is set

This section explains the messages and solutions for it displayed during setting up of the REMCS environment via XSCF from the REMCS Agent window of Machine Administration.

Message	IP Address is not set to XSCF. Or Subnet Mask is not set to XSCF. Or Gateway Address is not set to XSCF. Or Host Name is not set to XSCF.
Explanation	A setting error is assumed.
Response	1. Check the setting of XSCF. For details, refer to the "User's Guide for Machine Administration."

Message	Failed to connect SMTP Server1. Or Failed to connect SMTP Server2.
Explanation	A setting error or communication error (e-mail or HTTP communication problem) is assumed.
Response	1. Check the setting of SMTP Server1 or SMTP Server2. 2. Check the setting of XSCF. For details, refer to the "User's Guide for Machine Administration."

Message	Failed to connect POP Server for SMTP Server1. Or Failed to connect POP Server for SMTP Server2.
Explanation	A setting error or communication error (e-mail or HTTP communication problem) is assumed.
Response	1. Check the setting of POP Server for SMTP Server1 or POP Server for SMTP Server2. 2. Check the setting of XSCF. For details, refer to the "User's Guide for Machine Administration."

Message	UserID for SMTP Server1 was not authenticated by POP Server. Or UserID for SMTP Server1 was not authenticated by POP Server.
Explanation	A setting error or communication error (e-mail or HTTP communication problem) is assumed.
Response	1. Check the setting of POP Server for SMTP Server1 or POP Server for SMTP Server2.

5.2.6 Error return code list

Return code	Explanation	Possible cause	Corrective action
-2	Network error	HTTP API error The local host name has not been set.	Check the network settings.
-7	Communication timeout error	A timeout was detected during communication processing (HTTP, mail, etc.)	Check whether the SMTP server is running.
-10	Another task or process is carrying out communication.	Communication processing is busy.	Re-send after several minutes.
-12	The user ID is invalid.	The user ID is invalid.	Check the Proxy userID.
-13	The password is invalid.	The password is invalid.	Check the Proxy password.
-14	Memory allocation failure	HTTP API error Mail API error Insufficient memory	• Quit unnecessary applications and services. • Check whether the physical memory and the disk containing swap files have enough free space.
-15	Communication is disabled because there is no connection to the center.	The center is not connected.	Establish a connection to the center again.
-16	Insufficient disk capacity	HTTP API error Desk capacity is insufficient.	Increase the size of free space on the disk containing the installation directory (/opt), temporary directory (/tmp), and system directory.
-17	Communication is disabled during maintenance.	Maintenance in progress	Finish maintenance.
-18	The configuration information ID is inconsistent.	Configuration information sent from the machine has not reached the center, or configuration information that has reached the center has not been processed.	Wait for about 10 minutes. If this error then occurs again, re-send the configuration information.
-19	Parameter error	A required item is not included in environment settings such as HTTP and mail settings, or a setting is invalid.	Specify the required items correctly.

Return code	Explanation	Possible cause	Corrective action
-20	The latest firmware is not registered in the center.	Firmware that can be received is not found.	Please contact with Fujitsu certified service engineer.
-21	The machine ID is not registered in the center.	Registration has failed, or an attempt has been made to receive firmware immediately after registration.	1. Registration to a center could take a few minutes, so an error will occur if you try some operations immediately after a registration. Wait for more than 10 minutes, and retry. 2. If it still failed, the registration mail probably failed to be sent to the REMCS center. Check whether there is a problem with the communication environment, and retry registration.
-22	The SS-Agent service is not active.		Check whether FJSVrmaos is installed.
-23	Restarting of the SS-Agent service has failed.		Check whether FJSVrmaos is installed.
-25	Event transmission failed.		Check whether FJSVrmaos is installed.
-26	Shared pipe creation or reading has failed.	Resource shortage	Quit unnecessary applications and services, or restart the OS.
-27	File access error	HTTP API error Mail API error File creation error	Check whether disk capacity is sufficient.
-28	Temporary file access error	File creation error	Check whether the disk capacity is sufficient.
-29	SS-Agent is not installed.	SS-Agent is not installed, or the installation settings are invalid.	Reinstall FJSVrmaos.
-30	The function level of the management server is too low.		Upgrade the management server version.

Return code	Explanation	Possible cause	Corrective action
-52	HTTP server error	HTTP server (center) error	1. Confirm whether there are mistakes in, HTTP connection environment (Proxy Server (host name/IP address), Proxy Port No, Proxy UserID, Proxy password) set up by "REMCS Environment Setting" menu. 2. Confirm whether there is a problem in communication environment (DNS server, Proxy Server, default gateway etc.). (Confirm it with the network administrator.)
-54	The HTTP server cannot be accessed.	HTTP API error	
-55	The line has been disconnected. (HTTP)	HTTP API error	
-56	HTTP error other than the above	HTTP API error HTTP server (center) error	1. Confirm whether there are mistakes in, HTTP connection environment (Proxy Server (host name/IP address), Proxy Port No, Proxy UserID, Proxy password) set up by "REMCS Environment Setting" menu. 2. Confirm whether there is a problem in communication environment (DNS server, Proxy Server, default gateway etc.). (Confirm it with the network administrator.)
-57	HTTP client connection timeout	HTTP API error	The server is busy. Wait for a while and retry.
-58	HTTP proxy server authentication error	HTTP API error	1. Confirm whether there are mistakes in, HTTP connection environment (Proxy Server (host name/IP address), Proxy Port No, Proxy UserID, Proxy password) set up by "REMCS Environment Setting" menu. 2. Confirm whether there is a problem in communication environment (DNS server, Proxy Server, default gateway etc.). (Confirm it with the network administrator.)

Return code	Explanation	Possible cause	Corrective action
-62	File transfer server error	HTTPI (file transfer) error	Check the management server name./Check the proxy server setting.
-64	File transfer server connection failure	HTTPI (file transfer) error	Check the management server name./Check the proxy server setting.
-65	Line disconnected during file transfer	HTTPI (file transfer) error	Check the management server name./Check the proxy server setting.
-66		HTTPI (file transfer) error	Check the management server name./Check the proxy server setting.
-67	Too many clients connected (file transfer)	HTTPI (file transfer) error	The server is busy. Wait for a while and retry.
-68	HTTP proxy server authentication error	HTTPI (file transfer) error	1. Confirm whether there are mistakes in, Management server name (host name/IP address) set up by "REMCS Environment Setting" menu. 2. Confirm whether there is a problem in communication environment (DNS server, Proxy Server, default gateway etc.). (Confirm it with the network administrator.)
-72	SMTP server error	Mail API error	1. Confirm whether there are mistakes in, mail connection environment (SMTP Server, Sender E-mail Address) set up by "REMCS Environment Setting" menu. 2. Confirm whether there is outside transmission permission, or the Sender E-mail Address is permitted with provider etc. 3. Confirm whether there are problem in communication environment (DNS server, mail server, default gateway etc.). (Confirm it with the network administrator.)
-73	The SMTP server name is not found.	Mail API error	
-74	No connection can be established with the SMTP server.	Mail API error	

Return code	Explanation	Possible cause	Corrective action
-76	MAIL send error	Mail API error	Please contact with Fujitsu certified service engineer.
-77	An error occurred after acceptance of mail send processing. SS-Agent has probably retried sending.	Administration server or remote command error	1. Confirm whether there are mistakes in, mail connection environment (SMTP Server, Sender E-mail Address) set up by "REMCS Environment Setting" menu.
-78	Mail send error	Administration server or remote command error	2. Confirm whether there is outside transmission permission, or the Sender E-mail Address is permitted with provider etc. 3. Confirm whether there are problem in communication environment (DNS server, mail server, default gateway etc.). (Confirm it with the network administrator.)
-79	User authentication of SMTP error (POP before SMTP)	Mail API error	1. Confirm whether there are mistakes in the user SMTP authentication set up by "REMCS Environment Setting" menu. 2. Confirm whether there are problem in communication environment (POP server, DNS server, default gateway etc.). Confirm it with the network administrator.)
-86	SS-Agent call error	Calling SS-Agent API error	Check the FJSVrmaos installation conditions.

Return code	Explanation	Possible cause	Corrective action
-91	Valid Mail-address is not found	Mail API error	1. Confirm whether there are mistakes in, mail connection environment (SMTP Server, Sender E-mail Address) set up by "REMCS Environment Setting" menu. 2. Confirm whether there is outside transmission permission, or the Sender E-mail Address is permitted with provider etc. 3. Confirm whether there are problem in communication environment (DNS server, mail server, default gateway etc.). (Confirm it with the network administrator.)

Chapter 6　Software Investigation

Information Collection

This chapter explains the function and operations of software investigation information collection.

6.1 Overview of Software Investigation Information Collection

The software investigation information (hereafter simply named as investigation information) is a general name of data which is used to investigate troubles of customer's system. The software investigation information collection function (SIRMS) supports analysis of software troubles and is provided as a function of REMCS Agent. The investigation information collection function can be used to collect the data by simple operations. The collected investigation information can be sent to the REMCS Center. Software investigation information collection uses QSS (Quick Support System) collection tools to collect investigation information. QSS collection tools for each product are prepared and SIRMS calls QSS tools.

Collection and Sending Investigation Information

1. When a software problem occurs, please contact Fujitsu certified service engineer.
2. If it is necessary to investigate software, please get the incident number, the investigation information to be collected, and the method for sending the investigation information from Fujitsu certified service engineer.
3. Start "Software Investigation Information Collection" in the system where the trouble occurred.
4. Collect the necessary investigation information. Then send the collected information to Fujitsu certified service engineer by the following method.

Information available for sending

Investigation information with small size (*) can be sent to REMCS center through network. In this way Fujitsu certified service engineer will be able to begin diagnosing or troubleshooting as quickly as possible.
(*) The maximum size limitation is 2 MB by default.

Information unavailable for sending

Investigation information with size exceeding maximum limitation cannot be sent to REMCS center, so it should be delivered to Fujitsu site as instructions from Fujitsu certified service engineer.

6.2 Start and Stop the Menu of Investigation Information Collection

Here explains the method of starting and stopping the Investigation Information Collection.

How to start the Investigation Information Collection

UNIX Server model which use System Console

Select "Software Investigation Information Collection" from the Machine Administration Menu, which ESF (Enhanced Support Facility) on the machine OS provides.

- Execute "/usr/sbin/FJSVmadm/madmin" command on the machine OS.
- Select "Remote Setup" on the Machine Management Menu.
- Select "Software Investigation Information Collection" in the menu.

UNIX Server model which not use System Console

Select "Software Investigation Information Collection" from the operation of the Machine Administration Menu.

- Execute "/usr/sbin/FJSVmadm/madmin" command on the machine OS.
- Select "Remote Setup" on the Machine Administration Menu.
- Select "Software Investigation Information Collection" in the menu.

How to stop the Investigation Information Collection

To stop investigation information collection function, follow two methods are available.

- Select "t" from each menu. The system returns to the top of the Machine Administration Menu.
- Select "q" from each menu. The system returns to the Remote Setup Menu.

6.3 Operation of the Investigation Information Collection

6.3.1　Menu structure of the investigation information collection

Following shows the abstract of menu structure of the investigation information collection.

Machine Administration Menu	common Menu transition command
	q: Retuen to the Remote Setup Menu
Remote Setup Menu	b: Retuen to the menu immediately before.
	t: Retuen to the top of Machine Administration Menu
6.3.2 Main Menu	n: Move to the next in consecutive menus
	p: Retuen to the previous in consecutive menus

Investigation information collection

6.4.1 Collection Menu

6.4.2 Single Collection
6.4.4 Specify path collection
6.4.3 Collection tools list

6.4.5 Execute collection

Collected data management

6.5.1 collection result list

6.5.2 collected data list

6.5.3 Single collected data detail

6.3.2 Main menu of the investigation information collection

```
[Software investigation information collection 4.0 - online]


1.Investigation data collection

2.Collected data management


q:quit  b:previous menu  t:top menu

------------------------------------------------------------------

please choose(1-2,q,b,t):
```

Display

SIRMS version (4.0) and REMCS connection status are displayed on the headline. Followin g shows the details:

Connection status	Meaning
Online	Status that the investigation information can be sent to the REMCS Center.
Offline	Status that the investigation information can NOT be sent to the REMCS Center.

Selection Item

1. Investigation data collection:
    Select [1] to collect investigation information. The necessary investigation information can be collected according to the following menu.

2. Collected data management:
    Select [2] to manage the save area in which the collected investigation information is saved. The investigation information in the save area can be deleted, sent to the REMCS Center, and the Incident number can be changed by using the menu of "Collected data Management."

6.4 Menu of Investigation Information Collection

6.4.1　Menu of Collection

```
[Software investigation information collection 4.0 - online]


1.Single collection

2.Collection tools list

3.Specify the path to collect


q:quit  b:previous menu  t:top menu

------------------------------------------------------------------

please choose(1-3,q,b,t):
```

Selection Item

1. Single collection:
   Select [1] to collect investigation information by specifying one product.　When single collection, display collectable product names.　The necessary investigation information can be collected according to the following menu.

2. Collection tools list:
   Select [2] to display the list of QSS collection tools.　Each QSS tool's availability, name, and the names of investigation information are displayed in the list.

3. Specify the path to collect:
   Select [3] to collect the file(s) by specifying the path(s).　The necessary investigation information can be collected according to the following menu.

Note

When "1. Single collection" or "2. Collection tools list" is selected, SIRMS have to search every QSS tool to make the product list to display.　That will take you several minutes.

6.4.2 Menu of Single collection

```
[Software investigation information collection 4.0 - online]


Single collection - product list
 1: qss_00001-crash-060523.qss, Basic + CrashDump
 2: qss_00002-pcx-060523.qss, FUJITSU PC-X 1.3
 3: qss_00005-fjsnap-060523.qss, Basic (fjsnap)
 4: qss_01006-sw_centric_v11-060523.qss, Systemwalker Centric Manager V11.x
 5: qss_01007-sw_centric_v12_1-060523.qss, Systemwalker Centric Manager V12.1
 6: qss_01031-is_collabo_v6-060523.qss, Interstage CollaborationRing 6.0 -


q:quit  b:previous menu  t:top menu
---------------------------------------------------------------------
please choose(1-10,q,b,t):
```

Display Item
Display the list of QSS tools' names (file names) and names of investigation information.
If more than 10 available QSS tools exist, then in next page display the remainder.

Selection Item
After you select the number of item that you want to collect, collection starts.

6.4.3 Menu of Collection tools list

```
[Software investigation information collection 4.0 - online]


 1: [OK]qss_00001-crash-060523.qss, Basic + CrashDump

 2: [OK]qss_00002-pcx-060523.qss, FUJITSU PC-X 1.3

 3: [NOT]qss_00003-safecluster-060523.qss, SafeCLUSTER/HA for Networker 2.0

 4: [NOT]qss_00004-safelink-060523.qss, SafeLINK,PRIMECLUSTER/GLS

 5: [OK]qss_00005-fjsnap-060523.qss, Basic (fjsnap)

 6: [OK]qss_01006-sw_centric_v11-060523.qss, Systemwalker Centric Manager V11.x

 7: [OK]qss_01007-sw_centric_v12_1-060523.qss, Systemwalker Centric Manager V12.1

 8: [NOT]qss_01008-sw_centric_v13-060523.qss, Systemwalker Centric Manager V13.0

 9: [NOT]qss_01009-sw_char-060523.qss, Systemwalker CharasetMGR-A Web Input 10.1528

10: [NOT]qss_01010-sw_net_a_ee_v11-060523.qss, Systemwalker Network Assist EE 11.0



n:next page

q:quit  b:previous menu  t:top menu

-------------------------------------------------------------------

please choose(n,q,b,t):
```

Display Item

Display QSS tools' availability, names (file names), and names of investigation information.
If more than 10 available QSS tools exist, then in next page display the remainder. About
availability, following shows details.

Availability	Meaning
OK	Collection is available.
OLD	Collection is not available, because this QSS tool is OLD.
NOT	Collection is not available, because the product is not installed
OPT	Collection is not available, because QSS type is not fit.

Selection Item

Select "b:previous menu" and return to the previous menu.

6.4.4 Menu of Specify the path to collect

```
[Software investigation information collection 4.0 - online]


Collection path list
  - No path is specified.


a: add the collection path  d: delete the collection path  e: execute the collection
q:quit  b:previous menu  t:top menu
---------------------------------------------------------------------
please choose(a,d,e,q,b,t):
```

Display Item

Display specified file path(s) for collection. If no path is specified previously, display
"No path is specified."

Selection Item

a: add the collection path:

Select [a] to add the collection path. And enter the full path for collection.

```
[Software investigation information collection 4.0 - online]


Collection path list
  - No path is specified.


a: add the collection path d:  delete the collection path e:  execute the collection
q:quit  b:previous menu  t:top menu
---------------------------------------------------------------------
please choose(a,d,e,q,b,t):a
Please input the full path.
 (not input=return):/var/adm/message
Collect /var/adm/message?(y,n):y
/var/adm/message is added to collection path list.
```

d: delete the collection path:

    Select [d] to delete the collection path.　And enter the number of the path to be deleted from the path list.　If no path exists in the list, you cannot delete.

```
[Software investigation information collection 4.0 - online]


Collection path list
 1: /var/adm/message


a: add the collection path d: delete the collection path e: execute the collection
q:quit  b:previous menu  t:top menu
--------------------------------------------------------------------
please choose (a,d,e,q,b,t):d
Please input the number of collection path to be deleted. (1-1,b):1
1: /var/adm/message is deleted from collection path list? (y,n):y
1: /var/adm/message has been deleted from collection path list.
```

e: execute the collection:

    Select [e] to execute the collection.　If no path exists in the list, you cannot execute.

```
[Software investigation information collection 4.0 - online]


Collection path list
 1: /var/adm/message


a: add the collection path d: delete the collection path e: execute the collection
q:quit  b:previous menu  t:top menu
--------------------------------------------------------------------
please choose(a,d,e,q,b,t):e
The collection of specified paths will be executed. OK? (y,n)y
 1:qss_any.qss, Collecting The collection of specified paths data...
```

6.4.5　Menu of Execute collection

When a product is selected in the menu of "Single collection" or "execute the collection" is selected in the menu of "Specify the path to collect," SIRMS executes the collection.

When a product is selected in the menu of "Single collection"

```
[Software investigation information collection 4.0 - online]


Single collection - product list
 1: qss_00001-crash-060523.qss, Basic+CrashDump
 2: qss_00002-pcx-060523.qss, FUJITSU PC-X 1.3
 3: qss_00005-fjsnap-060523.qss, Basic (fjsnap)
 4: qss_01006-sw_centric_v11-060523.qss, Systemwalker Centric Manager V11.x
 5: qss_01007-sw_centric_v12_1-060523.qss, Systemwalker Centric Manager V12.1


q:quit  b:previous menu  t:top menu
-----------------------------------------------------------------
please choose(1-10,q,b,t):1
choose the information:
 1: qss_00001-crash-060523.qss, Basic+CrashDump
Execute single collection tool to collect investigation data? (y,n):y
 1:qss_00001-crash-060523.qss, Collecting Basic+CrashDump data...
```

When "execute the collection" is selected in the menu of "Specify the path to collect"

```
[Software investigation information collection 4.0 - online]


Collection path list
 1: /var/adm/message


a: add the collection path  d: delete the collection path  e: execute the collection
q:quit  b:previous menu  t:top menu
-----------------------------------------------------------------
please choose (a,d,e,q,b,t):e
The collection of specified paths will be executed. OK? (y,n)y
 1:qss_any.qss, Collecting The collection of specified paths data...
```

The screen of "execute the collection"

```
[Software investigation information collection 4.0 - online]


Single collection - product list
 1: qss_00001-crash-060523.qss, Basic+CrashDump
 2: qss_00002-pcx-060523.qss, FUJITSU PC-X 1.3
 3: qss_00005-fjsnap-060523.qss, Basic (fjsnap)
 4: qss_01006-sw_centric_v11-060523.qss, Systemwalker Centric Manager V11.x
 5: qss_01007-sw_centric_v12_1-060523.qss, Systemwalker Centric Manager V12.1


q:quit  b:previous menu  t:top menu
-------------------------------------------------------------------
please choose(1-10,q,b,t):1
choose the information:
 1: qss_00001-crash-060523.qss, Basic+CrashDump
Execute single collection tool to collect investigation data? (y,n):y
 1:qss_00001-crash-060523.qss, Collecting Basic+CrashDump data...        <-- (1)
1:collected result [Success]                                            <-- (2)
Single collection tool has been executed.


Note)
  Please input the same incident number as that received from the support person.


Please input the incident number (Enter=default:S0004):012-3456-7890      <-- (3)
Is 012-3456-7890 right? (y,n):y
Send the collected data? (y,n):y                                        <-- (4)
Sending 1: Basic+CrashDump ...                                          <-- (5)
1: sent result [Send]                                                   <-- (6)
The collected data has been sent already.
```

Display Item

1. 1:qss_00001-crash-060523.qss, Collecting Basic+CrashDump data...
   Currently executing QSS tool name and product name are shown.

2. 1:collected result [Success]
   The result of collection of (1) is displayed. The collected investigation
   information is archived and saved in the save area. Please refer to Section 6.5,
   "Collection Result Management Menu" and Section 6.6, "Save Area of Investigation
   Information" for detail. Following is the meanings of the result.

Result	Meaning
Success	Collection finished successfully.
Error	Collection failed.

5. Sending1: Basic+CrashDump...
   The currently sending product name is shown. This is displayed only when you input [y] in (4).

6. 1:sent result [Send]
   The result of sending is displayed. The meanings of the result are as follows:

Result	Meaning
Send	Sending finished successfully.
Error	Sending failed.
SizeOver	Cannot be sent, because data size exceeds the defined limit.

Input Item

3. Please input the incident number (Enter=default:S0004):
   The incident number is a character string consisting of 13 or fewer alphanumeric or "-" characters. Small letters are distinguished from capitals letters. Fujitsu certified service engineer will notify customers of the incident number. Please correctly input it. When only "Enter" is input, the incident number which is shown in the line is set by default.

4. Send the collected data? (y,n):
   When connection status is "online," this message is shown. If you input [y], the collected investigation information is sent to REMCS center.   But when the collected data size exceeds maximum sending size, error message is shown.

Note

If "Basic (fjsnap)" is selected in the menu of Single collection, collection can take from few minutes to 50 minutes because it depends on the system scale.

Note that collection of "Basic (fjsnap)" can hang up because collection refers to system situation. If this occurs, forcibly close the investigation information collection menu by using the following procedure.

1. Execute the ps (1) command from another process and write down the PGID displayed at the top line.
   # ps -eo 'pgid args' | grep madmin

2. Terminate the process by executing the kill (1) command.   In the following example, PGID = 12345.
   # kill -TERM -12345

3. Monitor the state of the process by executing the command that was input in step 1. If the status remains the same, terminate the process by executing the kill (1) command as shown below.   In the following example, PGID = 12345.
   # kill -KILL -12345

6.5 Collection Result Management Menu

6.5.1　Collection result list menu

```
[Software investigation information collection 4.0 - online]


available disk size : 307,200KB
used disk size      : 34,033KB


collection result list
No. Date                Inc.            Count      Collect      Send
 1:2006/05/22 16:43:21 S0000              1          OK        NOTSEND
 2:2006/07/05 10:54:12 S0003              1          OK        NOTSEND
 3:2006/07/05 10:54:42 012-3456-7890      1          OK          SEND


q:quit  b:previous menu  t:top menu
------------------------------------------------------------------
please choose(1-3,q,b,t):
```

Display Item

The collected investigation information is saved in the save area.　The collection result list menu displays the list of the collection date, the incident number, the collection result, and the sending result of the collected data which exist in the save area.

1. available disk size:
   The available disk size used as a save area is displayed.

2. used disk size:
   The size used in the save area now is displayed.

3. Date (collection date):
   The collected date of the data is displayed.

4. Inc. (Incident number):
   The incident number specified is displayed.

5. Count:
   The numbers of collected investigation information is displayed.

6. Collect (Collection result):
   The result of collection is displayed.　The collection result type is shown as follows.

Collection result	Meaning
OK	The collection of data succeeded
NG	The collection of data failed.
PART.NG	The collection of data partially failed.

7. Send (Sending result):
   The sending result of the data is displayed.   The sending result type is as follows.

Sending result	Meaning
SEND	All data have been sent.
PART.SEND	A part of data has been sent.
NOTSEND	Nothing has been sent.
NG	The data have been sent, but failed.
PART.NG	The data have been sent, but partially failed.

Selection Item

The collected data can be selected by inputting the item number of the collection result.
Afterwards, the collected data list of the selected data is displayed.

6.5.2 Collected data list menu

```
[Software investigation information collection 4.0 - online]


collected data list
collection date : 2006/05/22 16:43:21
incident number : S0000
SendSize        : 1,024KB


No.        DataSize      SendSize      SingleCollect        SingleSend
 1:REMCS Agent
              398KB        398KB          Success            NotSend
----------------------------------------------------------------------
total:      398KB        398KB


s:send all  r:delete all  d:display output directory  i:change incident number
q:quit  b:previous menu  t:top menu
----------------------------------------------------------------------
please choose(1-1,s,r,d,i,q,b,t):
```

Display Item

The collected data list selected by the collection result list menu is displayed.

1. collection date:
   The collected date of the data is displayed.

2. incident number:
   The incident number specified is displayed.

3. SendSize:
   The maximum data size which can be sent is displayed. It is effective on each product.
   Even when the SendSize of each product data is exceeded this value, it can be sent
   if data size is reduced by the automatic extraction function.

4. DataSize:
   The collected data size of each product is displayed.

5. SendSize (each product):
   The sending data size of each product is displayed.

6. SingleCollect:
   The collection result of each product is displayed. The collection result type is
   shown as follows.

Collection result	Meaning
Success	The collection succeeded.
Error	The collection failed.

7. SingleSend:
   The sending result of each product is displayed. The sending result type is as
   follows.

Sending result	Meaning
Send	All data have been sent.
NotSend	Nothing has been sent.
Error	The data have been sent, but failed.
SizeOver	Cannot send because data size exceeds the maximum size.

Selection Item

Item number of product:

By inputting the item number of the product, Single collected data detail menu of the specified product is displayed.

s: send all:

Send all the data displayed in the list. However, when the connection is off-line, it is not possible to send.

```
[Software investigation information collection 4.0 - online]


collected data list
collection date : 2006/05/22 16:43:21
incident number : S0000
SendSize        : 1,024KB


No.       DataSize     SendSize     SingleCollect       SingleSend
 1:REMCS Agent

             398KB        398KB         Success          NotSend
------------------------------------------------------------------
total:       398KB        398KB


s:send all  r:delete all  d:display output directory  i:change incident number
q:quit  b:previous menu  t:top menu
------------------------------------------------------------------
please choose(1-1,s,r,d,i,q,b,t):s
Send the collected data? (y,n):y
Sending1: Basic+CrashDump...
1: sent result [Send]
The collected data has been sent already.
```

r: delete all:
    All the data displayed in the list is removed.

```
[Software investigation information collection 4.0 - online]


collected data list
collection date : 2006/05/22 16:43:21
incident number : S0000
SendSize       : 1,024KB


No.        DataSize      SendSize      SingleCollect        SingleSend
 1:REMCS Agent
              398KB         398KB          Success           NotSend
-----------------------------------------------------------------------
total:      398KB         398KB


s:send all  r:delete all  d:display output directory  i:change incident number
q:quit  b:previous menu  t:top menu
-----------------------------------------------------------------------
please choose(1-1,s,r,d,i,q,b,t): r
Data of incident number S0000 will be all deleted. OK? (y,n):y
Data of incident number sirms20060522164321906 has been all deleted.
```

d: display output directory:
    The directory name where the listed data exists is displayed.

```
[Software investigation information collection 4.0 - online]


collected data list
collection date : 2006/07/05 10:54:12
incident number : S0003
SendSize       : 1,024KB


No.        DataSize      SendSize      SingleCollect        SingleSend
 1:The collection of specified paths
              4KB           4KB            Success           NotSend
-----------------------------------------------------------------------
total:      4KB           4KB


s:send all  r:delete all  d:display output directory  i:change incident number
q:quit  b:previous menu  t:top menu
-----------------------------------------------------------------------
please choose(1-1,s,r,d,i,q,b,t):d
Data of incident number S0003 is saved in following directory
/var/crash/sirms00/FJSVsirms_ez/sirms20060705105412370
```

i: change incident number:
    The incident number of the listed data is changed.

```
[Software investigation information collection 4.0 - online]


collected data list

collection date : 2006/07/05 10:54:12

incident number : 012-3456-7890

SendSize        : 1,024KB


No.        DataSize      SendSize     SingleCollect        SingleSend
 1:The collection of specified paths

                4KB          4KB          Success          NotSend
-------------------------------------------------------------------

total:          4KB          4KB


s:send all  r:delete all  d:display output directory  i:change incident number

q:quit  b:previous menu  t:top menu
-------------------------------------------------------------------

please choose(1-1,s,r,d,i,q,b,t):i


Note)

  Please input the same incident number as that received from the support person.


Please input the incident number (Enter=default:012-3456-7890):012-3456-7890

Is 012-3456-7890 right? (y,n):y
```

6.5.3 Single collected data detail menu

```
[Software investigation information collection 4.0 - online]


Single collected data detail
collection date : 2006/07/05 10:54:12
incident number : 012-3456-7890
single incident : -------------


name
 - The collection of specified paths


size        :  4KB              SendSize  :  4KB
SingleCollect:  Success              SingleSend:  NotSend


s:single send  r:single delete  d:display output directory  i:change single incident
number
q:quit  b:previous menu  t:top menu
--------------------------------------------------------------------
please choose (s,r,d,i,q,b,t):
```

Display Item

The Single collected data detail selected by the collected data list menu is displayed.

1. collection date:
   The collected date of the data is displayed.

2. incident number:
   The specified incident number is displayed.

3. single incident:
   The specified single incident number is displayed.   The single incident number can
   only be specified by "i" in this menu.

4. name:
   The product name of the data in this menu is displayed.

5. size:
   The collected size of each data is displayed.

6. SendSize:
   The sending size of each data is displayed. Even when the SendSize of each data
   is exceeded the maximum sending size, it can be sent if the data size is reduced
   by the automatic extraction function.

7. SingleCollect:

The collection result of each product is displayed. The collection result type is shown as follows.

Collection result	Meaning
Success	The collection succeeded.
Error	The collection failed.

8. SingleSend:

The sending result of each product is displayed. The sending result type is as follows.

Sending result	Meaning
Send	All data have been sent.
NotSend	Nothing has been sent.
Error	The data have been sent, but failed.
SizeOver	Cannot send because data size exceeds the maximum size.

Selection Item

s: single send:

Send the data in this menu. However, when the connection is off-line, it is not possible to send.

```
[Software investigation information collection 4.0 - online]


Single collected data detail
collection date : 2006/07/05 10:54:12
incident number : 012-3456-7890
single incident : -------------


name
 - The collection of specified paths


size       :  4KB              SendSize  :  4KB
SingleCollect:  Success             SingleSend:  NotSend


s:single send  r:single delete  d:display output directory  i:change single incident
number
q:quit  b:previous menu  t:top menu
-------------------------------------------------------------------
please choose (s,r,d,i,q,b,t):s
Send the collected data? (y,n):y
Sending1:  The collection of specified paths...
 1:sent result [Send]
The collected data has been sent already.
```

r: single delete:
     The data in this menu is removed.

```
[Software investigation information collection 4.0 - online]


Single collected data detail
collection date: 2006/07/05 10:54:12
incident number: 012-3456-7890
single incident: 012-3456-7890


name
 - The collection of specified paths


size        :  4KB              SendSize  :  4KB
SingleCollect:  Success          SingleSend:  Send


s:single send  r:single delete  d:display output directory  i:change single incident
number
q:quit  b:previous menu  t:top menu
-------------------------------------------------------------------
please choose (s,r,d,i,q,b,t):r
Delete The collection of specified paths, OK? (y,n):y
The collection of specified paths has been deleted.
```

d: display output directory:
      The directory name where the data in this menu exist is displayed.

```
[Software investigation information collection 4.0 - online]


Single collected data detail
collection date: 2006/07/05 10:54:12
incident number: 012-3456-7890
single incident: ------------


name
 - The collection of specified paths


size        : 4KB              SendSize  : 4KB
SingleCollect: Success              SingleSend:  Send


s:single send  r:single delete  d:display output directory  i:change single incident
number
q:quit  b:previous menu  t:top menu
------------------------------------------------------------------
please choose (s,r,d,i,q,b,t):d
The displayed data is saved in the following directory.
/var/crash/sirms00/FJSVsirms_ez/sirms20060705105412370/ezcollect20060705105412
```

i: change single incident number:
    The incident number of the data in this menu is changed.

```
[Software investigation information collection 4.0 - online]


Single collected data detail
collection date: 2006/07/05 10:54:12
incident number: 012-3456-7890
single incident: 012-3456-7890


name
 - The collection of specified paths


size        :  4KB            SendSize  :  4KB
SingleCollect:  Success          SingleSend:  Send


s:single send  r:single delete  d:display output directory  i:change single incident
number
q:quit  b:previous menu  t:top menu
-------------------------------------------------------------------
please choose (s,r,d,i,q,b,t):i


Note)
  Please input the same incident number as that received from the support person.


Please input the incident number (Enter=default:012-3456-7890):012-3456-7890
Is 012-3456-7890 right? (y,n):y
```

6.6 Save Area of Investigation Information

6.6.1 Location of the save area

The collected investigation information is saved in the following save area.
/var/crash/`uname -n`/FJSVsirms_ez

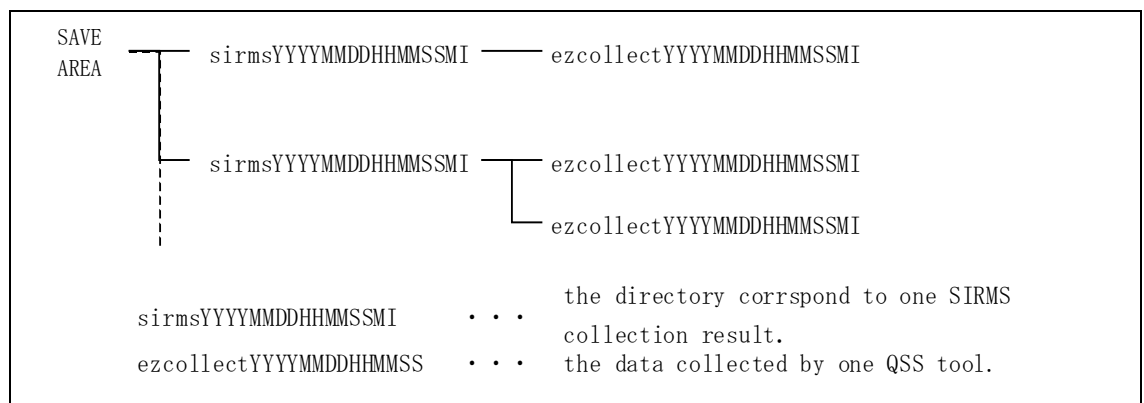## 6.6.2 Checking the free disk space

If the required disk space for collecting investigation information is not available, collection cannot be performed correctly.   The free disk space is checked before collecting investigation information, if it is less than the 100 MB the collection will not be performed for safe operation.   Also if unnecessary data remains in the save area, it occupies the disk space.   Therefore, a warning message is displayed if the amount of the used space in the save area exceeds the 300 MB.   Warning messages and actions to be taken for them are shown below.

Message	SRM0119E : Unable to collect because the free space of SaveArea is not enough.
Action method	When required disk space is not available: 1. Delete unnecessary files of the filesystem where the save area exists. When the amount of use in the save area is large: 1. Delete unnecessary collected data by "Collected data management."

6.6.3 Structure of the save area

The collected information is saved in the directory named as "sirms" + date-time (YYYYMMDDHHMMSSMI).
The detail structure is as follows.

```
SAVE
AREA        sirmsYYYYMMDDHHMMSSMI ——— ezcollectYYYYMMDDHHMMSSMI


            sirmsYYYYMMDDHHMMSSMI ┬── ezcollectYYYYMMDDHHMMSSMI

                                  └── ezcollectYYYYMMDDHHMMSSMI


    sirmsYYYYMMDDHHMMSSMI    ・・・    the directory corrspond to one SIRMS
                                     collection result.
    ezcollectYYYYMMDDHHMMSS  ・・・    the data collected by one QSS tool.
```

6.7 Notes on Use

The following notes are on sending the investigation information to the REMCS Center.

How to check the connection status

To send investigation information to the REMCS Center, confirm that a connection to REMCS Center is already established. It can be checked by "Main menu of the investigation information collection" If the menu displays "online", connection to REMCS Center is established.

What is to be sent

When investigation information is sent, the following three kinds of data are sent.

- Investigation information collected by QSS tools
- Collection results log
- Software registration information(*)

* For SPARC Enterprise Mxxxx series, it is not sent to REMCS center.