

# IBM Electronic Service Agent for zSeries and System z9

Electronic Service Agent provides proactive monitoring and reporting for your IBM **@server** and System z9

## Highlights

24/7 access to IBM technical support

Security-rich Internet access

zSA utilizes the enhanced security features of the z9 HMC

Automatic hardware problem reporting

Routes problem to correct IBM skills, with required information

Automatically gathers and reports required system information, reducing data entry errors or misreading of system information

Less Client personnel time providing/gathering information and reporting problems

IBM and Client ability to view Electronic Service Agent information

Consistent worldwide service and support process

### New in zSeries and System z9 Service Agent V1.2!

- Choice of secure Internet or zSA HMC connection to IBM for inventory and/or automatic hardware problems reporting from your z/OS systems (APAR PK15210)
- With zSA HMC 2.9 level you have choice of Internet or modem connection to IBM for inventory and automatic hardware problems
- Automatic PUSH of HIPERs and PTFs fixing program errors reporting, at your defined frequency (APAR PQ96746)

### What is the Electronic Service Agent?

The Electronic Service Agent™ is a "no-charge" software tool that resides on your IBM zSeries® and System z9 systems to monitor events and transmit system inventory information to IBM.

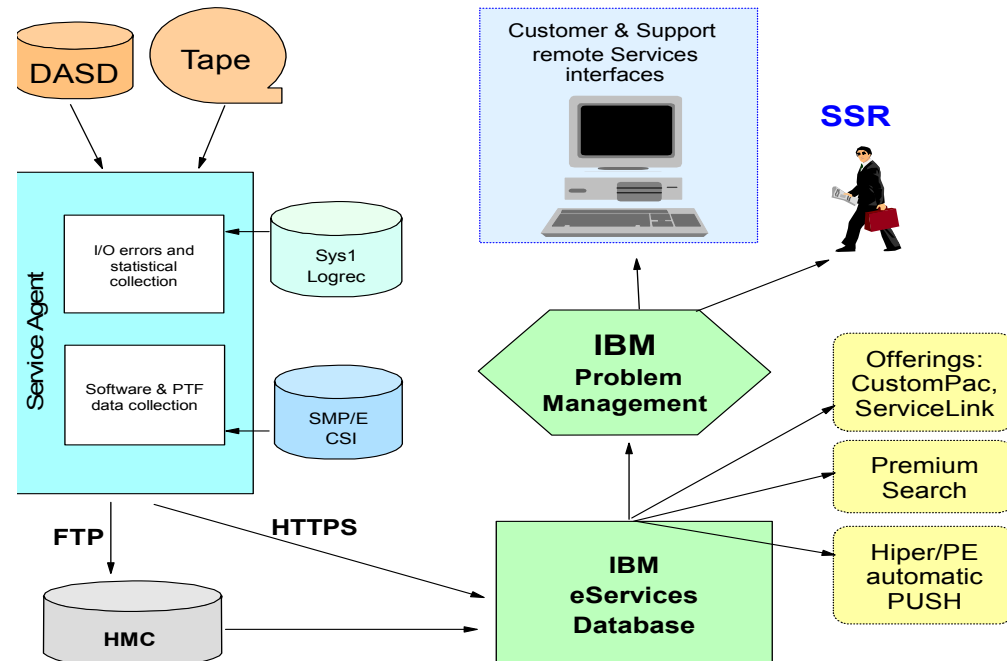
Electronic Service Agent has two functions: automatic hardware problem reporting of connected I/Os and system inventory collection for monitored systems. With these functions, zSeries and System z9 Electronic Service Agent can monitor, track and capture system inventory and hardware errors.

When system problem description and inventory information are available to IBM service support representatives, they can better assist in diagnosing problems. With the early knowledge about potential problems provided by the Electronic Service Agent, IBM can proactively respond to customers and assist in maintaining higher availability and performance.

### How does Electronic Service Agent work?

The Electronic Service Agent for zSeries® and System z9 is SMP/E installable product that needs to be installed and activated on your zSeries and/or System z9 system complex to get full benefit of the following functions:

1. Monitor hardware components: DASD, Tape I/O units and FICON error logs, then transmits to IBM servers in a security-rich environment. When necessary, problem records are automatically opened into the IBM Support Center. IBM may dispatch service personnel to your site with the parts needed to correct the problem. The result is that you may have fewer unexpected outages and failures in your business operations.
2. Collect the inventory and maintenance levels of software program products. This information will aid remote support centers and onsite service personnel in problem identification.
3. Hiper/PE automatic PUSH function transmits customized fixes automatically, based on your defined frequency.
4. Premium Search uses Service Agent system information to filter your searches (by z/OS, installed products or PTFs) against the IBM knowledge data bases.



## Effective, personalized customer service and support

### Electronic Service Agent prerequisites

The following are the system prerequisites for your zSeries and System z9 server:

1. A current IBM warranty or maintenance agreement. (A warranty or maintenance agreement is not required for collecting and transmitting system inventory information)
2. z/OS 1.4 and above
3. Internet access from your z/OS system or zSA HMC enabled to forward collected data to IBM
4. Additional planning information is available in the Electronic Service Agent User Guide.

### How to obtain Service Agent

Electronic Service Agent for zSeries® and System z9 is a “no-charge” SMP/E installable z/OS product. You may order the product 5655-F17 through normal z/OS product ordering channel.

### My Systems

To view your Electronic Service Agent information, access requires an IBM ID and the registration information from the configuration screens of Electronic Service Agent. These registration steps permit only an authorized person to view your Electronic Service Agent information. To obtain an IBM ID, visit: <http://www.ibm.com/account/profile>

### Your Information - Privacy & Security

Your inventory information and service requests are transmitted to IBM securely, either by Internet or AT&T Global Network. Customer information is protected behind IBM firewalls. Only those with a valid IBM business reason are authorized to access to your Electronic Service Agent data.

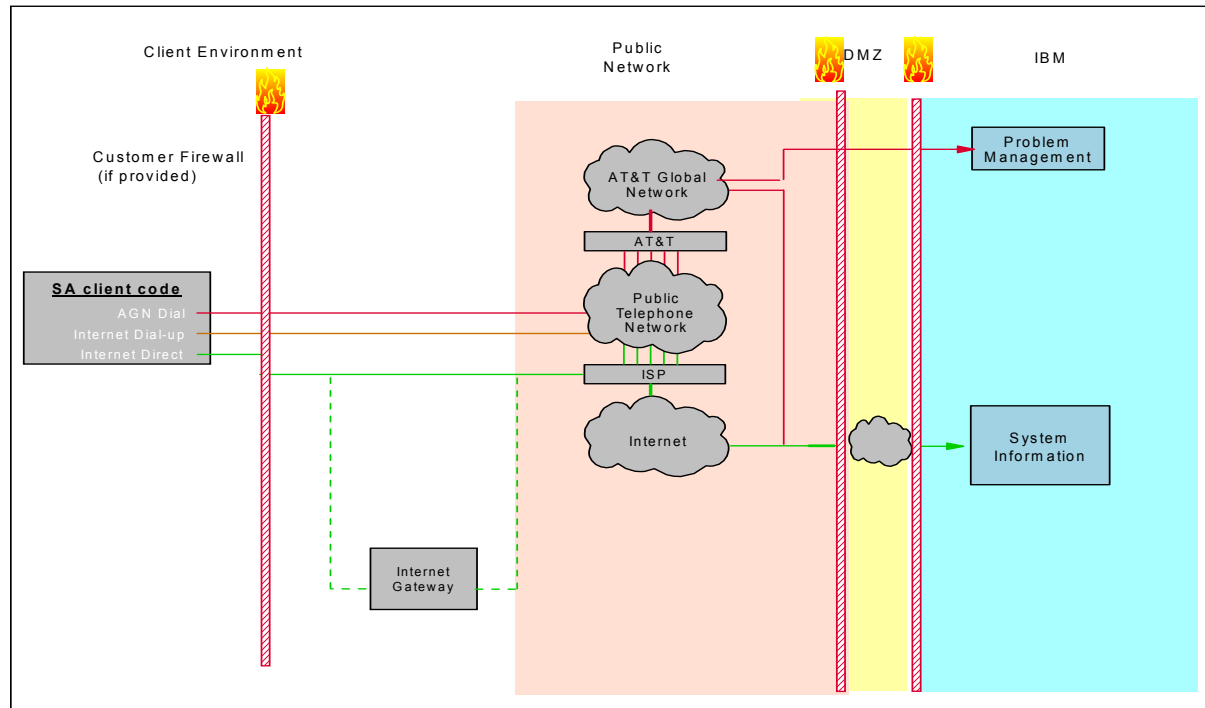
Electronic Service Agent Security and AT&T Security documents can be found at this link, under Electronic Service Agent “Learn About” task selecting the topic *Security Information*:  
<http://www.ibm.com/support/electronic>

### For further information

For general information about IBM Electronic Services, Service Agent, or to view your Service Agent information, please visit the Electronic Services Web site at: <http://www.ibm.com/support/electronic>

You can download installation information and User Guide using the following links:

- [Electronic Service Agent for zSeries and S/390 User Guide, SC38-7104](#)
- [Program Directory for Electronic Service Agent for IBM zSeries and IBM S/390, GA38-0956](#)



January 2006 update

© International Business Machines Corporation  
IBM United States  
150 Kettletown Road, Dept V13  
Southbury, CT 06488

IBM, the IBM logo, the e(logo) server, Electronic Service Agent, zSeries are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both.

Other company, product, and service names may be trademarks or service marks of others