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kruemcke.com
With special thanks to Susan Schreitmueller

IBM

Technical Forum & Executive Briefing

17 al 21 Octubre 2011

Imagine PODER Imagine CAPACIDAD

XIV
Storage Reinvented
Power
Linux
AIX

AIX Release Strategy & Best practices recommendations

AIX Release Strategy changes for 2011

IBM significantly enhanced the AIX® Release and Service Delivery strategy in February 2011 for AIX 6 and AIX 7

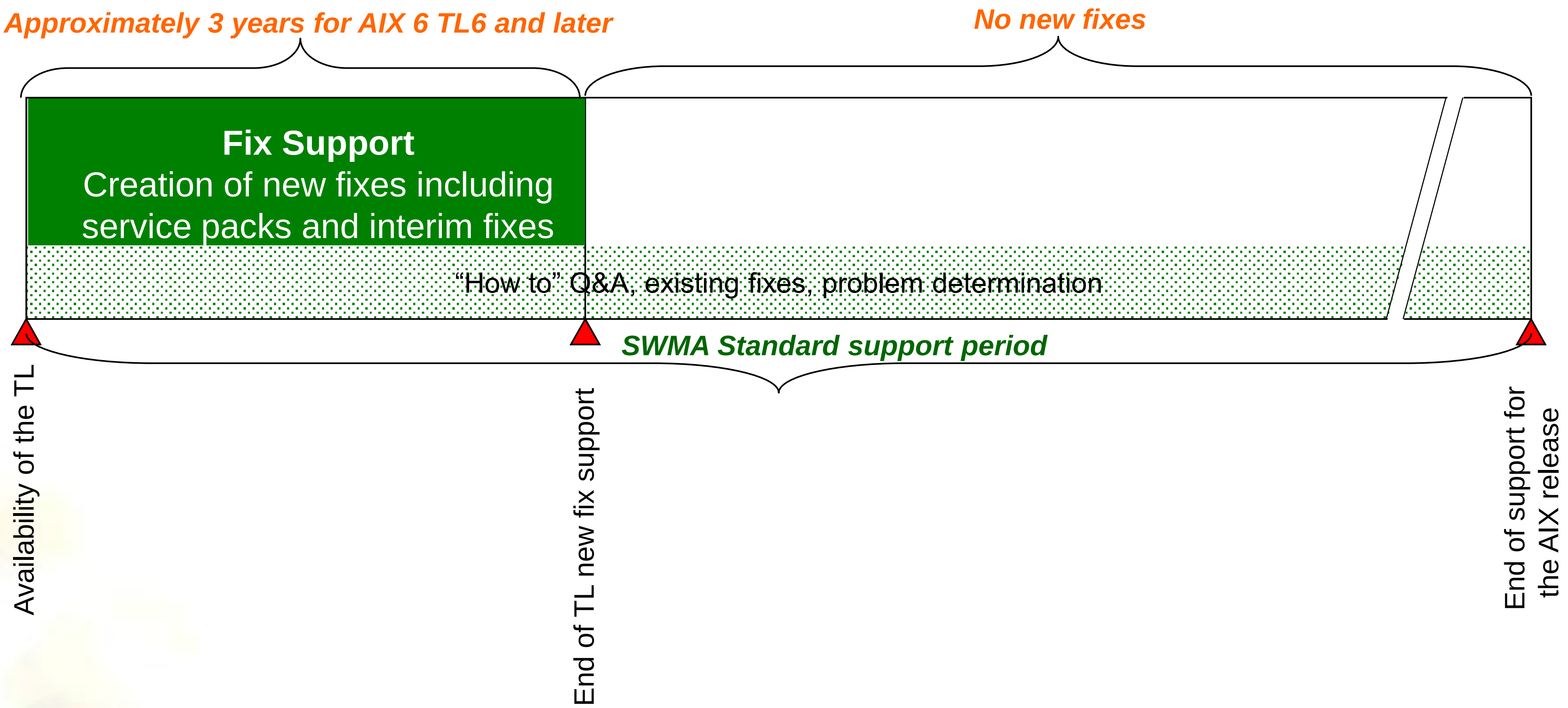
The principal changes are:*

- ***Three years of support for each Technology Level (TL)*****
- ***A single Technology Level per AIX version, per year***
- ***Service Packs will be released approximately 4 times per year per Technology Level***

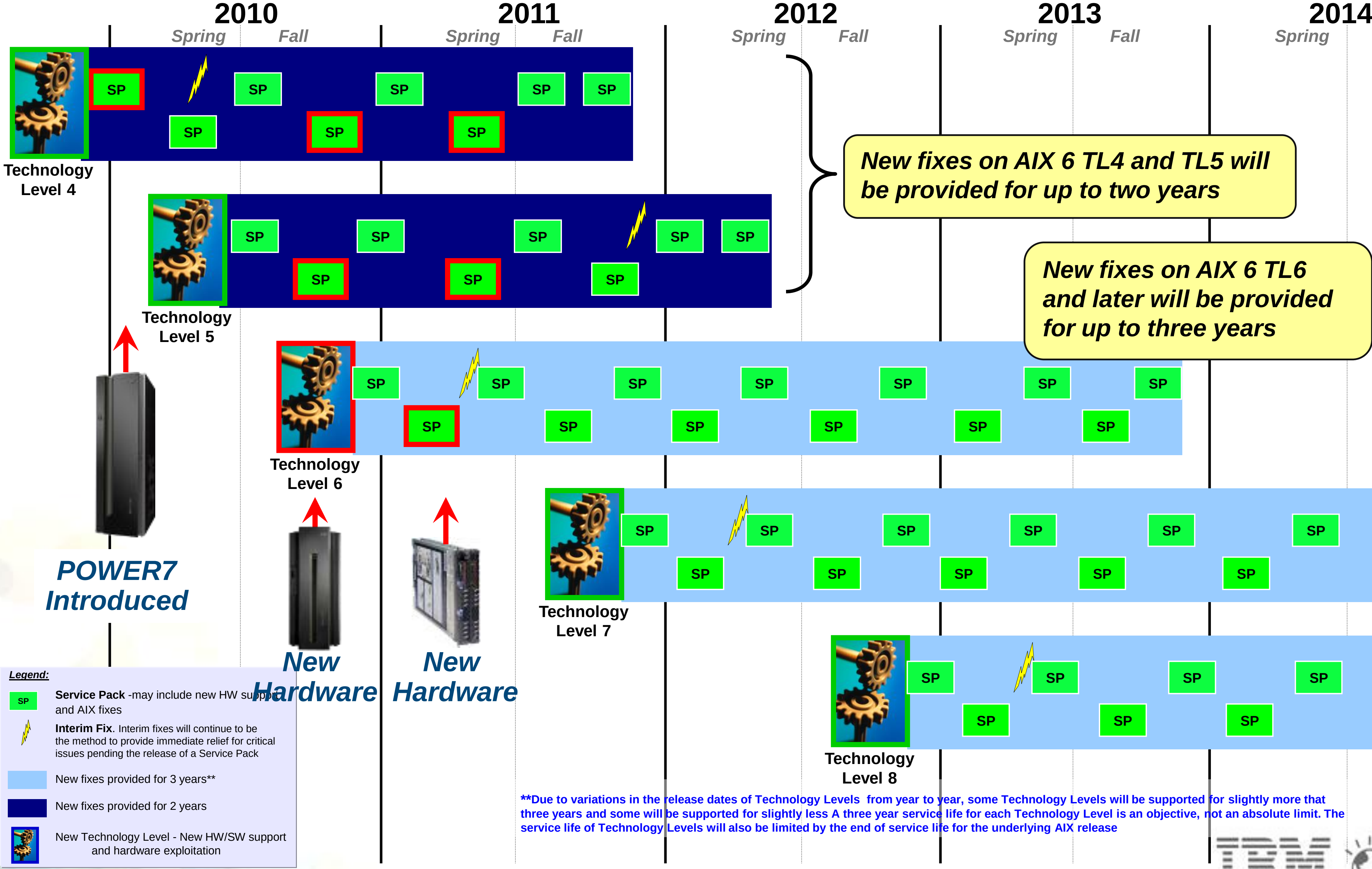
*** All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.**

****Due to variations in the release dates of Technology Levels from year to year, some Technology Levels will be supported for slightly more than three years and some will be supported for slightly less than three years. A three year service life for each Technology Level is an objective, not an absolute limit. The service life of Technology Levels will also be limited by the end of service life for the underlying AIX release**

AIX Technology Level Lifecycle


Approximately 3 years for AIX 6 TL6 and later
No new fixes
Fix Support
Creation of new fixes including service packs and interim fixes
"How to" Q&A, existing fixes, problem determination
SWMA Standard support period
Availability of the TL
End of TL new fix support
End of support for the AIX release

AIX Release Strategy* (AIX 6 shown)


2010
Spring
Fall
2011
Spring
Fall
2012
Spring
Fall
2013
Spring
Fall
2014
Spring
SP
Technology Level 4
Technology Level 5
Technology Level 6
Technology Level 7
Technology Level 8
POWER7 Introduced
New Hardware
New Hardware

New fixes on AIX 6 TL4 and TL5 will be provided for up to two years

New fixes on AIX 6 TL6 and later will be provided for up to three years

Legend:

- 🟩 SP **Service Pack** -may include new HW support and AIX fixes
- ⚡ **Interim Fix**. Interim fixes will continue to be the method to provide immediate relief for critical issues pending the release of a Service Pack
- 🟦 New fixes provided for 3 years**
- ■ New fixes provided for 2 years
- ⚙ New Technology Level - New HW/SW support and hardware exploitation

**Due to variations in the release dates of Technology Levels from year to year, some Technology Levels will be supported for slightly more that three years and some will be supported for slightly less A three year service life for each Technology Level is an objective, not an absolute limit. The service life of Technology Levels will also be limited by the end of service life for the underlying AIX release

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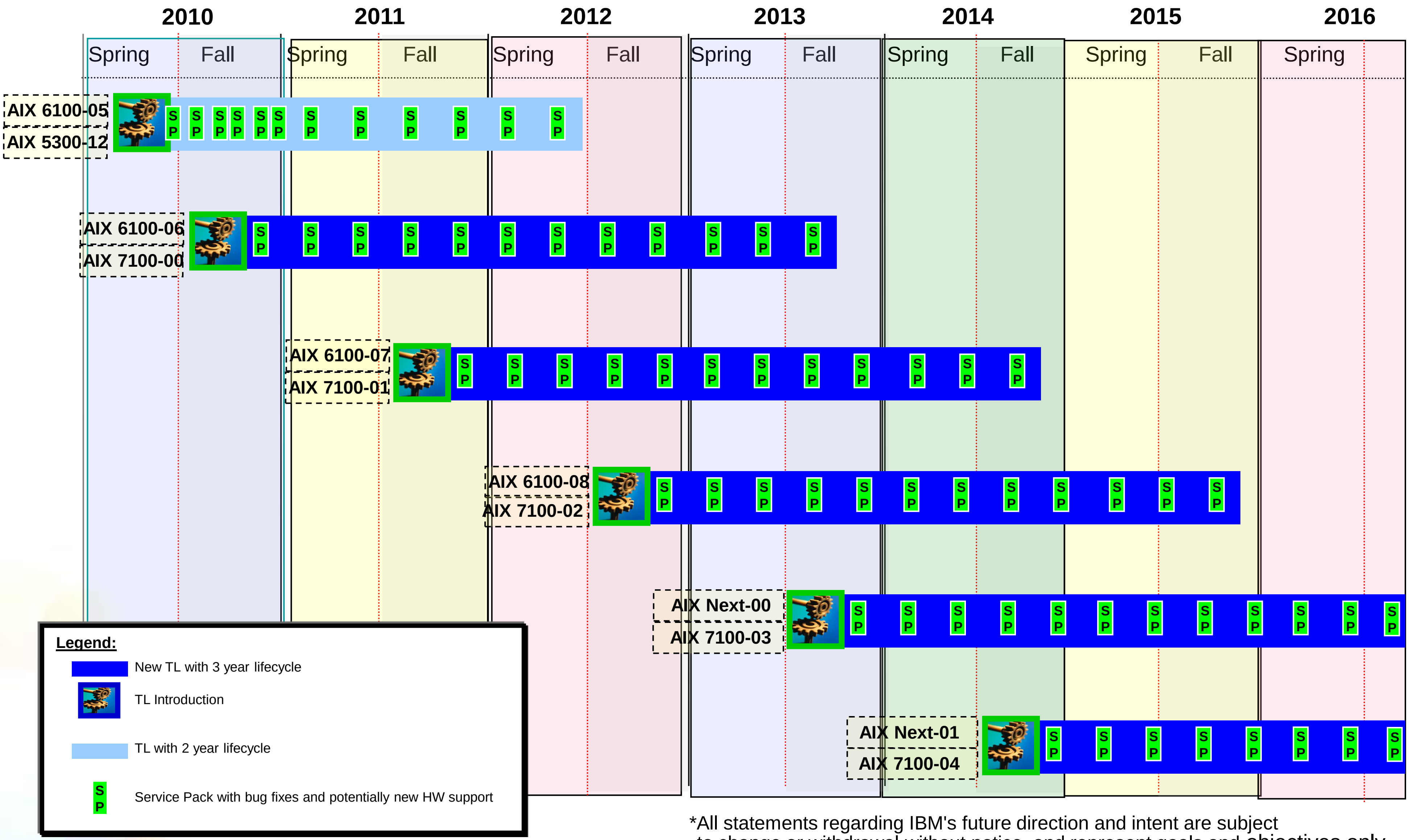
AIX TL Lifecycle – 3 Year Lifecycle with 1 TL per Year



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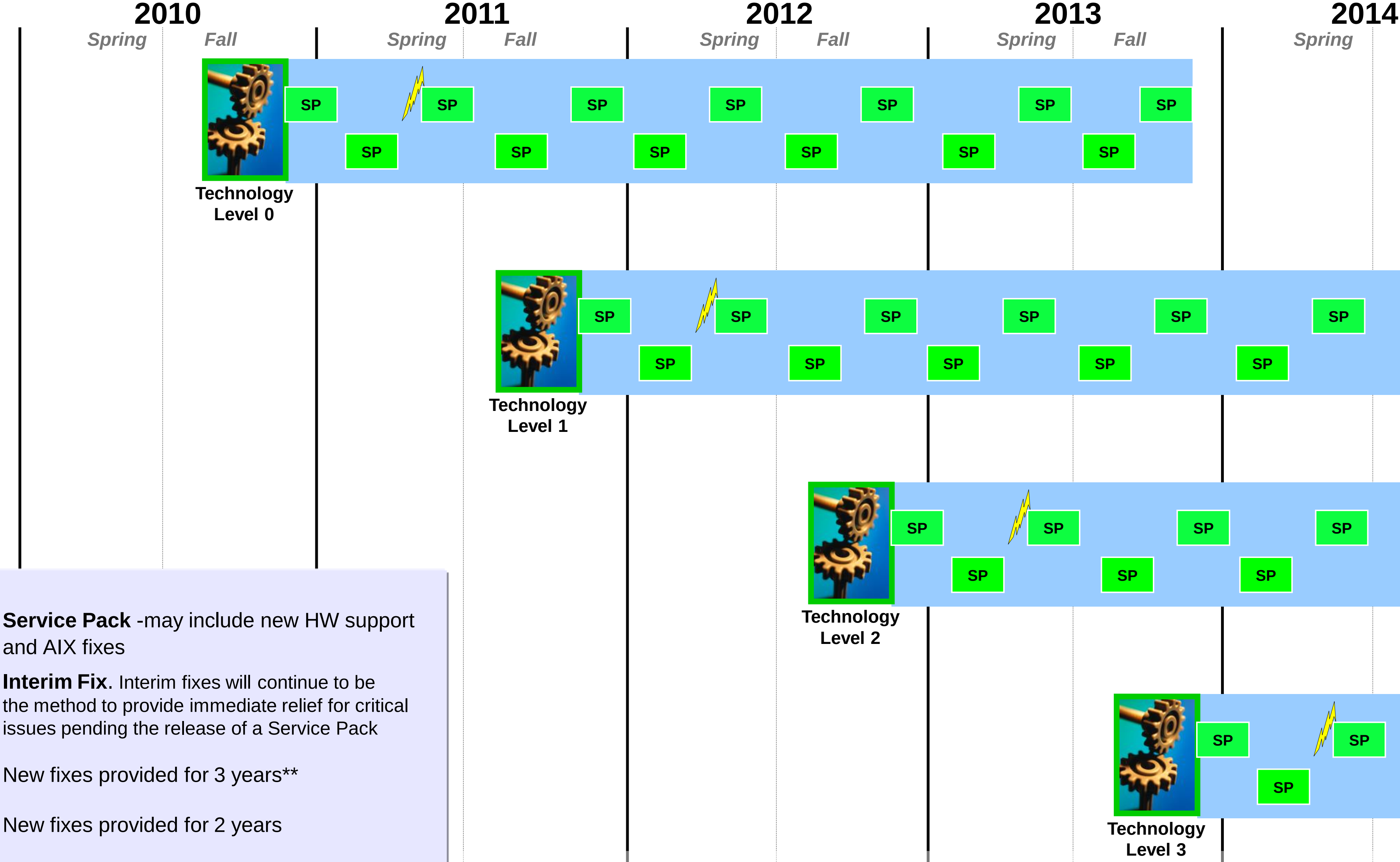
AIX Release Strategy* (AIX 7 shown)


2010
Spring
Fall
2011
Spring
Fall
2012
Spring
Fall
2013
Spring
Fall
2014
Spring
SP
SP
SP
SP
SP
SP
SP
SP
SP
SP
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SP
SP
Technology Level 0
SP
SP
SP
SP
SP
SP
SP
SP
SP
SP
SP
Technology Level 1
SP
SP
SP
SP
SP
SP
SP
Technology Level 2
SP
SP
SP
Technology Level 3

Legend:

🟩 SP	**Service Pack** -may include new HW support and AIX fixes
⚡	**Interim Fix**. Interim fixes will continue to be the method to provide immediate relief for critical issues pending the release of a Service Pack
🟦	New fixes provided for 3 years**
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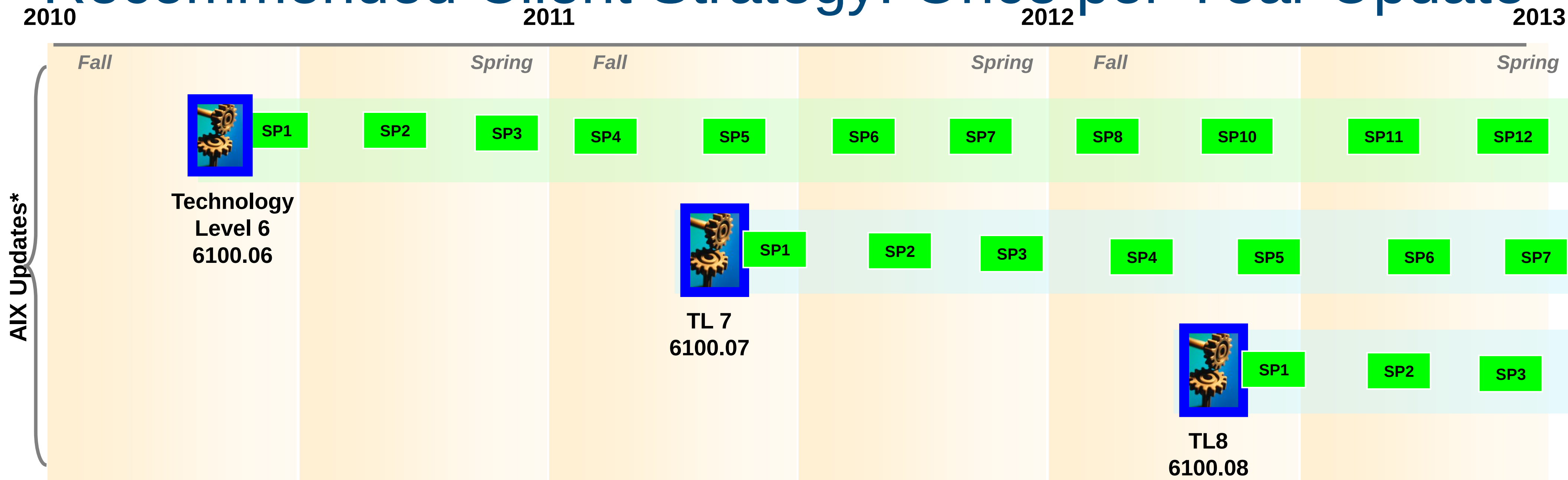
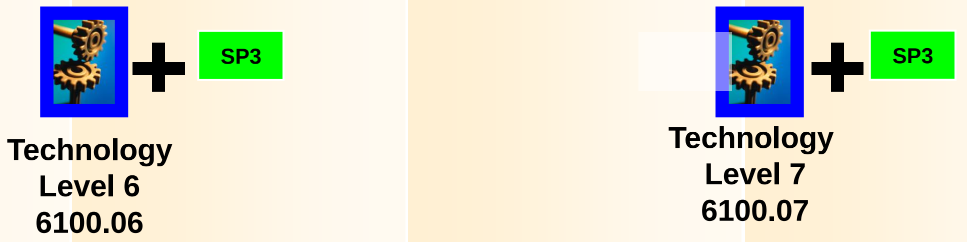
Recommended Client Strategy: Once per Year Update*


2010
2011
2012
2013
Fall
Spring
Fall
Spring
Fall
Spring
AIX Updates*
SP1
SP2
SP3
SP4
SP5
SP6
SP7
SP8
SP10
SP11
SP12
Technology Level 6 6100.06
SP1
SP2
SP3
SP4
SP5
SP6
SP7
TL 7 6100.07
SP1
SP2
SP3
TL8 6100.08

Potential Client Adoption Schedule


SP3
Technology Level 6 6100.06
SP3
Technology Level 7 6100.07

Once per year update implements the previous Technology Level plus the latest Service Pack available for that TL.

Depending on the length of the client certification cycle, the client will be able to get new fixes on their environment for more than two years

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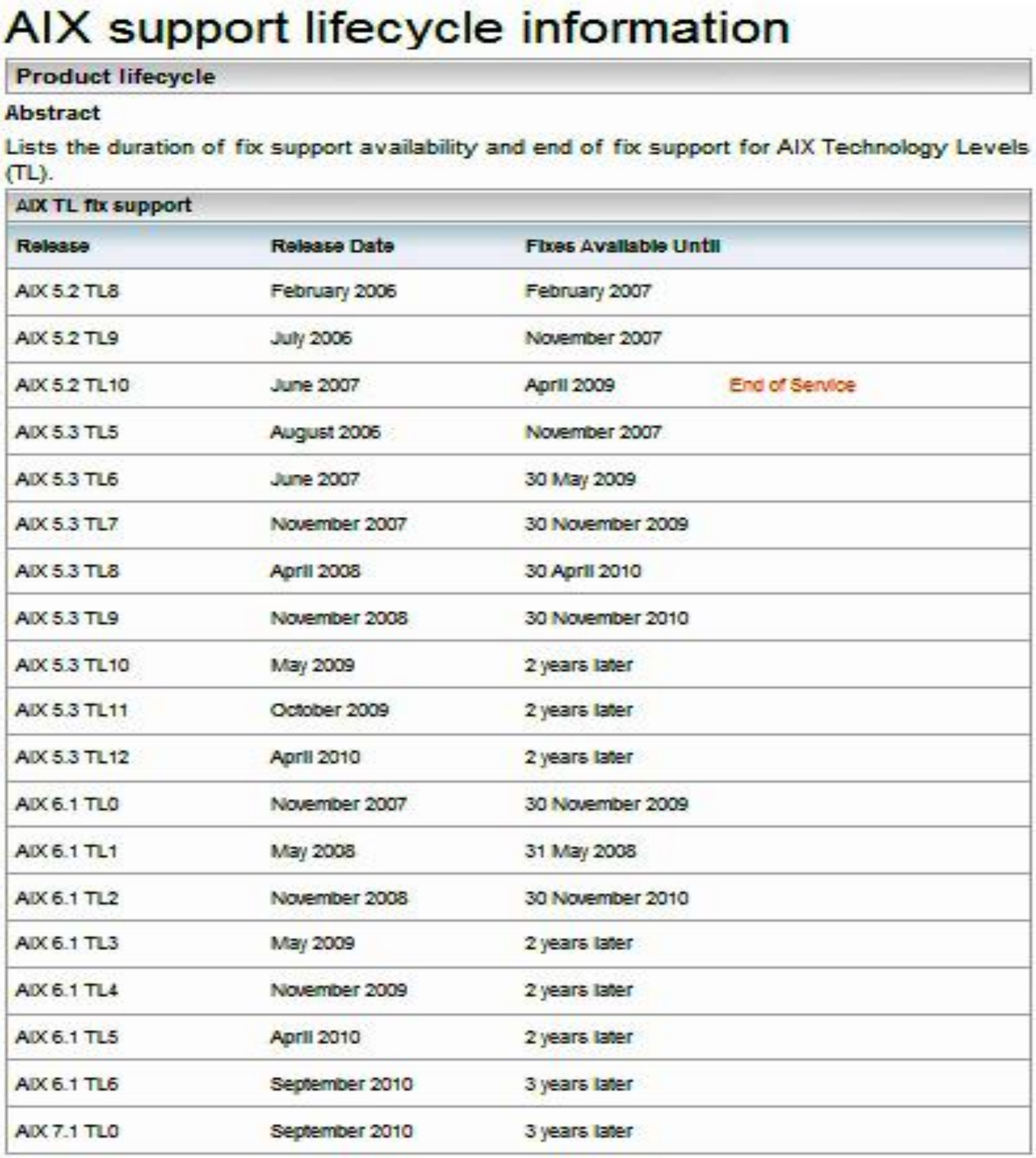
When will Technology Levels drop out of support?

http://tinyurl.com/AIXTLlife



AIX support lifecycle information

Product lifecycle

Abstract

Lists the duration of fix support availability and end of fix support for AIX Technology Levels (TL).

AIX TL fix support

Release	Release Date	Fixes Available Until	
AIX 5.2 TL8	February 2006	February 2007	
AIX 5.2 TL9	July 2006	November 2007	
AIX 5.2 TL10	June 2007	April 2009	End of Service
AIX 5.3 TL5	August 2006	November 2007	
AIX 5.3 TL6	June 2007	30 May 2009	
AIX 5.3 TL7	November 2007	30 November 2009	
AIX 5.3 TL8	April 2008	30 April 2010	
AIX 5.3 TL9	November 2008	30 November 2010	
AIX 5.3 TL10	May 2009	2 years later	
AIX 5.3 TL11	October 2009	2 years later	
AIX 5.3 TL12	April 2010	2 years later	
AIX 6.1 TL0	November 2007	30 November 2009	
AIX 6.1 TL1	May 2008	31 May 2008	
AIX 6.1 TL2	November 2008	30 November 2010	
AIX 6.1 TL3	May 2009	2 years later	
AIX 6.1 TL4	November 2009	2 years later	
AIX 6.1 TL5	April 2010	2 years later	
AIX 6.1 TL6	September 2010	3 years later	
AIX 7.1 TL0	September 2010	3 years later	

PowerHA Release Life Cycle Strategy

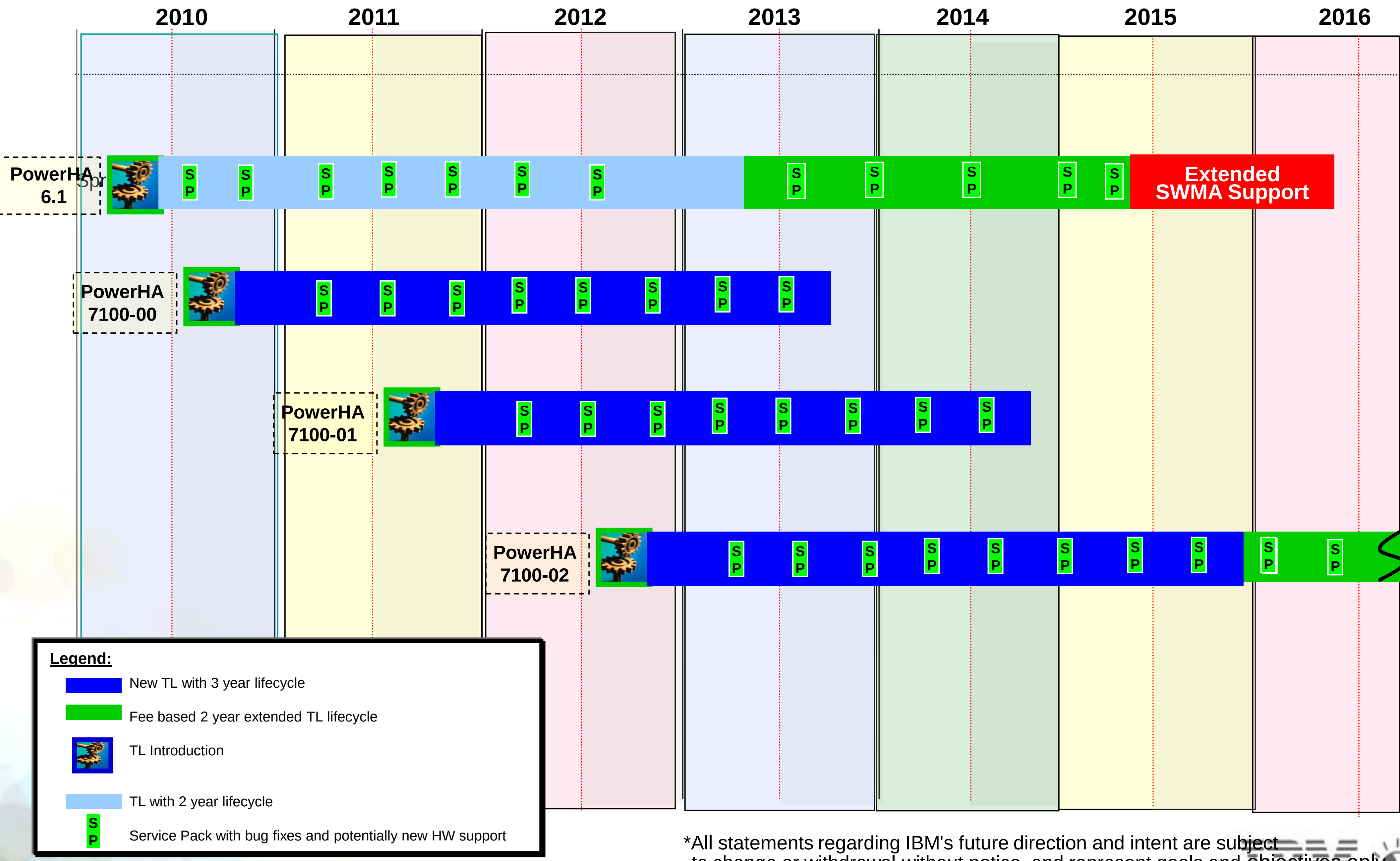
PowerHA™

- Current Model: Major release every year
  - *Requires ISV certification for every major release*

New Model: Implement Technology Level Release Strategy

  - *Major release as necessary*
  - *Minor release updates to Major release*
  - *At least Two technology levels per major release*

New PowerHA TL Lifecycle* with 1 TL per Year



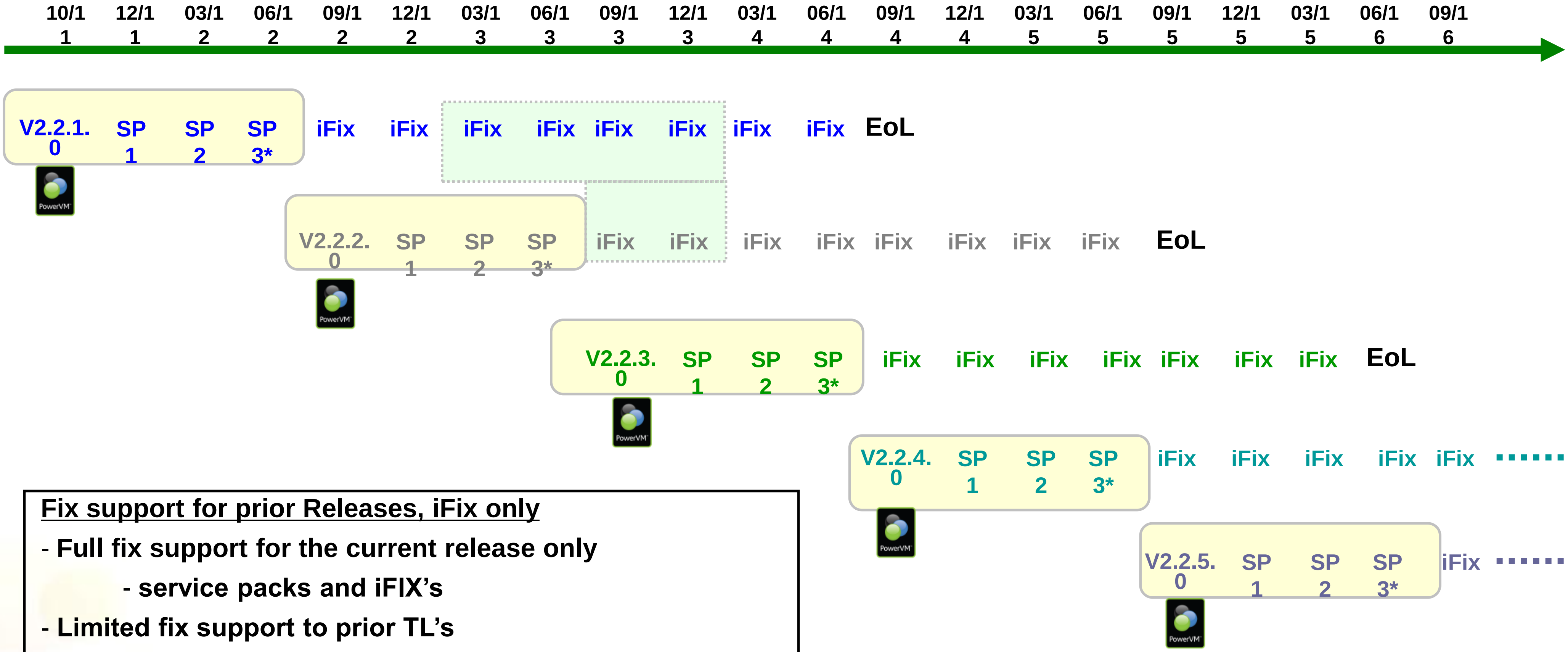
*All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

Enhanced Virtual I/O Server service strategy

Current VIOS Service Strategy	New VIOS Service Strategy
Three years of fix support provided for each VIOS release	Three years of fix support provided for each VIOS release
Fix delivery for prior VIOS releases are via iFix only	Fix delivery for prior VIOS releases will be via servicepacks and iFix (for emergency fixes only)
No new function or HW enablement added to prior VIOS releases	▪ New function will not be enabled for prior VIOS releases ▪ New HW will be enabled for prior VIOS release via servicepack

All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only

Previous Fix support for prior Releases via iFix only



10/11 12/11 03/12 06/12 09/12 12/12 03/13 06/13 09/13 12/13 03/14 06/14 09/14 12/14 03/15 06/15 09/15 12/15 03/15 06/16 09/16

V2.2.1.0 SP1 SP2 SP3* iFix iFix iFix iFix iFix iFix iFix iFix EoL

V2.2.2.0 SP1 SP2 SP3* iFix iFix iFix iFix iFix iFix iFix iFix EoL

V2.2.3.0 SP1 SP2 SP3* iFix iFix iFix iFix iFix iFix iFix EoL

V2.2.4.0 SP1 SP2 SP3* iFix iFix iFix iFix iFix ......

V2.2.5.0 SP1 SP2 SP3* iFix ......

Fix support for prior Releases, iFix only

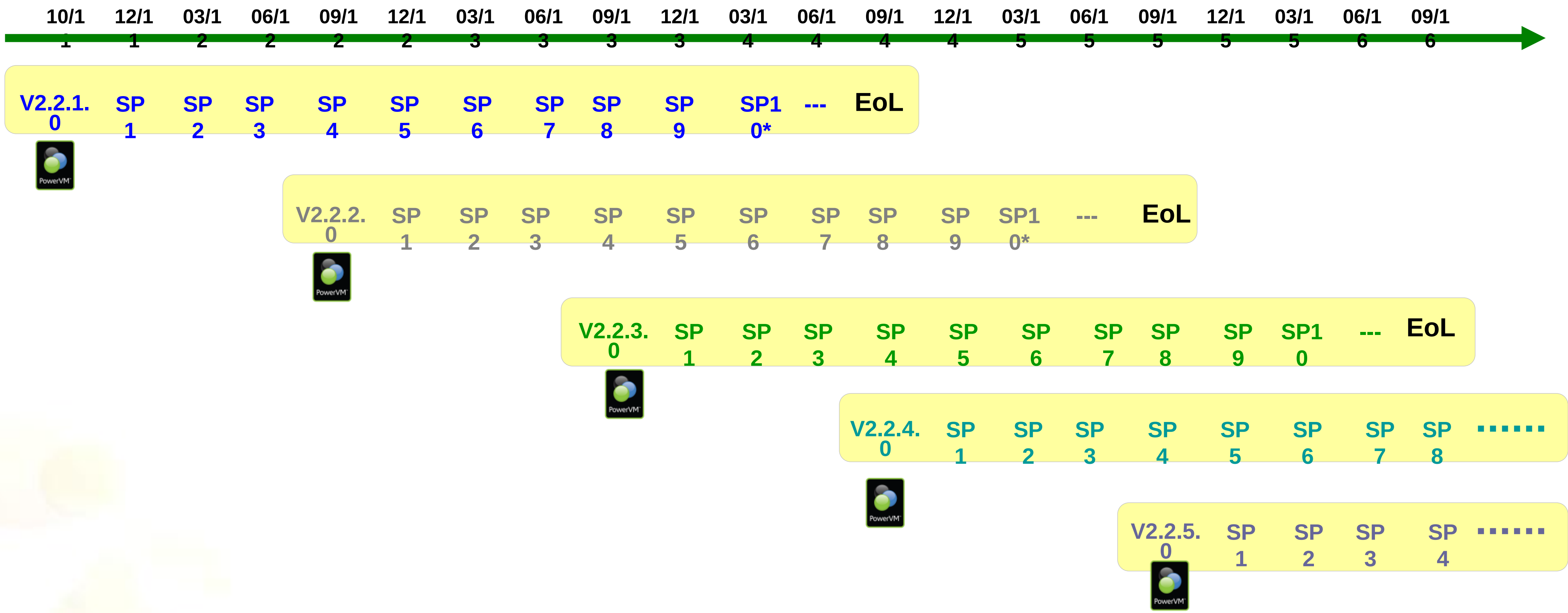
- Full fix support for the current release only
  - service packs and iFIX's
- Limited fix support to prior TL's
  - iFIX only

- New VIOS product release and new VIOS Update

*** - Last Service Pack before EOL**

All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only

Enhanced VIOS Lifecycle:
Servicepack and iFIX support for the life of the Release



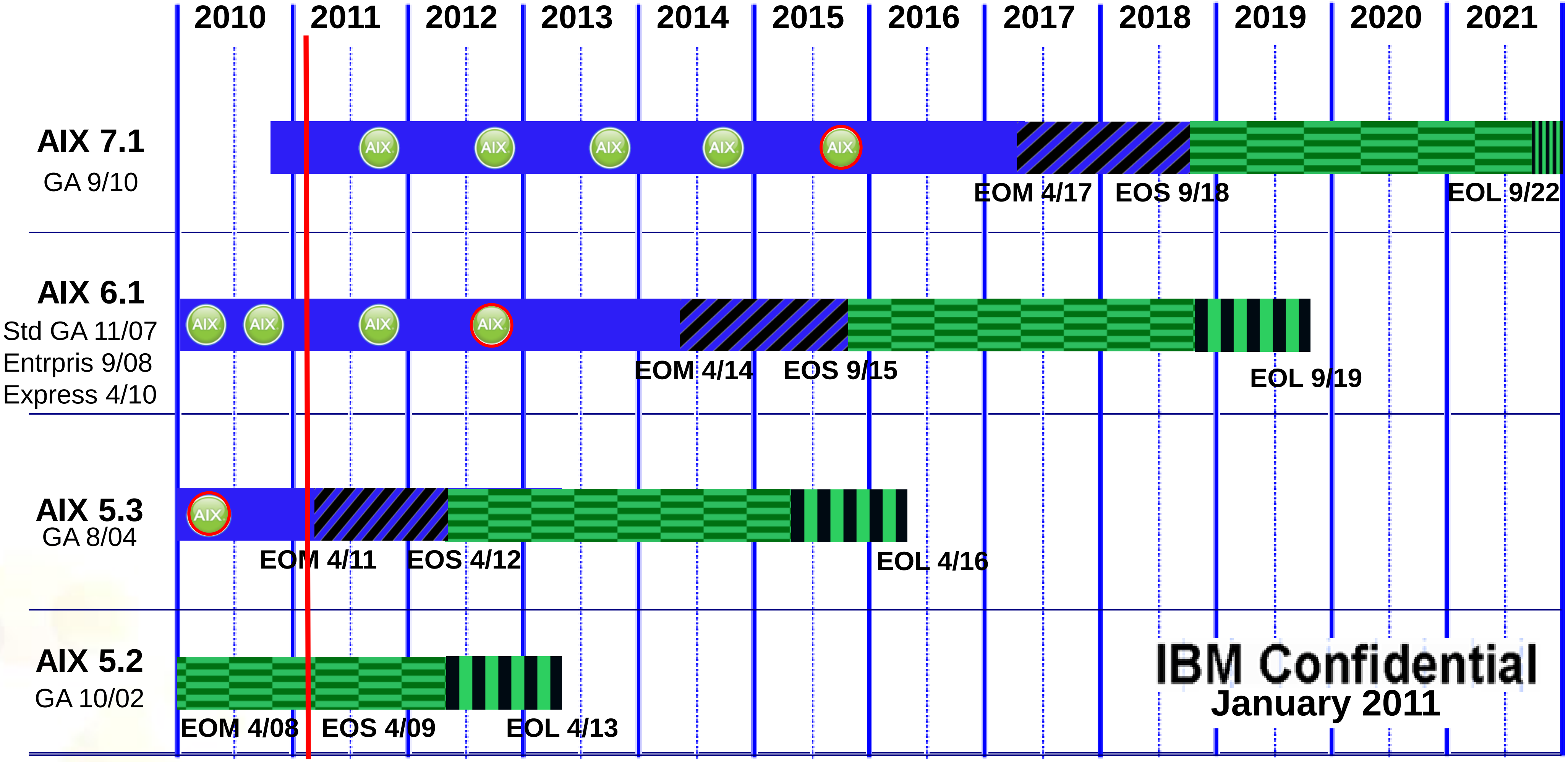
10/11	12/11	03/12	06/12	09/12	12/12	03/13	06/13	09/13	12/13	03/14	06/14	09/14	12/14	03/15	06/15	09/15	12/15	03/15	06/16	09/16	
V2.2.1.0	SP 1	SP 2	SP 3	SP 4	SP 5	SP 6	SP 7	SP 8	SP 9	SP10*	---	EoL									
				V2.2.2.0	SP 1	SP 2	SP 3	SP 4	SP 5	SP 6	SP 7	SP 8	SP 9	SP10*	---	EoL					
								V2.2.3.0	SP 1	SP 2	SP 3	SP 4	SP 5	SP 6	SP 7	SP 8	SP 9	SP10	---	EoL	
												V2.2.4.0	SP 1	SP 2	SP 3	SP 4	SP 5	SP 6	SP 7	SP 8	......
																V2.2.5.0	SP 1	SP 2	SP 3	SP 4	......

- New VIOS product release and new VIOS Update

*** - Last Service Pack before EOL**

All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only

AIX Planned Release Lifecycle



- 🟦 -Marketed and serviced
- ▨ -Serviced only
- ● -Technology Level Update
- ● -Last TL Update
- 🟩 -Fee-based service extension
- ▥ -Web support only

All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

Special considerations for AIX 5.3

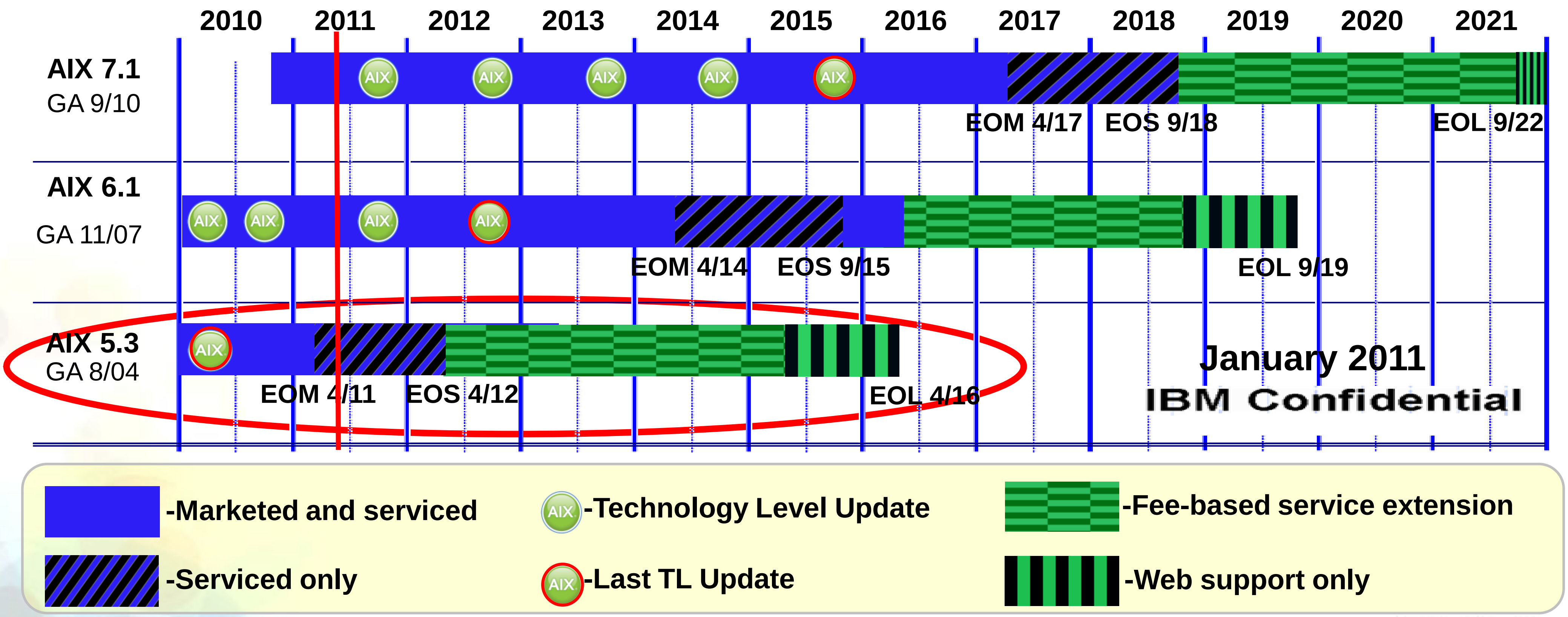
AIX V 5.3 Lifecycle key dates

- General Availability August 2004

- End of Marketing announced April 2010 effective April 2011

No longer in econfig!

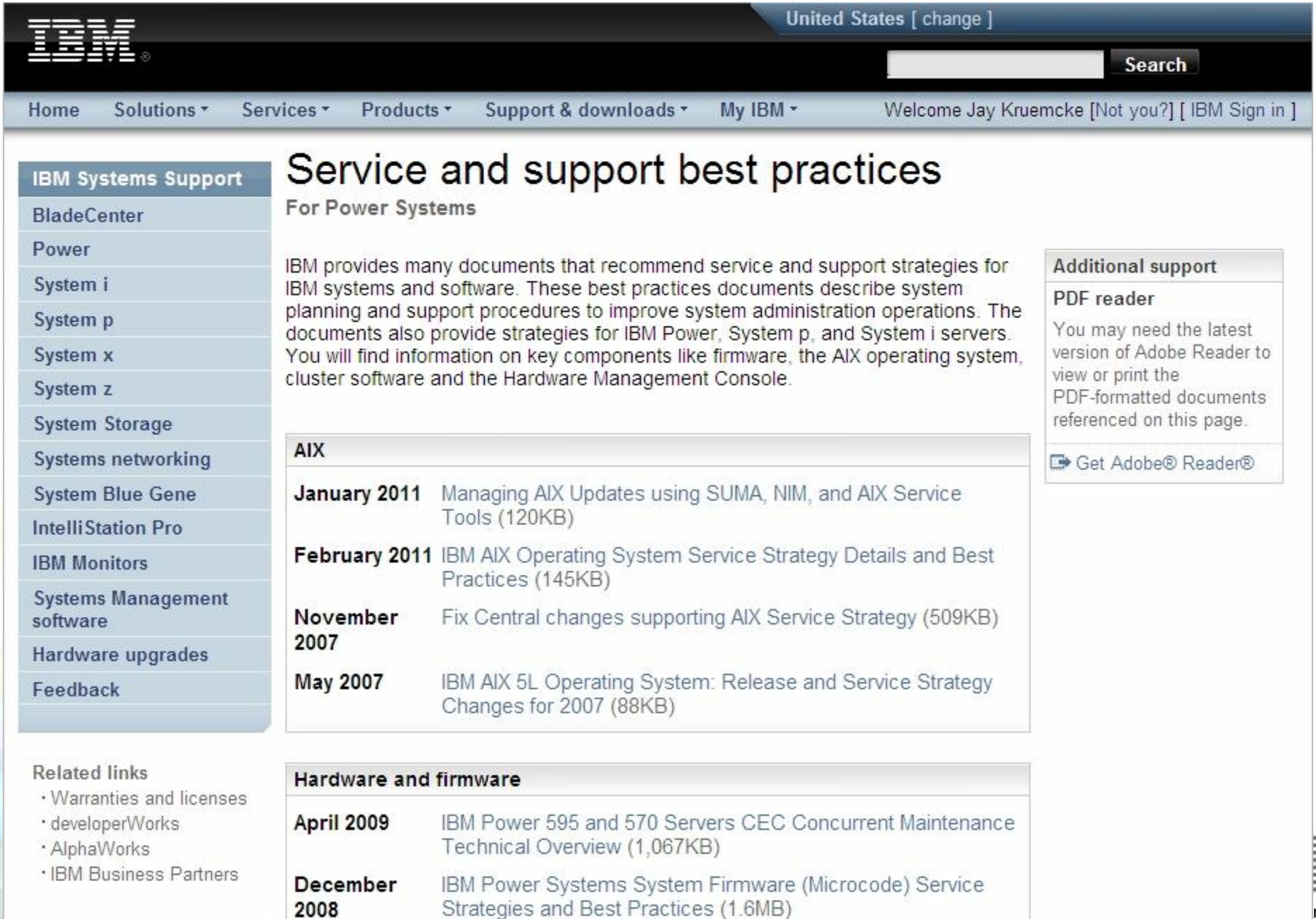
- End of Support announced April 2011 effective April 2012



All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

Support Best Practices Whitepapers

https://www14.software.ibm.com/webapp/set2/sas/f/best/home.html


IBM
United States [change]
Search
Home
Solutions
Services
Products
Support & downloads
My IBM
Welcome Jay Kruemcke [Not you?] [IBM Sign in]
IBM Systems Support
BladeCenter
Power
System i
System p
System x
System z
System Storage
Systems networking
System Blue Gene
IntelliStation Pro
IBM Monitors
Systems Management software
Hardware upgrades
Feedback
Related links
Warranties and licenses
developerWorks
AlphaWorks
IBM Business Partners

Service and support best practices

For Power Systems

IBM provides many documents that recommend service and support strategies for IBM systems and software. These best practices documents describe system planning and support procedures to improve system administration operations. The documents also provide strategies for IBM Power, System p, and System i servers. You will find information on key components like firmware, the AIX operating system, cluster software and the Hardware Management Console.

Additional support

PDF reader

You may need the latest version of Adobe Reader to view or print the PDF-formatted documents referenced on this page.

Get Adobe® Reader®

AIX

January 2011	Managing AIX Updates using SUMA, NIM, and AIX Service Tools (120KB)
February 2011	IBM AIX Operating System Service Strategy Details and Best Practices (145KB)
November 2007	Fix Central changes supporting AIX Service Strategy (509KB)
May 2007	IBM AIX 5L Operating System: Release and Service Strategy Changes for 2007 (88KB)

Hardware and firmware

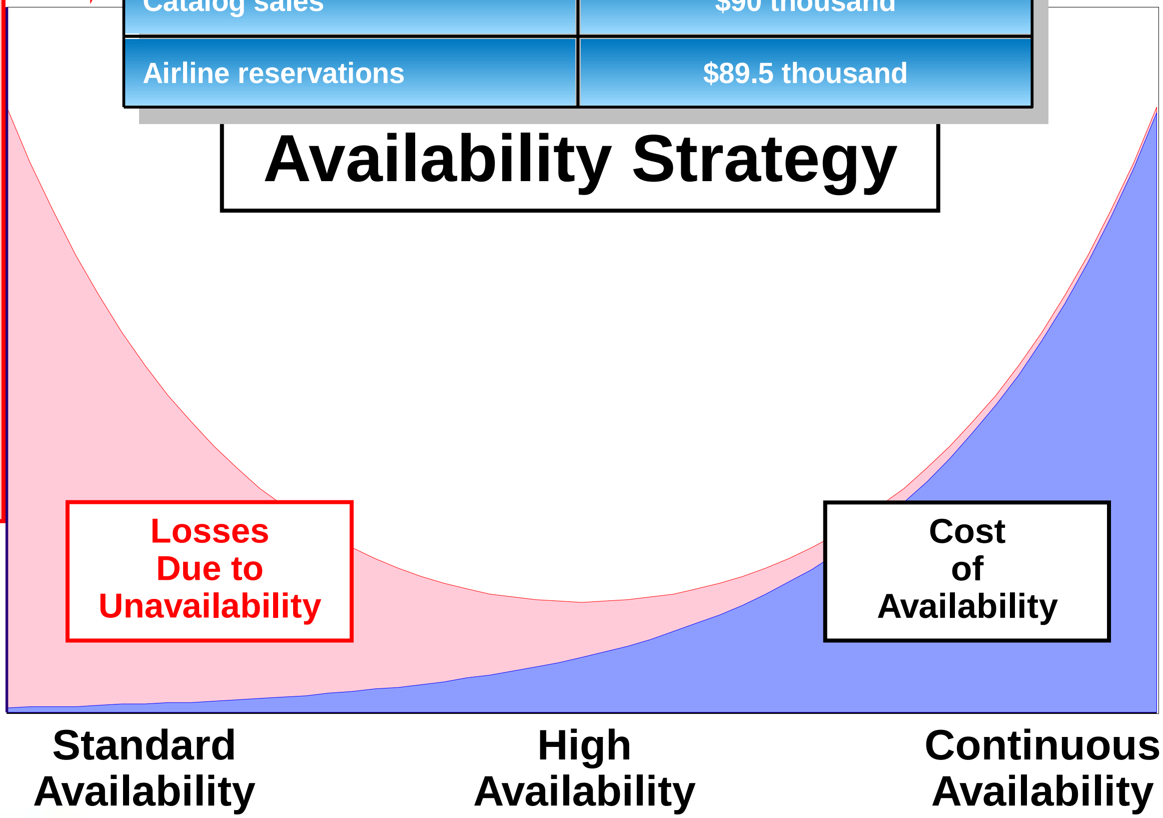
April 2009	IBM Power 595 and 570 Servers CEC Concurrent Maintenance Technical Overview (1,067KB)
December 2008	IBM Power Systems System Firmware (Microcode) Service Strategies and Best Practices (1.6MB)

The cost of downtime versus the cost of availability

Business Operation	Downtime (Avg. Cost per Hour)
Brokerage operations	$6.5 million
Credit card/sales auth.	$2.6 million
PPV television	$150 thousand
Home shopping (TV)	$113 thousand
Catalog sales	$90 thousand
Airline reservations	$89.5 thousand

Cost of an Outage

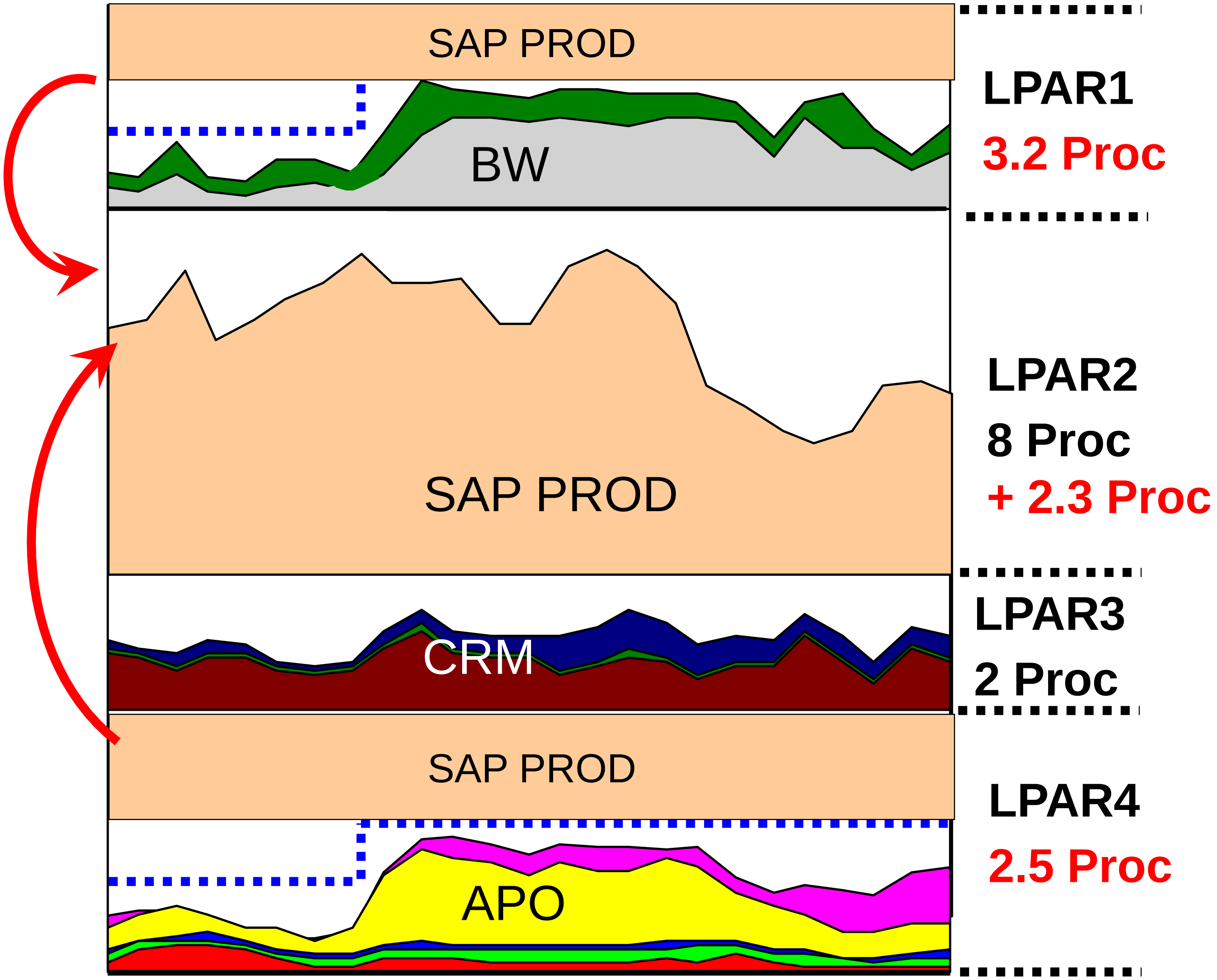
- Lost Revenue
- Lost User Productivity
- Lost IT Productivity
- Overtime Payments
- Wasted Goods
- Fines



Cost of Solutions

- Standard Products
- People Skills
- Tools
- Effective Processes
- IT Applications and Databases
- High Availability Design
- Special Solutions

With Server Consolidation, our maintenance picture becomes even more important and complex


SAP PROD
BW
LPAR1
3.2 Proc
SAP PROD
LPAR2
8 Proc
+ 2.3 Proc
CRM
LPAR3
2 Proc
SAP PROD
APO
LPAR4
2.5 Proc

Establish a Methodology

- Build a maintenance strategy into your purchase cycle
  - *Have some redundant systems in your environment*
- Know what fixes affect the environment
  - *Subscribe to IBM's notification boards and subscription lists*
  - *Use AIX Strength-to-Strength (on ibm.com/AIX)*
  - *Review the firmware read-me's.*
  - *Visit the IBM – Power Systems / AIX forums*
  - *Use Fix Level Recommendation Tool (FLRT) and Pre-Req*
- Establish a baseline and an upgrade schedule for both Software AND Firmware
  - *Don't get too far behind*
  - *Plan for maintenance!*
  - *ITIL methodologies are a great start for good maintenance*
- Use tools to minimize downtime
  - *Rolling Upgrades*
  - *Multi-bos, alt_disk_install*
- Always finish up so you start with a clean environment

Maintenance Strategy

Planning for maintenance methodology should begin before the machine is delivered

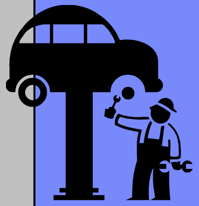
Processes / Application Architecture / Change Management

Software

- Review compatibility requirements
- Establish criteria & policy for emergency fixes
- Sign up for subscription services
- Tracking mechanism -compare report

Firmware

- Categorize fixes– concurrent/deferred
- Create Single Point of Failure Matrix
- Establish methodology for putting on cyclical fixes vs. hypers
- Sign up for subscription services



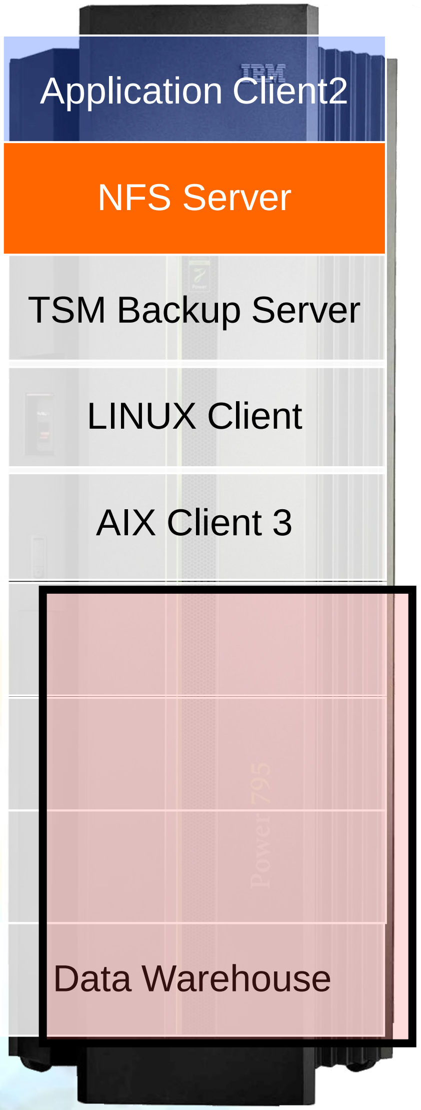
Availability Requirements

- What are the different application availability requirements?
- Are there incompatible release level issues?
- What are my SLAs, Use CMDB!

Tools You Should Use

- FLRT, Pre-Req
- Compare_Report, lppmgr
- Multibos, thin client,
- Subscripts,Community, Best Practices

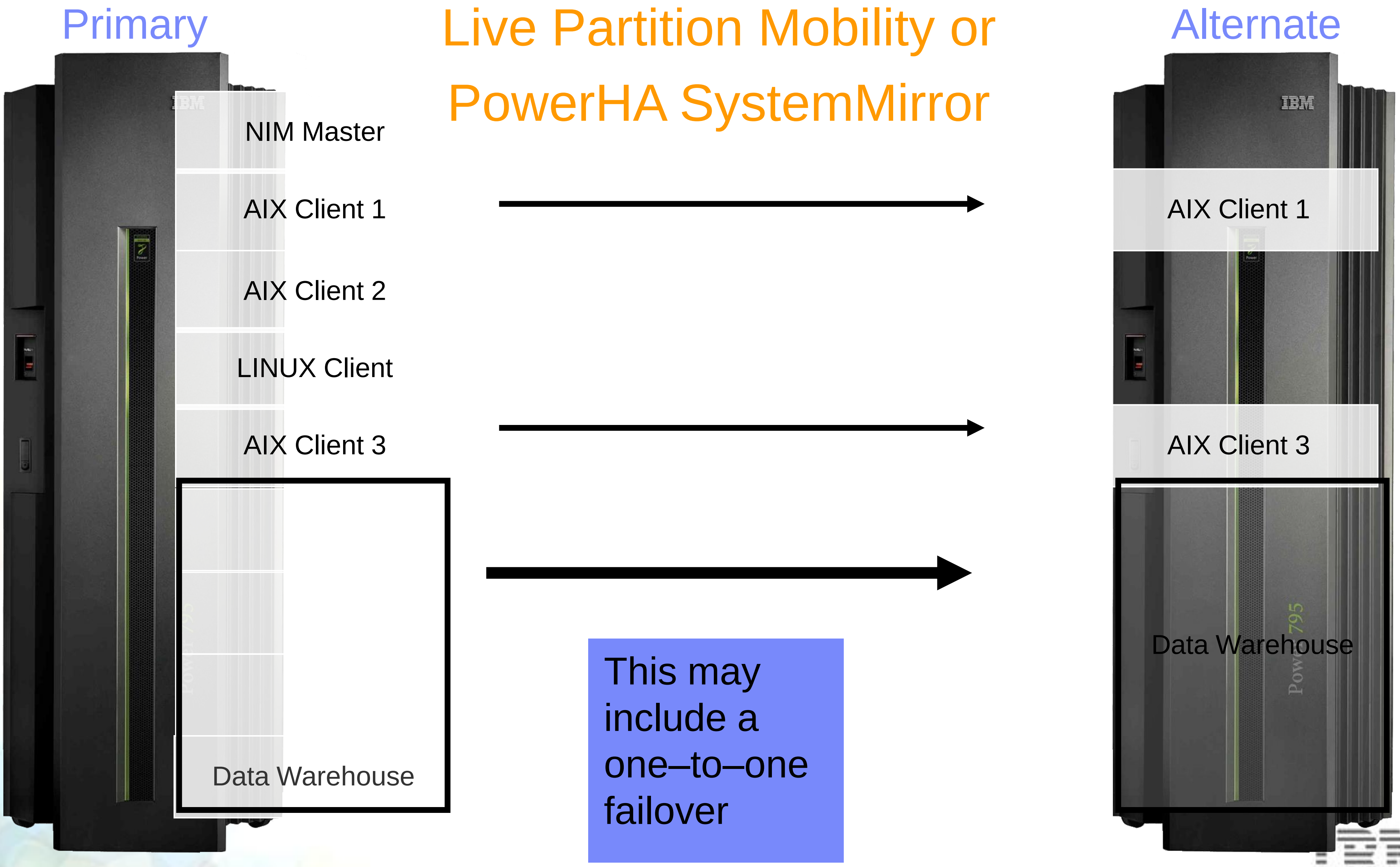
For Server Consolidation, it is important plan for both O/S and Firmware Maintenance Activities


Application Client2
NFS Server
TSM Backup Server
LINUX Client
AIX Client 3
Data Warehouse

HOST01

LPAR1	App Client	P2	
LPAR2	TSM Server	P3	(HOST02,HOST03, HOST04)
LPAR3	NFS Server	P1	(HOST02, HOST03)
LPAR4	LINUX Client	P4	
LPAR5	Data Warehouse	P1	HOST02
LPAR6	Web Client	P4	

Rolling Upgrades may include initiating mobility relocation or failover to a secondary hosting server


Primary
Live Partition Mobility or
PowerHA SystemMirror
Alternate
NIM Master
AIX Client 1
AIX Client 2
LINUX Client
AIX Client 3
Data Warehouse
AIX Client 1
AIX Client 3
Data Warehouse

This may include a one–to–one failover

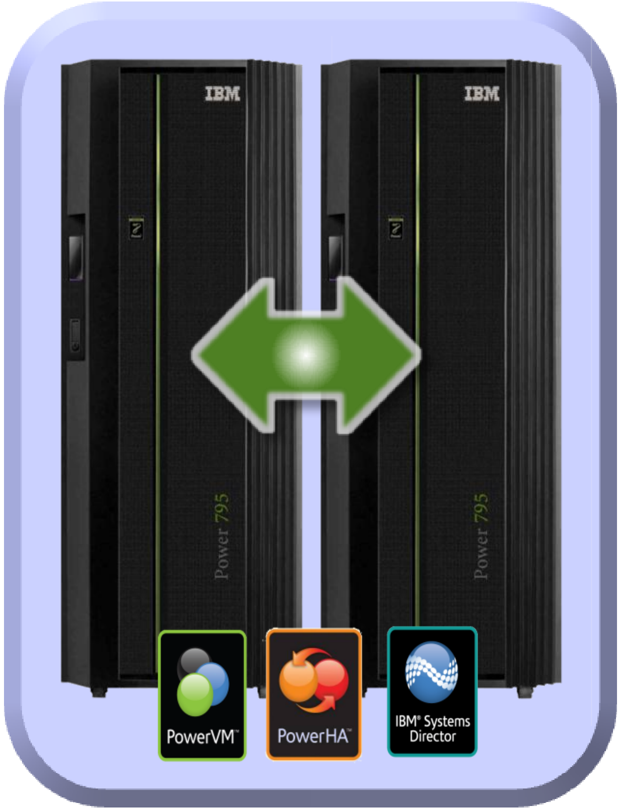
Power Flex. *deploying a comprehensive virtualization infrastructure*

New

flex·i·ble ['flek-sə-bəl] *characterized by a ready capability to adapt to new, different, or changing requirements**

Multi-system virtualization infrastructure providing a highly available and flexible IT environment to support clients' most demanding business resiliency objectives – leveraging years of IBM innovations.

- At least two systems enables **active-active availability**
- **Allocate and rebalance** processor and memory
- Live Partition Mobility for **flexible workload movement**
- **Seamless growth** with Capacity on Demand
- On/Off Processor days for **extra capacity**



*source : www.miriam-webster.com

Consolidate with new levels of flexibility and resiliency

Single System

128-core Power 795

1 system
100% active

PowerVM
IBM® Systems Director

Dual Systems

2 x 64/128 Power 795

2 systems
Each 50% active
More resilient

PowerVM
IBM® Systems Director
PowerHA

Power Flex

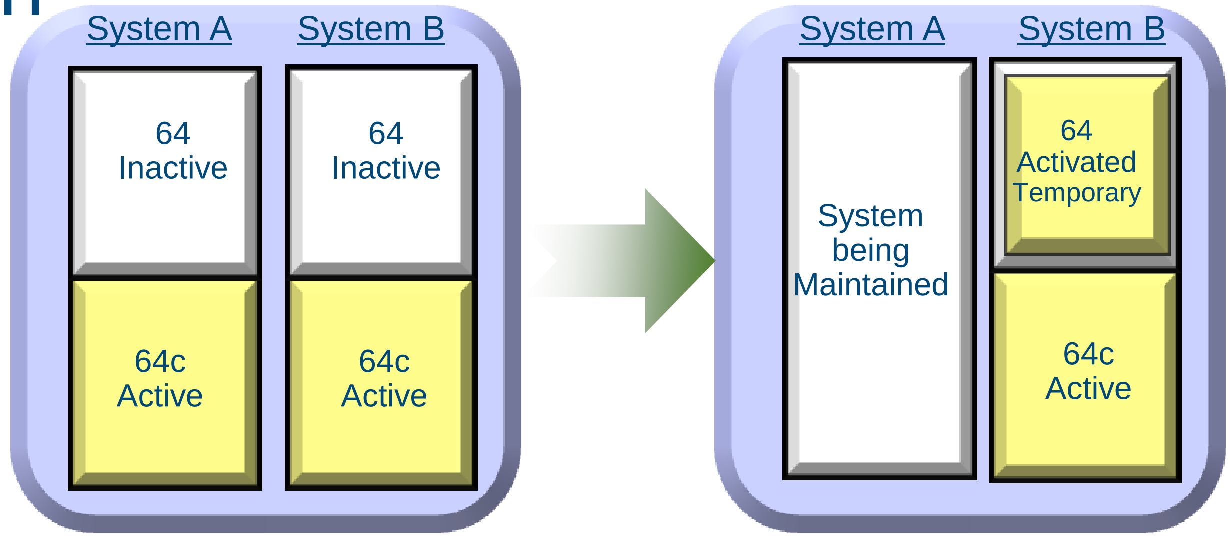
2 x 64/128 Power 795
Flex CUoD

2-4 systems
Each 50% active
More resilient
More flexible

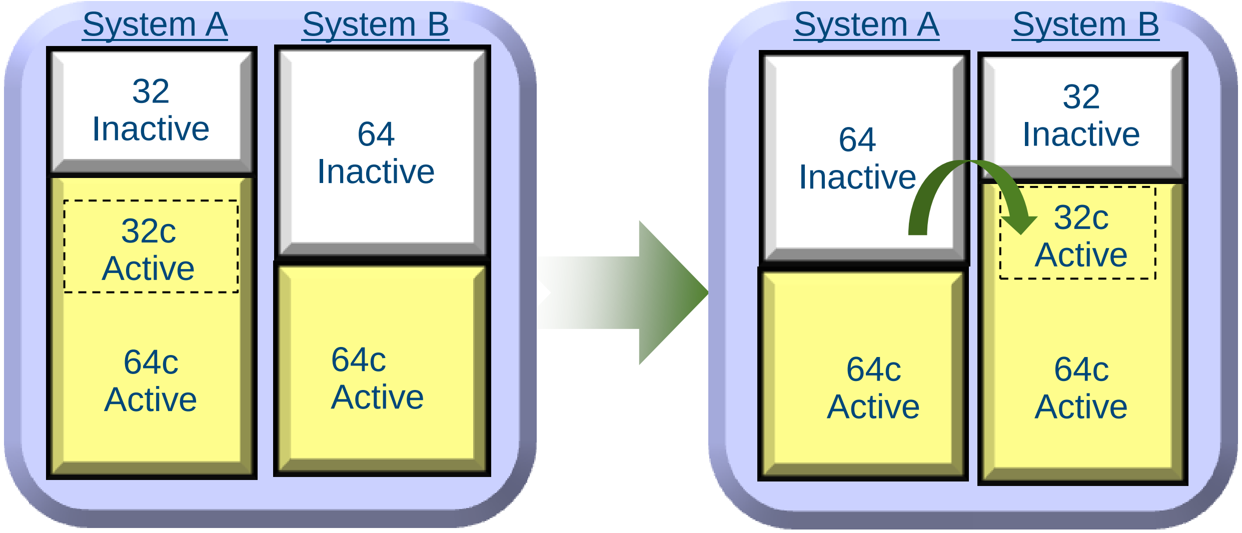
PowerVM
IBM® Systems Director
PowerHA

Power Flex in action

Planned Maintenance


System A
System B
64
Inactive
64
Inactive
64c
Active
64c
Active
System A
System B
System
being
Maintained
64
Activated
Temporary
64c
Active

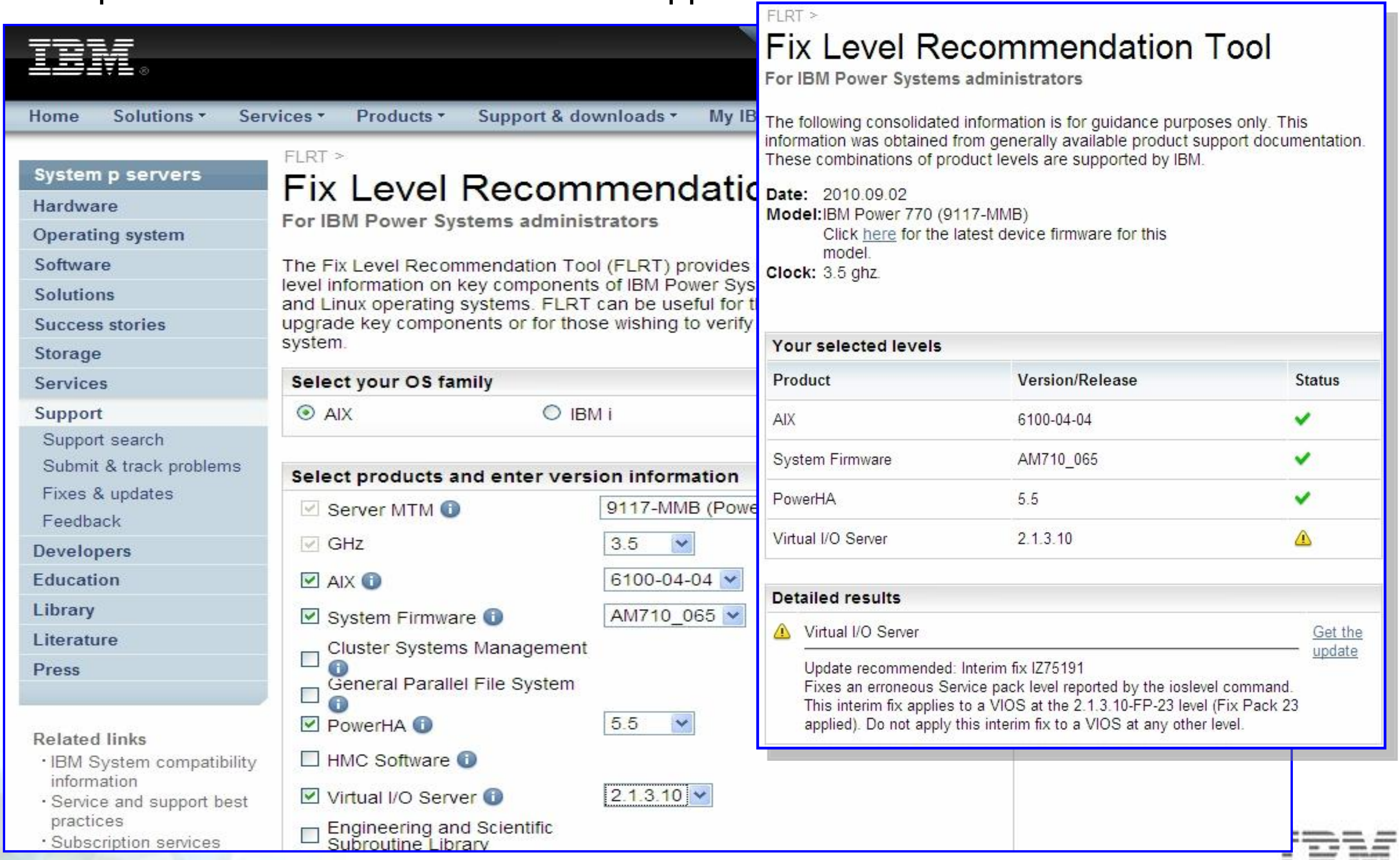
Resource Re-balancing


System A
System B
32
Inactive
32c
Active
64c
Active
64
Inactive
64c
Active
System A
System B
64
Inactive
64c
Active
32
Inactive
32c
Active
64c
Active

Higher availability and increased flexibility

Fix Level Recommendation Tool

http://www14.software.ibm.com/webapp/set2/flrt/home


IBM
Home
Solutions
Services
Products
Support & downloads
My IB
System p servers
Hardware
Operating system
Software
Solutions
Success stories
Storage
Services
Support
Support search
Submit & track problems
Fixes & updates
Feedback
Developers
Education
Library
Literature
Press
Related links
IBM System compatibility information
Service and support best practices
Subscription services
FLRT >

Fix Level Recommendatic

For IBM Power Systems administrators

The Fix Level Recommendation Tool (FLRT) provides level information on key components of IBM Power Sys and Linux operating systems. FLRT can be useful for t upgrade key components or for those wishing to verify system.

Select your OS family

● AIX ○ IBM i

Select products and enter version information

☑ Server MTM: 9117-MMB (Powe
☑ GHz: 3.5
☑ AIX: 6100-04-04
☑ System Firmware: AM710_065
☐ Cluster Systems Management
☐ General Parallel File System
☑ PowerHA: 5.5
☐ HMC Software
☑ Virtual I/O Server: 2.1.3.10
☐ Engineering and Scientific Subroutine Library

FLRT >

Fix Level Recommendation Tool

For IBM Power Systems administrators

The following consolidated information is for guidance purposes only. This information was obtained from generally available product support documentation. These combinations of product levels are supported by IBM.

Date: 2010.09.02
Model: IBM Power 770 (9117-MMB)
Click here for the latest device firmware for this model.
Clock: 3.5 ghz.

Your selected levels

Product	Version/Release	Status
AIX	6100-04-04	✓
System Firmware	AM710_065	✓
PowerHA	5.5	✓
Virtual I/O Server	2.1.3.10	⚠

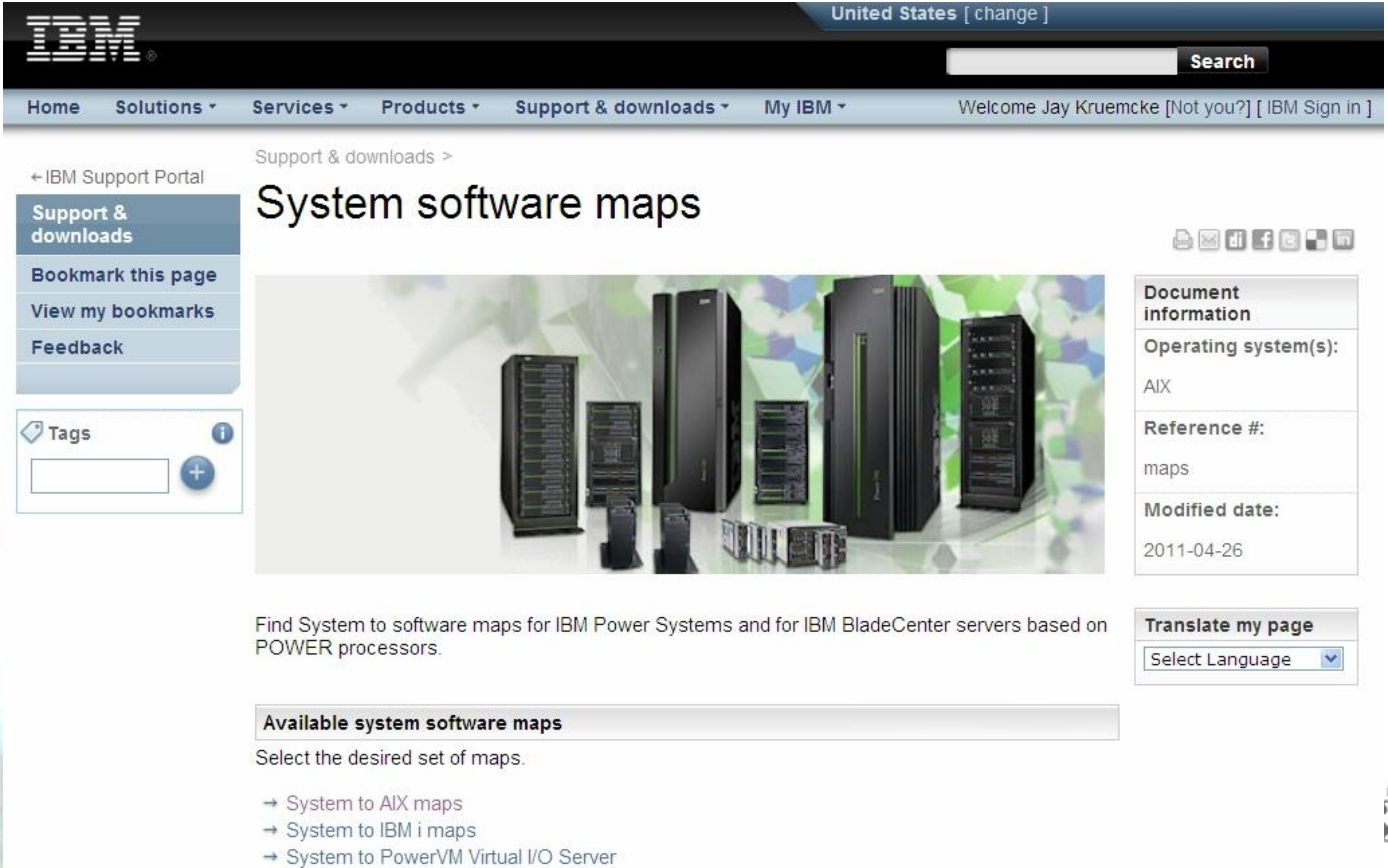
Detailed results

⚠ Virtual I/O Server — Get the update

Update recommended: Interim fix IZ75191
Fixes an erroneous Service pack level reported by the ioslevel command. This interim fix applies to a VIOS at the 2.1.3.10-FP-23 level (Fix Pack 23 applied). Do not apply this interim fix to a VIOS at any other level.

System Software Maps

https://www-304.ibm.com/support/docview.wss?uid=ssm1maps


IBM
United States [change]
Search
Home
Solutions
Services
Products
Support & downloads
My IBM
Welcome Jay Kruemcke [Not you?] [IBM Sign in]
← IBM Support Portal
Support & downloads
Bookmark this page
View my bookmarks
Feedback
Tags
Translate my page
Select Language

Support & downloads >

System software maps

Document information

Operating system(s): AIX

Reference #: maps

Modified date: 2011-04-26

Find System to software maps for IBM Power Systems and for IBM BladeCenter servers based on POWER processors.

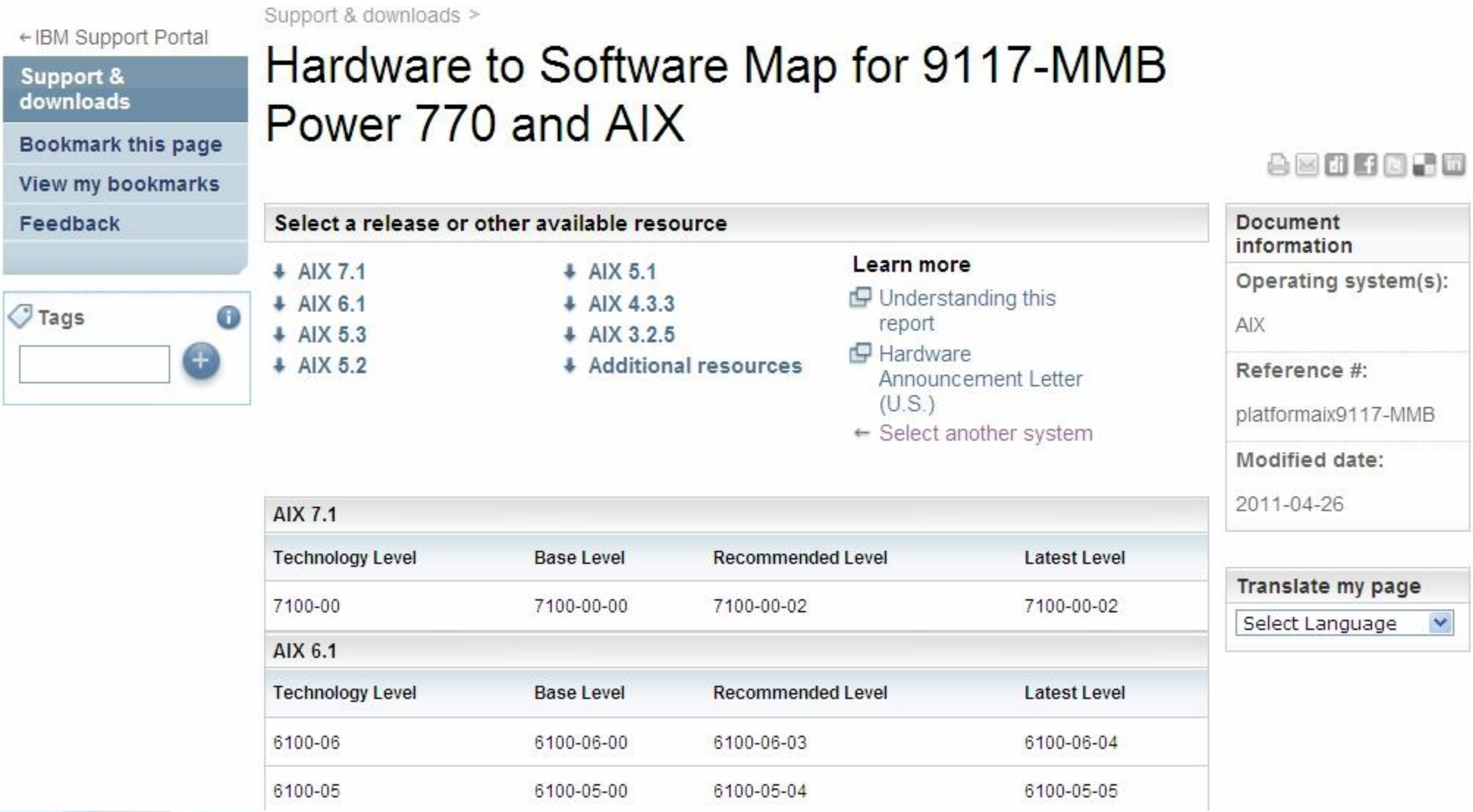
Available system software maps

Select the desired set of maps.

- → System to AIX maps
- → System to IBM i maps
- → System to PowerVM Virtual I/O Server

System Software Maps

https://www-304.ibm.com/support/docview.wss?uid=ssm1maps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Hardware to Software Map for 9117-MMB Power 770 and AIX

Select a release or other available resource

- AIX 7.1
- AIX 6.1
- AIX 5.3
- AIX 5.2
- AIX 5.1
- AIX 4.3.3
- AIX 3.2.5
- Additional resources

Learn more

- Understanding this report
- Hardware Announcement Letter (U.S.)
- ← Select another system

Document information

Operating system(s): AIX

Reference #: platformaix9117-MMB

Modified date: 2011-04-26

Translate my page

Select Language

AIX 7.1

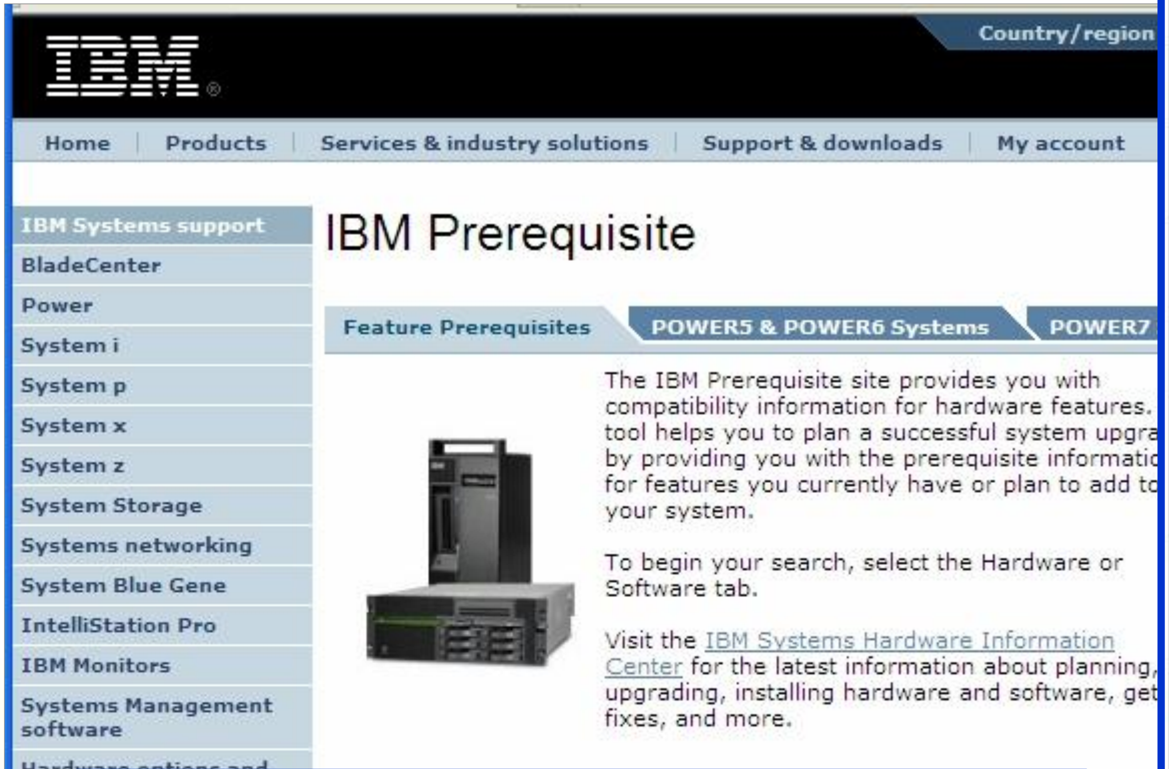
Technology Level	Base Level	Recommended Level	Latest Level
7100-00	7100-00-00	7100-00-02	7100-00-02

AIX 6.1

Technology Level	Base Level	Recommended Level	Latest Level
6100-06	6100-06-00	6100-06-03	6100-06-04
6100-05	6100-05-00	6100-05-04	6100-05-05

Prerequisite Tool

http://www-912.ibm.com/e_dir/eserverprereq.nsf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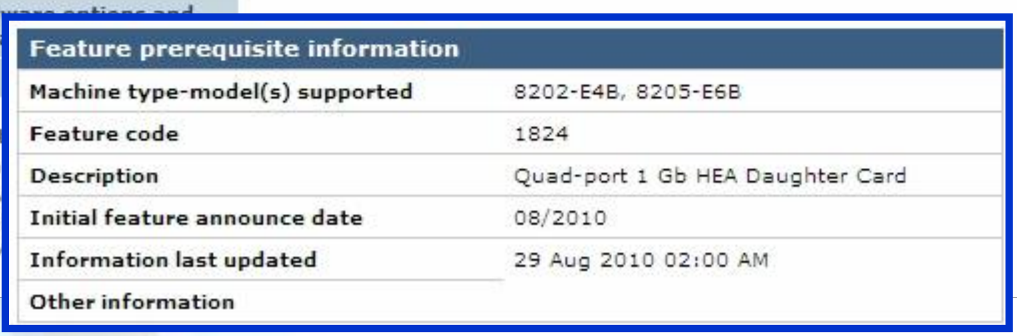
IBM Systems support
BladeCenter
Power
System i
System p
System x
System z
System Storage
Systems networking
System Blue Gene
IntelliStation Pro
IBM Monitors
Systems Management software
Hardw
upgra
Relat
Wa
dev
alp
IBM
Feature Prerequisites
POWER5 & POWER6 Systems
POWER7

IBM Prerequisite

The IBM Prerequisite site provides you with
compatibility information for hardware features.
tool helps you to plan a successful system upgra
by providing you with the prerequisite informatic
for features you currently have or plan to add tc
your system.

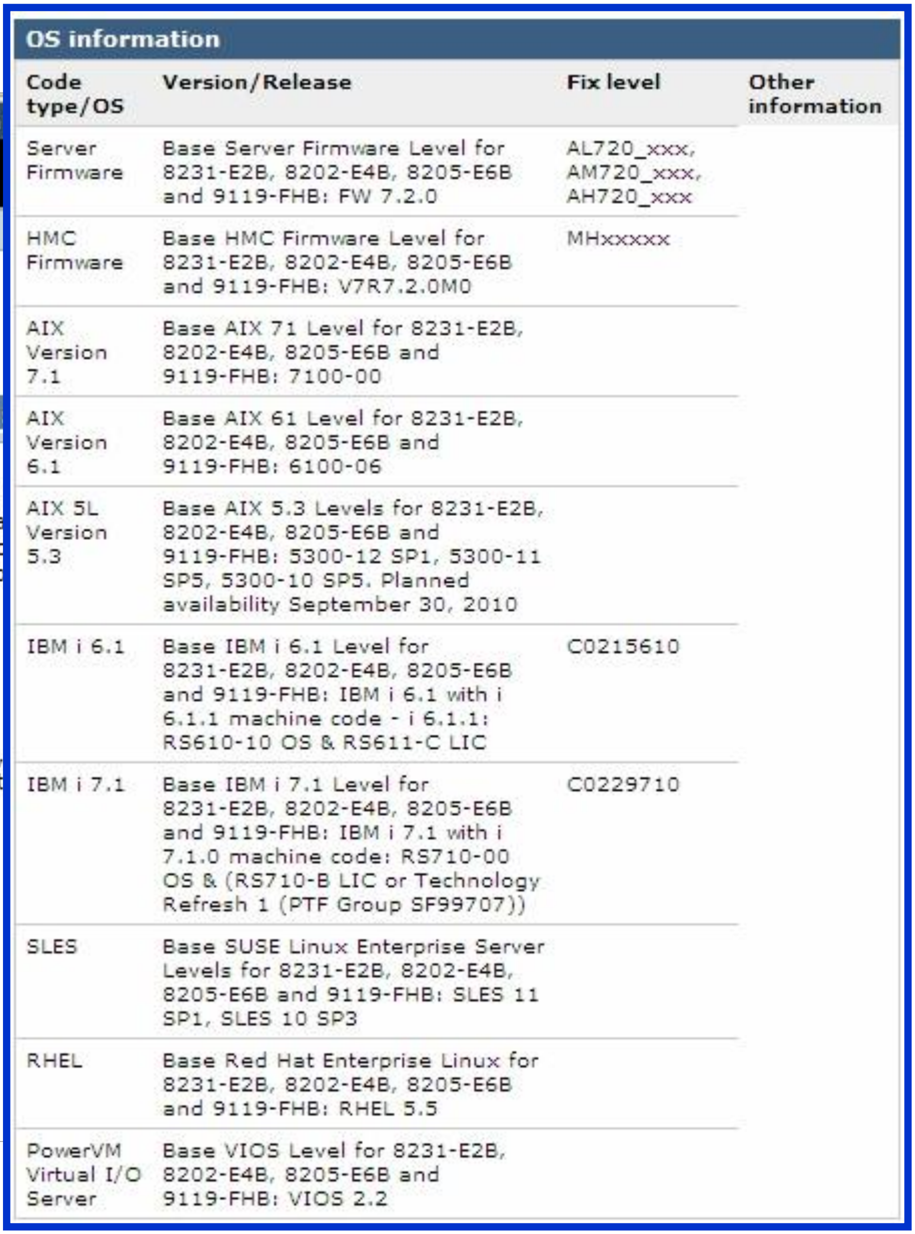
To begin your search, select the Hardware or
Software tab.

Visit the IBM Systems Hardware Information
Center for the latest information about planning,
upgrading, installing hardware and software, get
fixes, and more.



Feature prerequisite information

Machine type-model(s) supported	8202-E4B, 8205-E6B
Feature code	1824
Description	Quad-port 1 Gb HEA Daughter Card
Initial feature announce date	08/2010
Information last updated	29 Aug 2010 02:00 AM
Other information	

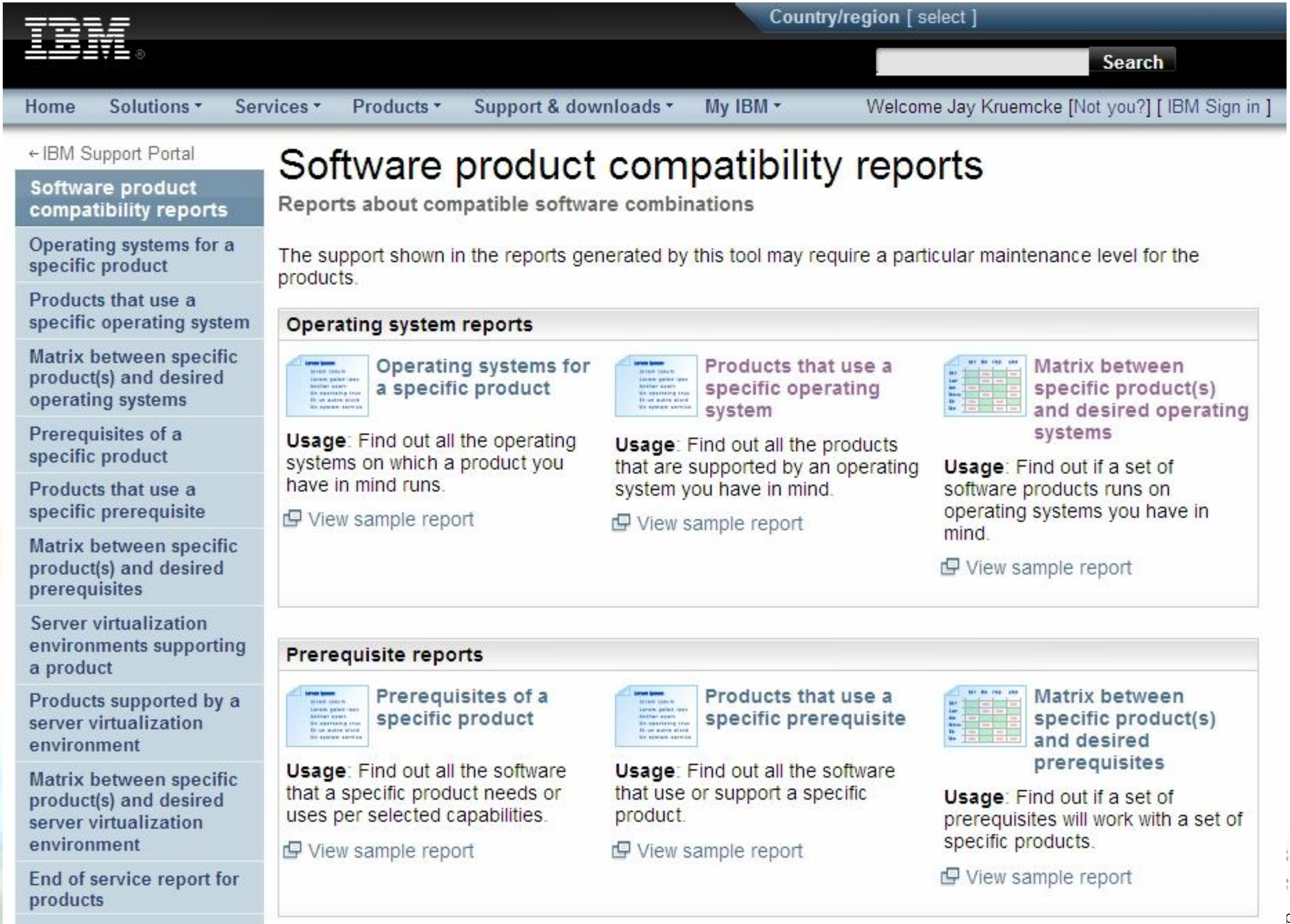


OS information

Code type/OS	Version/Release	Fix level	Other information
Server Firmware	Base Server Firmware Level for 8231-E2B, 8202-E4B, 8205-E6B and 9119-FHB: FW 7.2.0	AL720_xxx, AM720_xxx, AH720_xxx	
HMC Firmware	Base HMC Firmware Level for 8231-E2B, 8202-E4B, 8205-E6B and 9119-FHB: V7R7.2.0M0	MHxxxxx	
AIX Version 7.1	Base AIX 71 Level for 8231-E2B, 8202-E4B, 8205-E6B and 9119-FHB: 7100-00		
AIX Version 6.1	Base AIX 61 Level for 8231-E2B, 8202-E4B, 8205-E6B and 9119-FHB: 6100-06		
AIX 5L Version 5.3	Base AIX 5.3 Levels for 8231-E2B, 8202-E4B, 8205-E6B and 9119-FHB: 5300-12 SP1, 5300-11 SP5, 5300-10 SP5. Planned availability September 30, 2010		
IBM i 6.1	Base IBM i 6.1 Level for 8231-E2B, 8202-E4B, 8205-E6B and 9119-FHB: IBM i 6.1 with i 6.1.1 machine code - i 6.1.1: RS610-10 OS & RS611-C LIC	C0215610	
IBM i 7.1	Base IBM i 7.1 Level for 8231-E2B, 8202-E4B, 8205-E6B and 9119-FHB: IBM i 7.1 with i 7.1.0 machine code: RS710-00 OS & (RS710-B LIC or Technology Refresh 1 (PTF Group SF99707))	C0229710	
SLES	Base SUSE Linux Enterprise Server Levels for 8231-E2B, 8202-E4B, 8205-E6B and 9119-FHB: SLES 11 SP1, SLES 10 SP3		
RHEL	Base Red Hat Enterprise Linux for 8231-E2B, 8202-E4B, 8205-E6B and 9119-FHB: RHEL 5.5		
PowerVM Virtual I/O Server	Base VIOS Level for 8231-E2B, 8202-E4B, 8205-E6B and 9119-FHB: VIOS 2.2		

IBM Software Product Compatibility

http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.html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Software product compatibility reports
Operating systems for a specific product
Products that use a specific operating system
Matrix between specific product(s) and desired operating systems
Prerequisites of a specific product
Products that use a specific prerequisite
Matrix between specific product(s) and desired prerequisites
Server virtualization environments supporting a product
Products supported by a server virtualization environment
Matrix between specific product(s) and desired server virtualization environment
End of service report for products

Software product compatibility reports

Reports about compatible software combinations

The support shown in the reports generated by this tool may require a particular maintenance level for the products.

Operating system reports

Operating systems for a specific product

Usage: Find out all the operating systems on which a product you have in mind runs.

View sample report

Products that use a specific operating system

Usage: Find out all the products that are supported by an operating system you have in mind.

View sample report

Matrix between specific product(s) and desired operating systems

Usage: Find out if a set of software products runs on operating systems you have in mind.

View sample report

Prerequisite reports

Prerequisites of a specific product

Usage: Find out all the software that a specific product needs or uses per selected capabilities.

View sample report

Products that use a specific prerequisite

Usage: Find out all the software that use or support a specific product.

View sample report

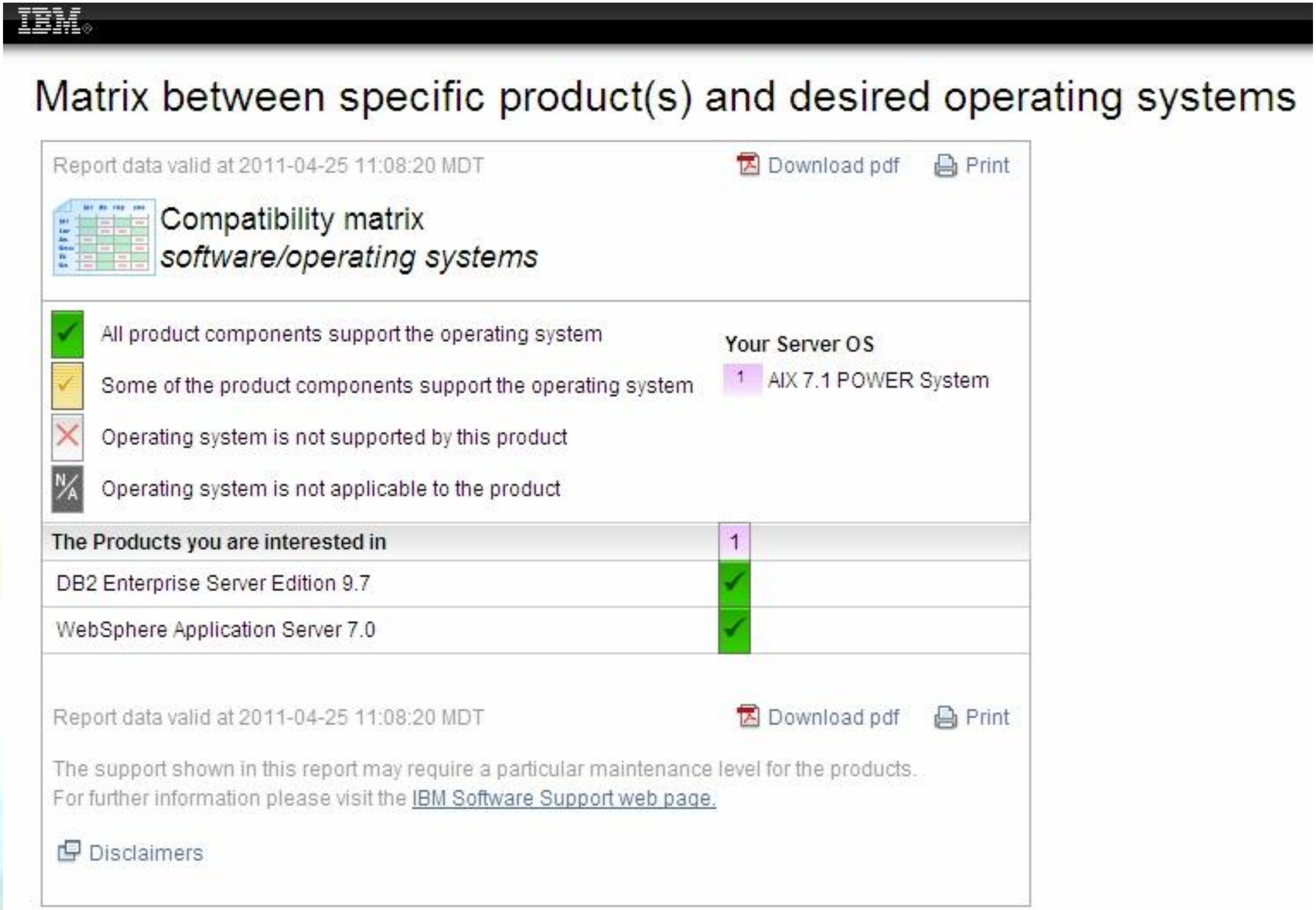
Matrix between specific product(s) and desired prerequisites

Usage: Find out if a set of prerequisites will work with a set of specific products.

View sample report

IBM Software Product Compatibility

http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.html



Matrix between specific product(s) and desired operating systems

Report data valid at 2011-04-25 11:08:20 MDT

Compatibility matrix
software/operating systems

✓	All product components support the operating system
✓	Some of the product components support the operating system
✗	Operating system is not supported by this product
N/A	Operating system is not applicable to the product

Your Server OS

1 AIX 7.1 POWER System

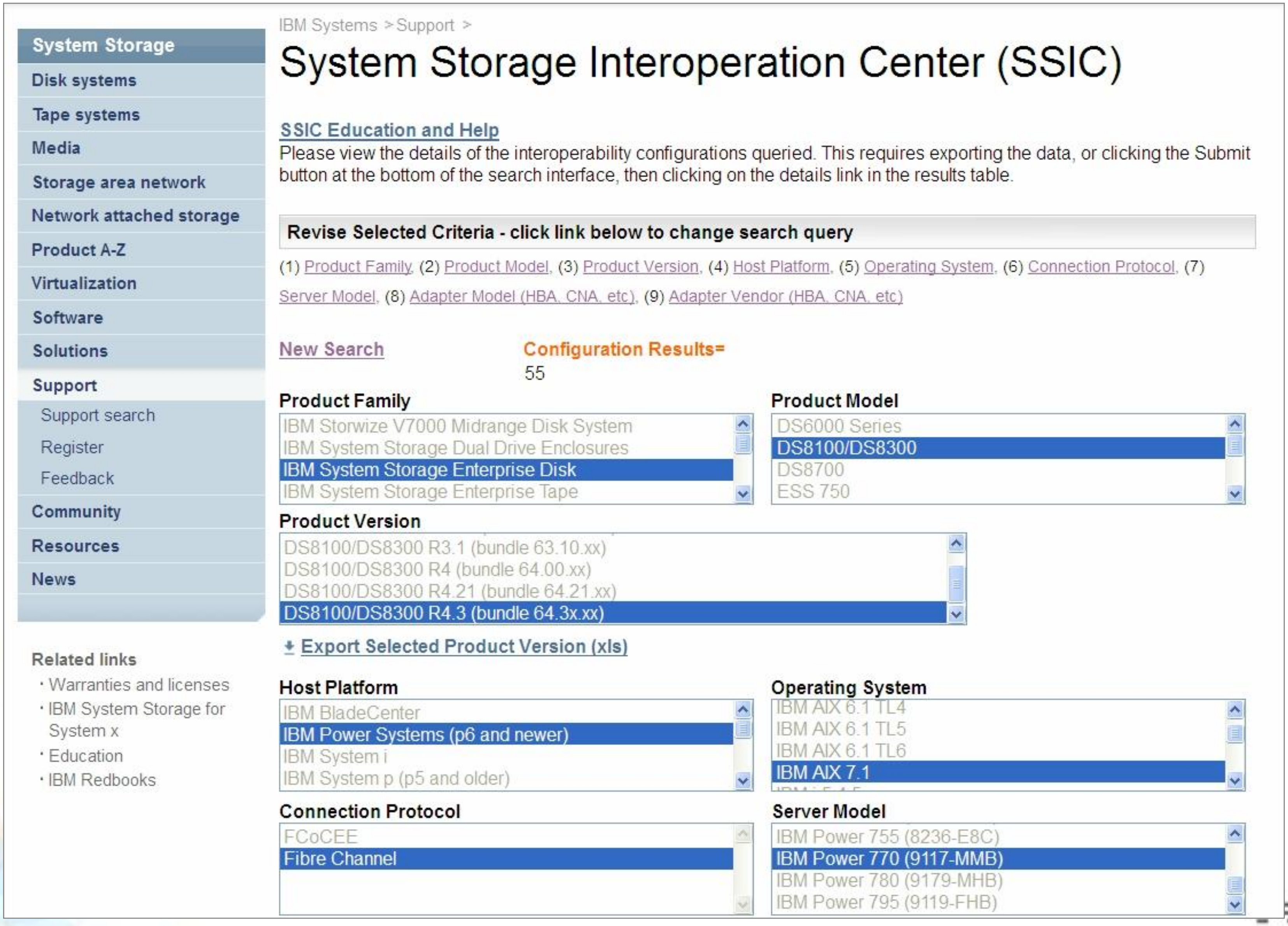
The Products you are interested in	1
DB2 Enterprise Server Edition 9.7	✓
WebSphere Application Server 7.0	✓

Report data valid at 2011-04-25 11:08:20 MDT

The support shown in this report may require a particular maintenance level for the products.
For further information please visit the IBM Software Support web page.

IBM Storage Compatibility

http://www.ibm.com/systems/support/storage/ssic/interoperability.wss



- **System Storage**
- Disk systems
- Tape systems
- Media
- Storage area network
- Network attached storage
- Product A-Z
- Virtualization
- Software
- Solutions
- Support
  - Support search
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Related links

- Warranties and licenses
- IBM System Storage for System x
- Education
- IBM Redbooks

IBM Systems > Support >

System Storage Interoperation Center (SSIC)

SSIC Education and Help

Please view the details of the interoperability configurations queried. This requires exporting the data, or clicking the Submit button at the bottom of the search interface, then clicking on the details link in the results table.

Revise Selected Criteria - click link below to change search query

(1) Product Family, (2) Product Model, (3) Product Version, (4) Host Platform, (5) Operating System, (6) Connection Protocol, (7) Server Model, (8) Adapter Model (HBA, CNA, etc), (9) Adapter Vendor (HBA, CNA, etc)

New Search

Configuration Results= 55

Product Family

- IBM Storwize V7000 Midrange Disk System
- IBM System Storage Dual Drive Enclosures
- **IBM System Storage Enterprise Disk**
- IBM System Storage Enterprise Tape

Product Model

- DS6000 Series
- **DS8100/DS8300**
- DS8700
- ESS 750

Product Version

- DS8100/DS8300 R3.1 (bundle 63.10.xx)
- DS8100/DS8300 R4 (bundle 64.00.xx)
- DS8100/DS8300 R4.21 (bundle 64.21.xx)
- **DS8100/DS8300 R4.3 (bundle 64.3x.xx)**

Export Selected Product Version (xls)

Host Platform

- IBM BladeCenter
- **IBM Power Systems (p6 and newer)**
- IBM System i
- IBM System p (p5 and older)

Operating System

- IBM AIX 6.1 TL4
- IBM AIX 6.1 TL5
- IBM AIX 6.1 TL6
- **IBM AIX 7.1**

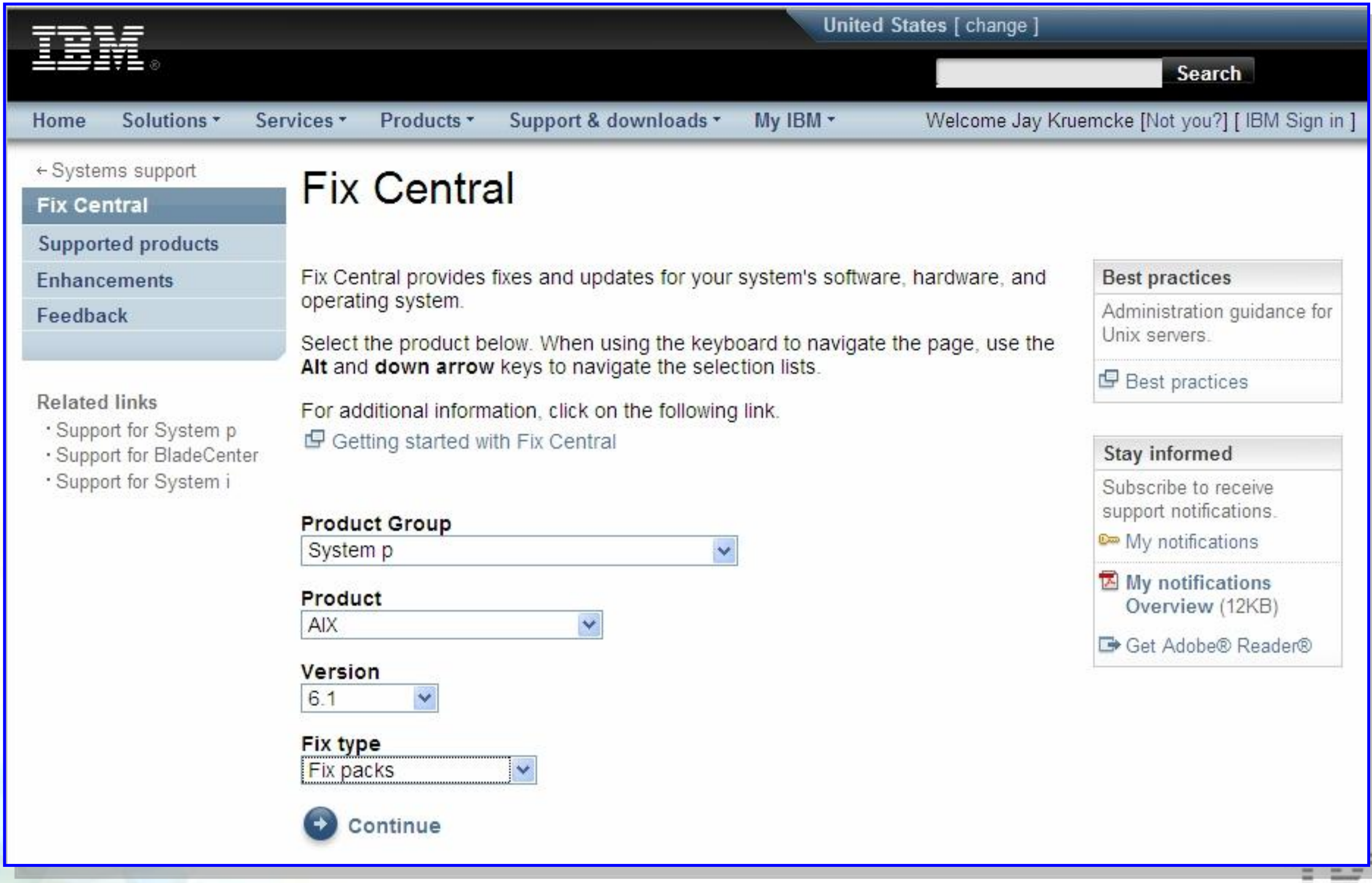
Connection Protocol

- FCoCEE
- **Fibre Channel**

Server Model

- IBM Power 755 (8236-E8C)
- **IBM Power 770 (9117-MMB)**
- IBM Power 780 (9179-MHB)
- IBM Power 795 (9119-FHB)

Fix Central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Fix Central

Fix Central provides fixes and updates for your system's software, hardware, and operating system.

Select the product below. When using the keyboard to navigate the page, use the **Alt** and **down arrow** keys to navigate the selection lists.

For additional information, click on the following link.
Getting started with Fix Central

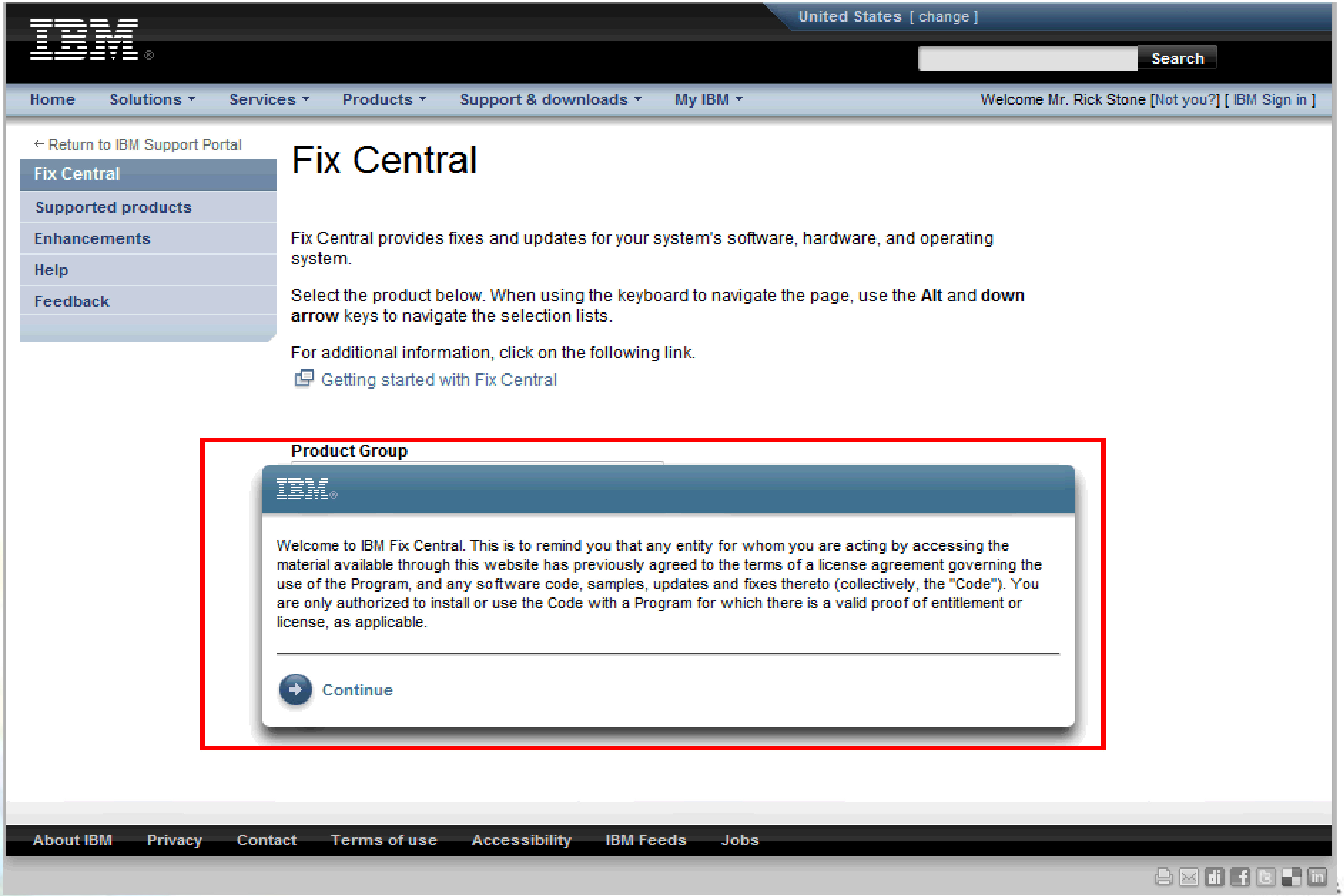
Product Group: System p

Product: AIX

Version: 6.1

Fix type: Fix packs

New Fix Central pop-up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Fix Central

Fix Central provides fixes and updates for your system's software, hardware, and operating system.

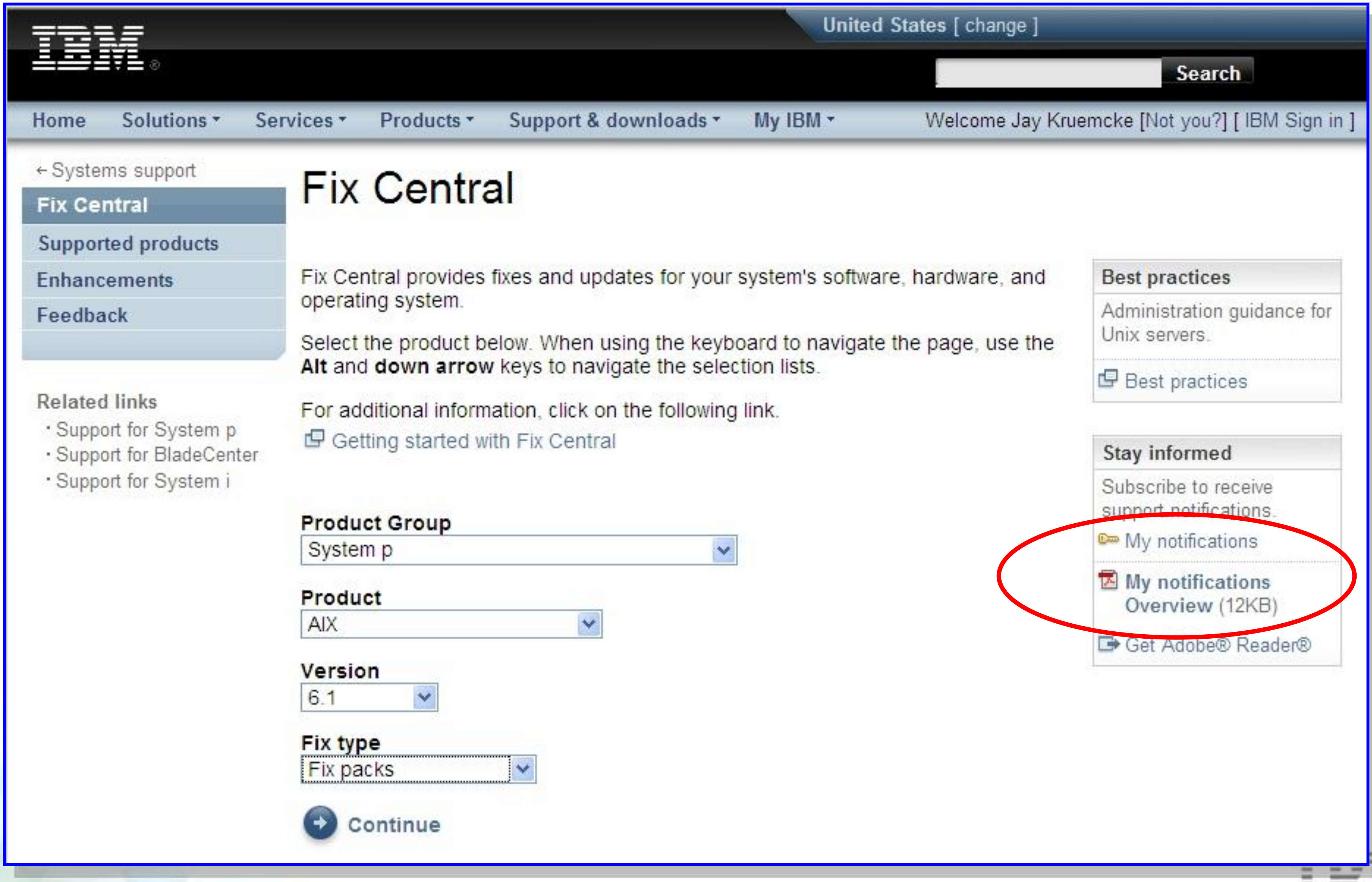
Select the product below. When using the keyboard to navigate the page, use the **Alt** and **down arrow** keys to navigate the selection lists.

For additional information, click on the following link.

Getting started with Fix Central

Welcome to IBM Fix Central. This is to remind you that any entity for whom you are acting by accessing the material available through this website has previously agreed to the terms of a license agreement governing the use of the Program, and any software code, samples, updates and fixes thereto (collectively, the "Code"). You are only authorized to install or use the Code with a Program for which there is a valid proof of entitlement or license, as applicable.

Fix Central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Related links
Support for System p
Support for BladeCenter
Support for System i
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Fix Central

Fix Central provides fixes and updates for your system's software, hardware, and operating system.

Select the product below. When using the keyboard to navigate the page, use the **Alt** and **down arrow** keys to navigate the selection lists.

For additional information, click on the following link.
Getting started with Fix Central

Product Group: System p

Product: AIX

Version: 6.1

Fix type: Fix packs

Best practices

Administration guidance for Unix servers.

Best practices

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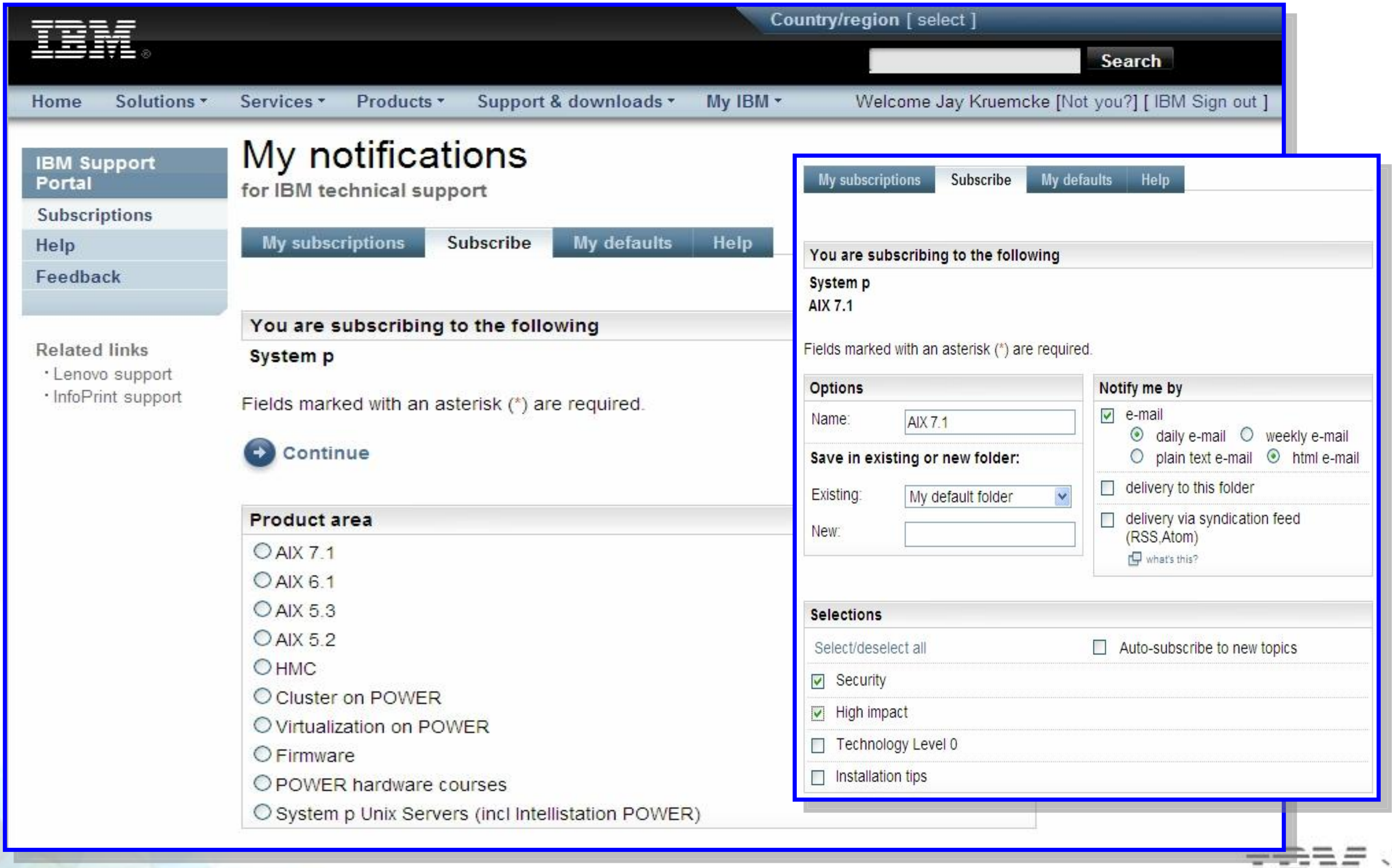
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System p

Fields marked with an asterisk (*) are required.

Product area

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- ○ AIX 6.1
- ○ AIX 5.3
- ○ AIX 5.2
- ○ HMC
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System p
AIX 7.1

Fields marked with an asterisk (*) are required.

Options

Name: AIX 7.1

Save in existing or new folder:

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- ☑ e-mail
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Selections

Select/deselect all

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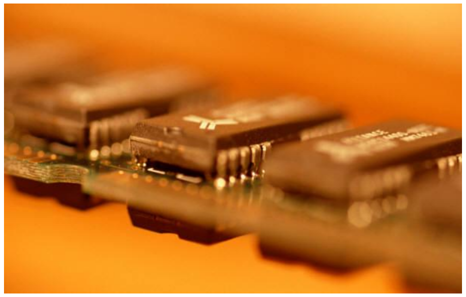
- ☑ High impact
- ☐ Technology Level 0
- ☐ Installation tips

Firmware



- Updating firmware is every bit as important as keeping the other parts of the system up to date yet this is often one of the most challenging aspects of planning for availability
- A large portion of situations, problems and outages are due to significantly outdated versions of firmware and/or O/S.
- Concurrent Firmware should be viewed as a solid strategy to reduce maintenance window downtime and to keep systems up to date.
- Fact: All service packs last year, although they often contained deferred fixes also, were able to be applied concurrently

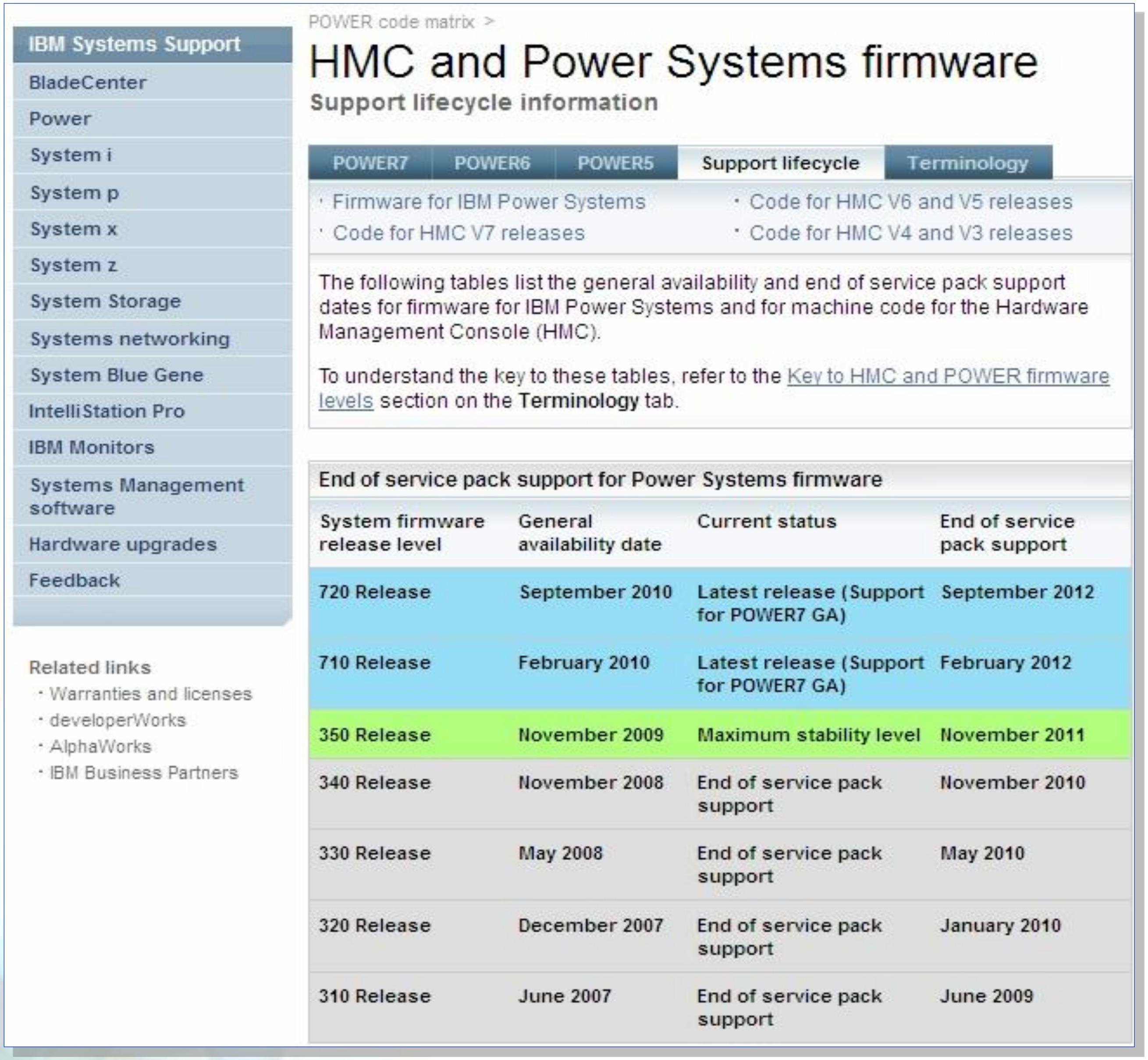
Firmware terminology: **Release** versus **Service Pack**

- **Release Level:** A Release Level is the term for firmware that is released to support major new function (introduction of new hardware models and significant function/features enabled via firmware).
  - *Known as an "Upgrade"*
  - *Always requires a reboot of the system*

- **Service Pack:** A Service Pack contains a group of fixes within a specific release level. Service packs primarily contain only fixes however, minor function changes may be released within a service pack.
  - *Known as an "Update"*
  - *Some updates are concurrent and do not require a reboot of the system*
  - *Updating firmware involves two steps:*
    - *Apply the firmware (update what is in flash)*
    - *Activate the firmware (cause the new firmware to be running on the system)*

POWER Firmware Support Lifecycle

http://tinyurl.com/PowerFWLife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Code for HMC V7 releases
Code for HMC V6 and V5 releases
Code for HMC V4 and V3 releases

HMC and Power Systems firmware

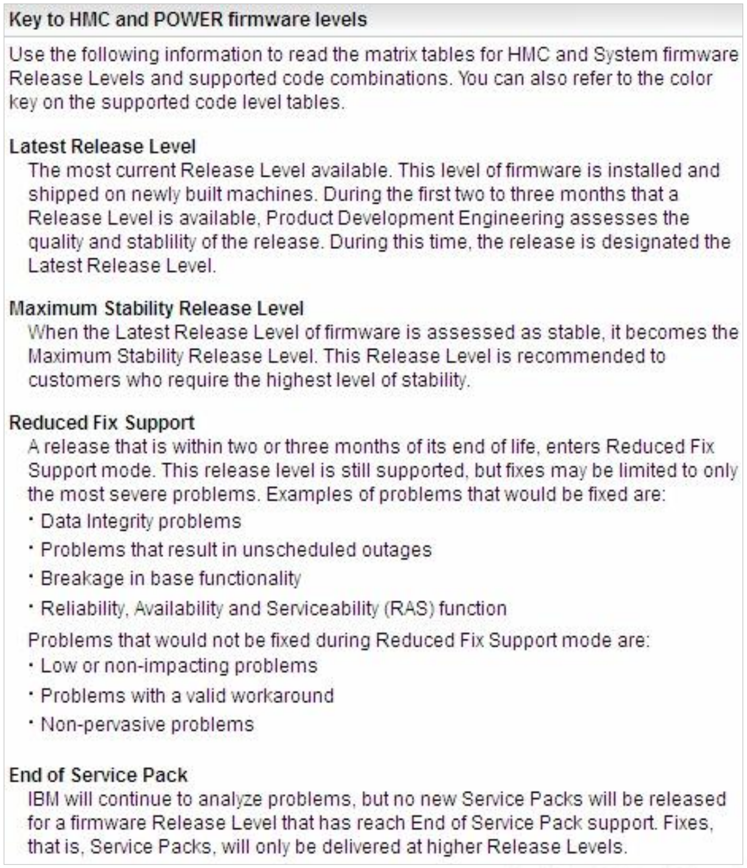
Support lifecycle information

The following tables list the general availability and end of service pack support dates for firmware for IBM Power Systems and for machine code for the Hardware Management Console (HMC).

To understand the key to these tables, refer to the Key to HMC and POWER firmware levels section on the **Terminology** tab.

End of service pack support for Power Systems firmware

System firmware release level	General availability date	Current status	End of service pack support
720 Release	September 2010	Latest release (Support for POWER7 GA)	September 2012
710 Release	February 2010	Latest release (Support for POWER7 GA)	February 2012
350 Release	November 2009	Maximum stability level	November 2011
340 Release	November 2008	End of service pack support	November 2010
330 Release	May 2008	End of service pack support	May 2010
320 Release	December 2007	End of service pack support	January 2010
310 Release	June 2007	End of service pack support	June 2009



Key to HMC and POWER firmware levels

Use the following information to read the matrix tables for HMC and System firmware Release Levels and supported code combinations. You can also refer to the color key on the supported code level tables.

Latest Release Level
The most current Release Level available. This level of firmware is installed and shipped on newly built machines. During the first two to three months that a Release Level is available, Product Development Engineering assesses the quality and stablility of the release. During this time, the release is designated the Latest Release Level.

Maximum Stability Release Level
When the Latest Release Level of firmware is assessed as stable, it becomes the Maximum Stability Release Level. This Release Level is recommended to customers who require the highest level of stability.

Reduced Fix Support
A release that is within two or three months of its end of life, enters Reduced Fix Support mode. This release level is still supported, but fixes may be limited to only the most severe problems. Examples of problems that would be fixed are:

- Data Integrity problems
- Problems that result in unscheduled outages
- Breakage in base functionality
- Reliability, Availability and Serviceability (RAS) function

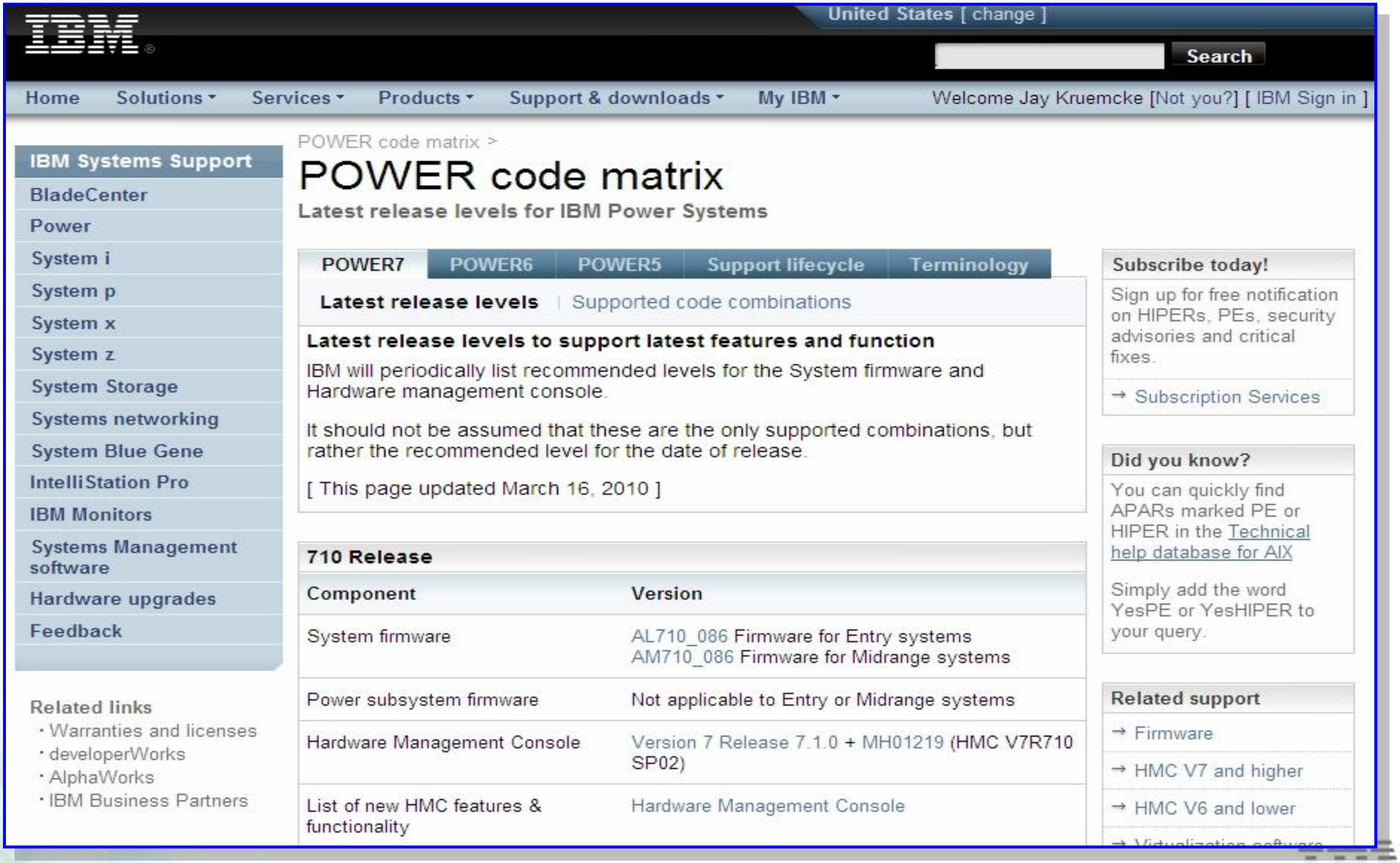
Problems that would not be fixed during Reduced Fix Support mode are:

- Low or non-impacting problems
- Problems with a valid workaround
- Non-pervasive problems

End of Service Pack
IBM will continue to analyze problems, but no new Service Packs will be released for a firmware Release Level that has reach End of Service Pack support. Fixes, that is, Service Packs, will only be delivered at higher Release Levels.

POWER Firmware Support Lifecycle

http://www14.software.ibm.com/webapp/set2/sas/f/power5cm/home.html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POWER code matrix >
POWER7
POWER6
POWER5
Support lifecycle
Terminology
Latest release levels
Supported code combinations

POWER code matrix

Latest release levels for IBM Power Systems

Latest release levels to support latest features and function

IBM will periodically list recommended levels for the System firmware and Hardware management console.

It should not be assumed that these are the only supported combinations, but rather the recommended level for the date of release.

[This page updated March 16, 2010]

710 Release

Component	Version
System firmware	AL710_086 Firmware for Entry systems AM710_086 Firmware for Midrange systems
Power subsystem firmware	Not applicable to Entry or Midrange systems
Hardware Management Console	Version 7 Release 7.1.0 + MH01219 (HMC V7R710 SP02)
List of new HMC features & functionality	Hardware Management Console

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Did you know?

You can quickly find APARs marked PE or HIPER in the Technical help database for AIX

Simply add the word YesPE or YesHIPER to your query.

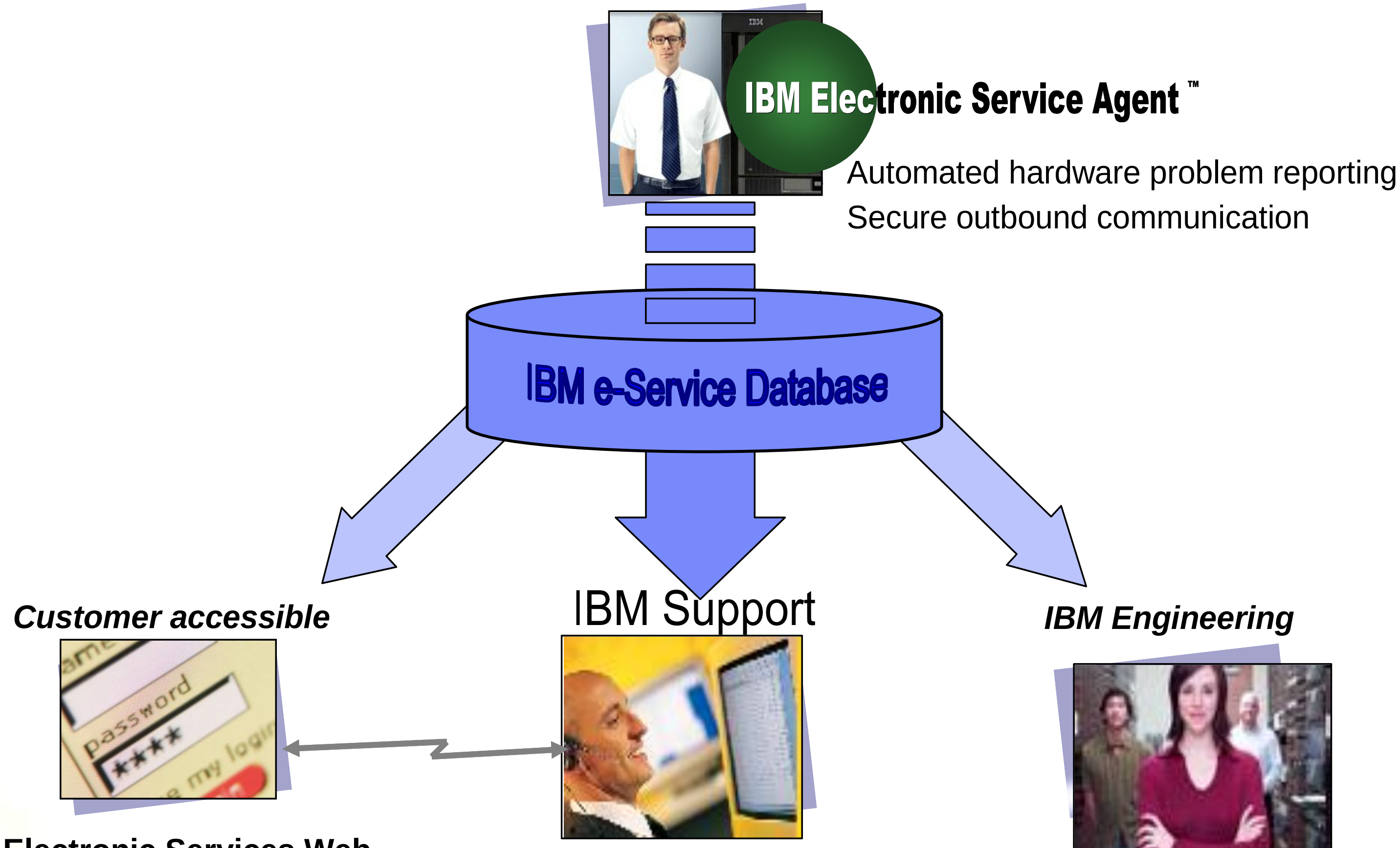
Related support

→ Firmware

→ HMC V7 and higher

→ HMC V6 and lower

Electronic Service Agent



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Automated hardware problem reporting

Secure outbound communication

IBM e-Service Database

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http://www.ibm.com/support/electronic

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IBM Electronic Service Agent™ benefits to customers

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- When I call IBM, I no longer hear, “we’ve seen that before”

Benefits:

Less unplanned downtime means higher availability

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- IBM’s web site only shows me information relevant to the systems I have installed

Benefits:

Less time spent reading through data not relevant to me and more time finding what I need

Reactive Support

- IBM responds faster to my system problems and solves them faster

Benefits:

Faster access to key IBM resources

Faster problem resolution means higher availability

Client Self Assist

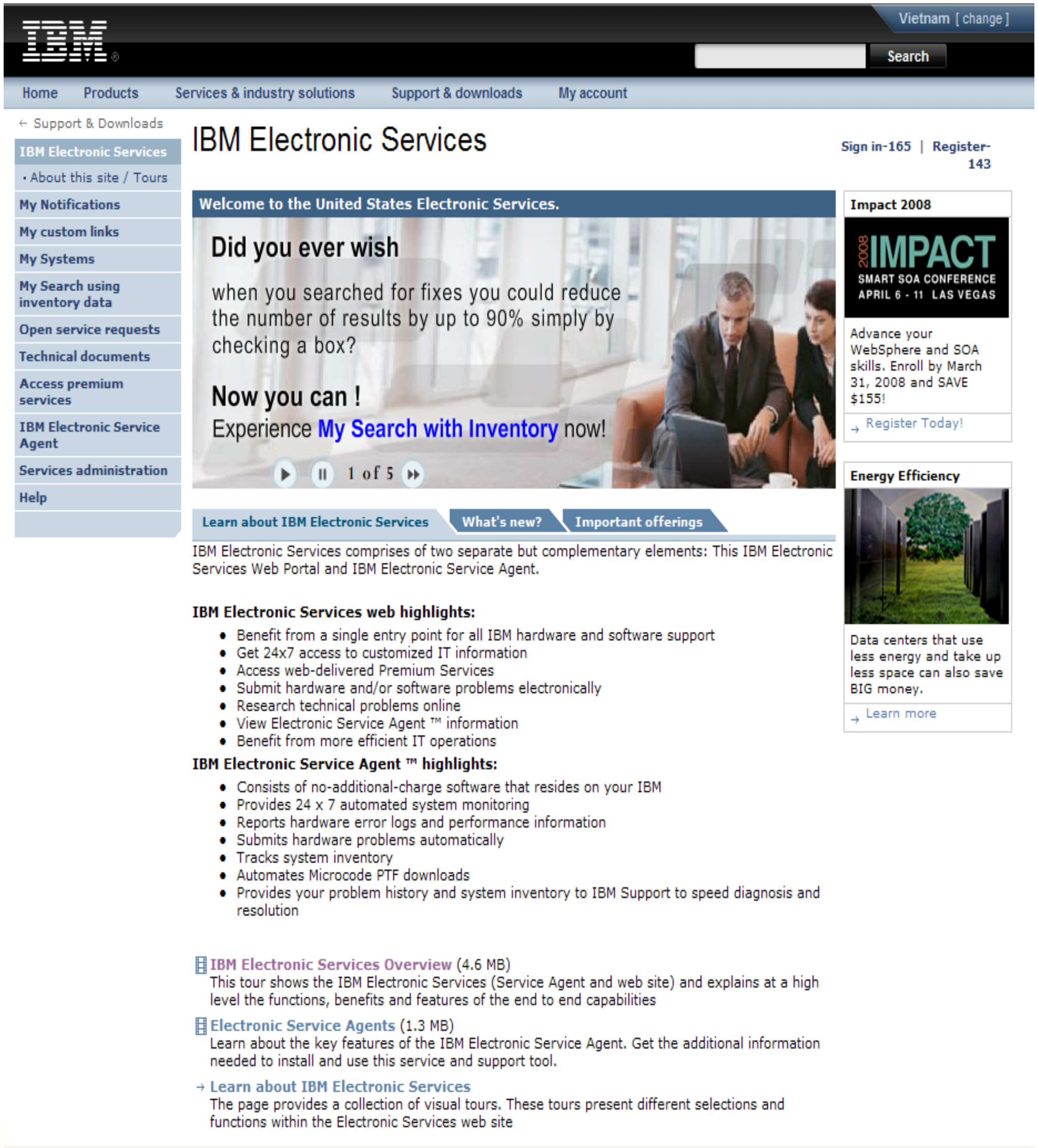
- I have access to knowledge and Intellectual capital based on systems I have installed

Benefits:

I can solve problems on my own because IBM’s tools know what I have installed

Electronic Services Portal Home Page

www.ibm.com/support/electronic



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APRIL 6 - 11 LAS VEGAS

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- Submit hardware and/or software problems electronically
- Research technical problems online
- View Electronic Service Agent ™ information
- Benefit from more efficient IT operations

IBM Electronic Service Agent ™ highlights:

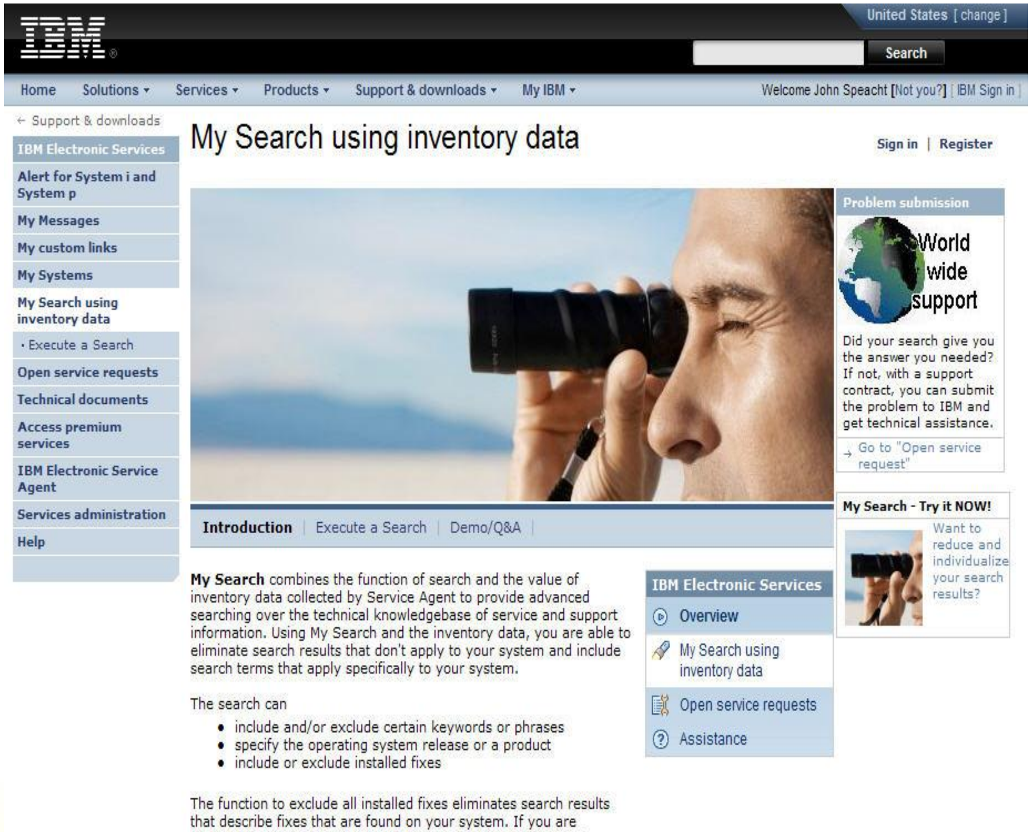
- Consists of no-additional-charge software that resides on your IBM
- Provides 24 x 7 automated system monitoring
- Reports hardware error logs and performance information
- Submits hardware problems automatically
- Tracks system inventory
- Automates Microcode PTF downloads
- Provides your problem history and system inventory to IBM Support to speed diagnosis and resolution

IBM Electronic Services Overview (4.6 MB)
This tour shows the IBM Electronic Services (Service Agent and web site) and explains at a high level the functions, benefits and features of the end to end capabilities

Electronic Service Agents (1.3 MB)
Learn about the key features of the IBM Electronic Service Agent. Get the additional information needed to install and use this service and support tool.

→ **Learn about IBM Electronic Services**
The page provides a collection of visual tours. These tours present different selections and functions within the Electronic Services web site

My Search using ESA inventory data



IBM
United States [change]
Search
Home
Solutions ▾
Services ▾
Products ▾
Support & downloads ▾
My IBM ▾
Welcome John Speacht [Not you?] | IBM Sign in |
← Support & downloads
IBM Electronic Services
Alert for System i and System p
My Messages
My custom links
My Systems
My Search using inventory data
· Execute a Search
Open service requests
Technical documents
Access premium services
IBM Electronic Service Agent
Services administration
Help
Sign in | Register
Problem submission
World wide support
→ Go to "Open service request"
My Search - Try it NOW!
Want to reduce and individualize your search results?
Introduction | Execute a Search | Demo/Q&A |
IBM Electronic Services
Overview
My Search using inventory data
Open service requests
Assistance

My Search using inventory data

Did your search give you the answer you needed? If not, with a support contract, you can submit the problem to IBM and get technical assistance.

My Search combines the function of search and the value of inventory data collected by Service Agent to provide advanced searching over the technical knowledgebase of service and support information. Using My Search and the inventory data, you are able to eliminate search results that don't apply to your system and include search terms that apply specifically to your system.

The search can

- include and/or exclude certain keywords or phrases
- specify the operating system release or a product
- include or exclude installed fixes

The function to exclude all installed fixes eliminates search results that describe fixes that are found on your system. If you are

Search terms	ibm.com/support, all document types	ibm.com/support, Doctype = Troubleshooting/PTF or APAR	My Search using inventory, Doctype = Troubleshooting/PTF or APAR and eliminate installed PTFs	Improvement %
OS/400 websphere security servlets	558	2	1	50%
os/400 performance printer v5r3m0	174	57	4	93%
os/400 tcp/ip telnet performance v5r3m0	76	23	6	74%
atm times out	1,024	109	40	63%

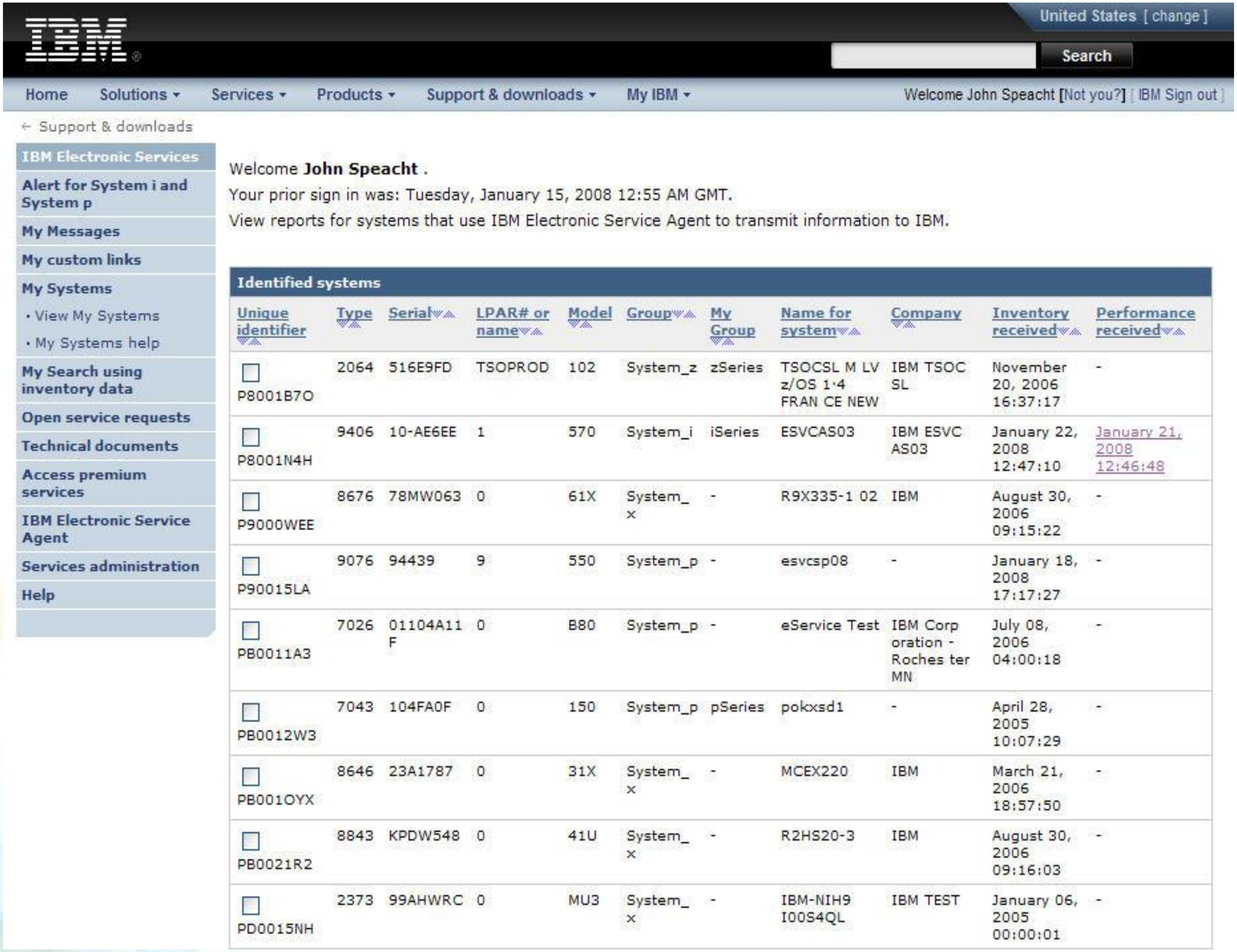
My Search using inventory data

- By checking two boxes you can filter the search using your system inventory – installed products, OS type and release, and installed fixes.
- This search goes against IBM's robust database of technical support information. Finding what you need and ignoring the rest is what My Search is designed to provide.
- The search results are reduced to the items that are relevant to your system and installed inventory – often up to 90%!
- **Benefit**
  - ***Significantly reduce time searching for solutions***
  - ***No need to understand IBM "lingo***
  - ***Faster problem resolution***
  - ***Reduce downtime***

Show Me

Product Tour:

My Systems



- **IBM Electronic Services**
- **Alert for System i and System p**
- **My Messages**
- **My custom links**
- **My Systems**
  - View My Systems
  - My Systems help
- **My Search using inventory data**
- **Open service requests**
- **Technical documents**
- **Access premium services**
- **IBM Electronic Service Agent**
- **Services administration**
- **Help**

Welcome **John Speacht** .

Your prior sign in was: Tuesday, January 15, 2008 12:55 AM GMT.

View reports for systems that use IBM Electronic Service Agent to transmit information to IBM.

Identified systems

Unique identifier	Type	Serial	LPAR# or name	Model	Group	My Group	Name for system	Company	Inventory received	Performance received
☐ P8001B7O	2064	516E9FD	TSOPROD	102	System_z	zSeries	TSOCSL M LV z/OS 1·4 FRAN CE NEW	IBM TSOC SL	November 20, 2006 16:37:17	-
☐ P8001N4H	9406	10-AE6EE	1	570	System_i	iSeries	ESVCAS03	IBM ESVC AS03	January 22, 2008 12:47:10	January 21, 2008 12:46:48
☐ P9000WEE	8676	78MW063	0	61X	System_x	-	R9X335-1 02	IBM	August 30, 2006 09:15:22	-
☐ P90015LA	9076	94439	9	550	System_p	-	esvcsp08	-	January 18, 2008 17:17:27	-
☐ PB0011A3	7026	01104A11F	0	B80	System_p	-	eService Test	IBM Corporation - Roches ter MN	July 08, 2006 04:00:18	-
☐ PB0012W3	7043	104FA0F	0	150	System_p	pSeries	pokxsd1	-	April 28, 2005 10:07:29	-
☐ PB001OYX	8646	23A1787	0	31X	System_x	-	MCEX220	IBM	March 21, 2006 18:57:50	-
☐ PB0021R2	8843	KPDW548	0	41U	System_x	-	R2HS20-3	IBM	August 30, 2006 09:16:03	-
☐ PD0015NH	2373	99AHWRC	0	MU3	System_x	-	IBM-NIH9 I00S4QL	IBM TEST	January 06, 2005 00:00:01	-

Pulling it all together

1. Understand the IT resources that you have
   - *Hardware*
   - *OS version*
   - *HMC*
   - *LPAR & WPARs*
   - *Use Electronic Service Agent and “My Systems” web portal*
   - *Tivoli Application Dependency Discovery Manager*
2. Understand support lifecycles
   - *Be proactive – don’t wait until you have a problem to update*
3. Understand service aids
   - *Subscriptions, NIM, Pre-Req tool provide great info – use it*
4. Plan for maintenance
   - *Redundant hardware*
   - *Negotiate outage windows for planned maintenance*
   - *Implement IBM Electronic Service Agent*

AIX®