

Remote Supervisor Adapter



User's Guide

Remote Supervisor Adapter



User's Guide

Note: Before using this information and the product it supports, be sure to read the general information in Appendix B, "Notices" on page 109.

Sixth Edition (October 2002)

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Contents

Chapter 1. Introduction	1
Remote Supervisor Adapter features	1
Web browser requirements	2
Notices used in this book	2
Chapter 2. Opening and using the ASM Web interface	3
Logging in to the Remote Supervisor Adapter	3
Logging in to the ASM processor in an xSeries 330 server	6
Remote Supervisor Adapter and ASM processor action descriptions	7
Remote Supervisor Adapter action descriptions in xSeries 330 servers	9
Chapter 3. Configuring your Remote Supervisor Adapter or ASM processor 13	
Setting system information	14
Setting server timeouts	15
Setting the date and time	18
Creating a login profile	19
Setting the global login settings	21
Configuring remote alert settings	22
Configuring remote alert recipients.	22
Forwarding alerts	25
Setting remote alert attempts.	25
Setting remote alerts	26
Setting local events	29
Configuring the serial port	29
Initialization-string guidelines	33
Configuring network interfaces	34
Configuring an Ethernet connection to the Remote Supervisor Adapter	34
Configuring PPP access over a serial port	36
Configuring network protocols	38
Configuring SNMP	38
Configuring SMTP.	41
Configuring remote control keys	41
Using the configuration file	42
Backing up your current configuration	42
Restoring and modifying your ASM configuration	43
Restoring ASM defaults.	43
Restarting ASM.	44
Logging off	44
Chapter 4. Monitoring remote server status	45
Viewing system health	45
Viewing the event log	49
Viewing vital product data	51
Chapter 5. Performing Remote Supervisor Adapter tasks	55
Server power and restart activity	56
Remotely controlling the power status of a server	57
Remote boot (start)	58
Remote control	59
Accessing the server graphical console	59
Viewing the server POST	60
Viewing the server blue screen	60
Updating firmware.	61

Accessing remote adapters through an ASM interconnect network	62
Chapter 6. Starting and configuring the ASM text-based interface	65
Accessing the text-based interface through a Telnet connection	65
Accessing the text-based interface through a direct serial connection	66
Configuring terminal settings	66
Accessing remote adapters through an ASM interconnect network	67
Chapter 7. Configuring your Remote Supervisor Adapter using a text-based interface	69
Setting system information	69
Setting server timeouts	71
Creating a login profile	73
Setting modem and dial-in settings	76
Configuring remote alert recipients.	77
Setting remote alert attempts.	80
Setting remote alerts.	81
Configuring the serial port	84
Initialization-string guidelines	86
Configuring network interfaces	87
Configuring an Ethernet connection to the Remote Supervisor Adapter	87
Configuring PPP access over the serial port	90
Configuring network protocols	91
Configuring SNMP	91
Configuring DNS	93
Configuring SMTP.	94
Setting the Remote Supervisor Adapter and ASM processor clocks.	94
Chapter 8. Checking system health and performing tasks through the text-based interface	97
Monitoring temperature, voltage, and fan readings	97
Viewing the event log	99
Viewing vital product data	100
Performing Remote Supervisor Adapter tasks through a text-based interface	102
Remotely controlling the power status of a server.	103
Viewing the server text console	104
Restoring ASM defaults	105
Restarting ASM	106
Logging off	106
Appendix A. Getting help and technical assistance	107
Before you call	107
Using the documentation.	107
Getting help and information from the World Wide Web	107
Software service and support	108
Hardware service and support.	108
Appendix B. Notices	109
Edition notice	109
Trademarks.	110
Important notes	110
Index	113

Chapter 1. Introduction

This manual explains how to use the functions of the IBM® Remote Supervisor Adapter when you install it in an IBM @server xSeries™ server. The IBM Remote Supervisor Adapter is one of the products in the Advanced System Management (ASM) family. The Remote Supervisor Adapter provides around-the-clock remote access and system management of your server and supports the following:

- Remote management independent of the status of the managed server
- Remote control of hardware and operating systems
- Web-based management with standard Web browsers (no other software is required)
- Text-based user interface

You can use either the ASM Web interface or the text-based interface to access the Remote Supervisor Adapter. The ASM Web interface is described in Chapter 2 through Chapter 5 and the text-based interface is described in Chapter 6 through Chapter 8.

Remote Supervisor Adapter features

Standard features of the Remote Supervisor Adapter are as follows:

- Continuous health monitoring and control
- Automatic notification and alerts
- Battery-backed event log showing time-stamped entries
- Remote access through Ethernet, point-to-point protocol (PPP) connection, serial port, and ASM interconnect peer-to-peer network
- Full Simple Network Management Protocol (SNMP) support
- E-mail alerts
- Alphanumeric or numeric pager alerts
- Domain Name System (DNS) server support
- Dynamic Host Configuration Protocol (DHCP) support
- Remote power control
- Blue screen capture (not supported on all servers)
- Remote firmware update
- Access to critical server settings
- Text-based user interface terminal access
- Redirection of the server graphical or text console (not supported on all servers)
- Access to server vital product data (VPD)
- Remote start (boot) from a diskette image

Web browser requirements

The Remote Supervisor Adapter supports the following Web browsers for remote access. The Web browser that you use must be Java™-enabled and must support JavaScript™ 1.2 or later.

- Microsoft® Internet Explorer version 4.0 (with Service Pack 1), or later
- Netscape Navigator version 4.72, or later (version 6.x is not supported)

Notes:

1. Java plug-in version 1.4 or later is required for the remote start (boot) feature, which is not available on all servers.
2. For best results when using the ASM Web interface, set the resolution on your monitor to 800 x 600 pixels and 256 colors.
3. The ASM Web interface and the ASM text-based interface do not support the double-byte character set (DBCS) languages.

Notices used in this book

The following notices are used in the documentation:

- **Notes:** These notices provide important tips, guidance, or advice.
- **Important:** These notices provide information or advice that might help you avoid inconvenient or problem situations.
- **Attention:** These notices indicate potential damage to programs, devices, or data. An attention notice is placed just before the instruction or situation in which damage could occur.

Chapter 2. Opening and using the ASM Web interface

To access the Remote Supervisor Adapter remotely using the ASM Web interface, you must log in to the adapter. This chapter describes the login procedures and describes the actions you can perform from the ASM Web interface.

For an xSeries 330 server: Certain features of the ASM Web interface and text-based interface are available only through the ASM processor that is integrated on the system board of an xSeries 330 server. You must first log in to the Remote Supervisor Adapter and then log in to the ASM processor for full feature support.

For information about using the text-based user interface, see Chapter 6, “Starting and configuring the ASM text-based interface” on page 65.

Logging in to the Remote Supervisor Adapter

Complete the following steps to access the Remote Supervisor Adapter through the ASM Web interface.

1. Open a Web browser. In the address or URL field, type the IP address or host name of the Remote Supervisor Adapter to which you want to connect.

The Enter Network Password window opens.

Note: The values in the following window are examples. Your settings will be different.



Enter Network Password ? X

Please type your user name and password.

Site: 9.67.41.147

Realm Local System

User Name

Password

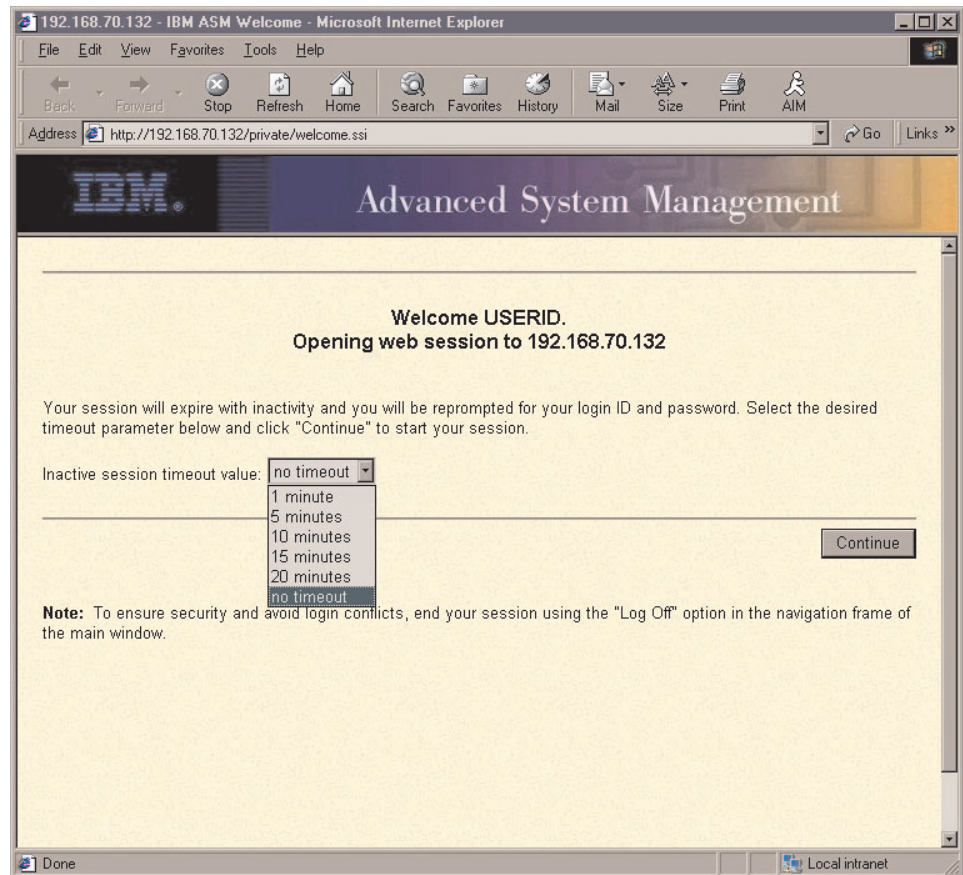
Save this password in your password list

OK Cancel

2. Type your user name and password in the Enter Network Password window. If you are using the Remote Supervisor Adapter for the first time, you can obtain your user name and password from your system administrator. All login attempts are documented in the event log. A welcome page opens in your browser.

Note: The Remote Supervisor Adapter is set initially with a user name of USERID and password of PASSWORD (with a zero, not an O). This user has read/write access. Change this default password during your initial

configuration for enhanced security.

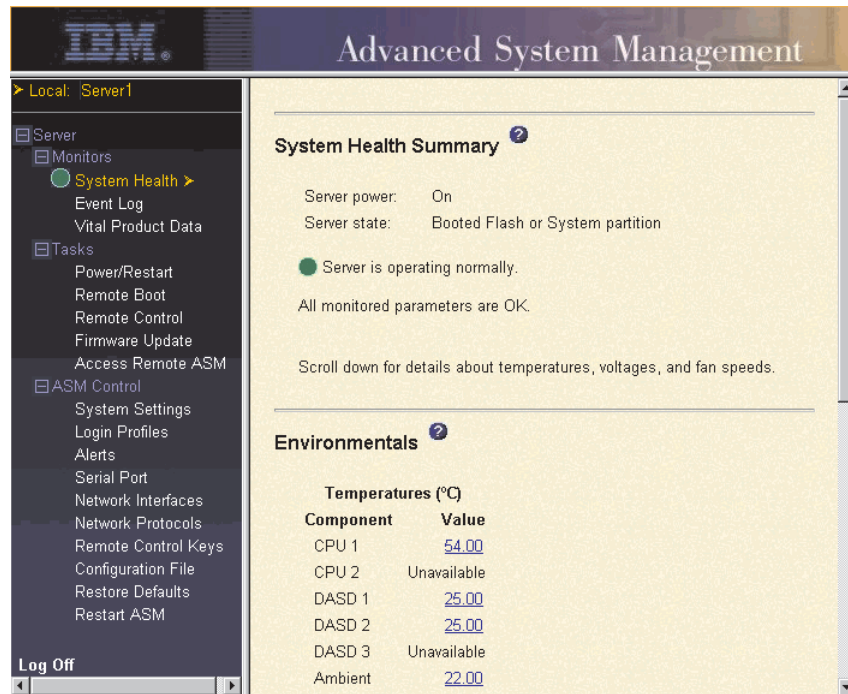


3. Select a timeout value from the drop-down list in the field provided. If your browser is inactive for that number of minutes, the Remote Supervisor Adapter logs you off the ASM Web interface.
4. Click **Continue** to start the session.

The window that opens depends on the type of server in which the Remote Supervisor Adapter is installed.

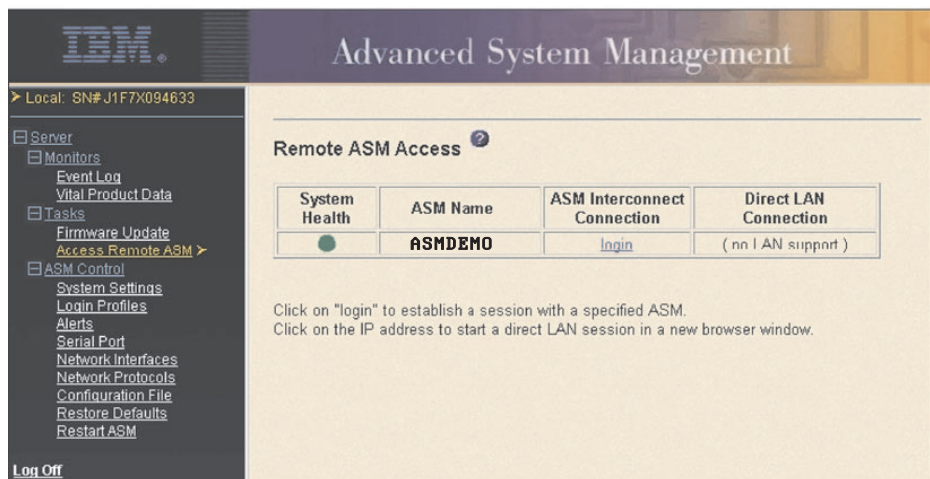
- If you are logging in to a Remote Supervisor Adapter installed in a server other than an xSeries 330, the browser opens the System Health page, which

gives you a quick view of the server status.



For descriptions of the actions that you can perform from the links in the left navigation pane of the ASM Web interface, see “Remote Supervisor Adapter and ASM processor action descriptions” on page 7. Then, go to Chapter 3, “Configuring your Remote Supervisor Adapter or ASM processor” on page 13.

- If you are logging in to a Remote Supervisor Adapter installed in an xSeries 330 server, the browser opens a window similar to the one in the following illustration.



For descriptions of the actions that you can perform from the links in the left navigation pane of the ASM Web interface, see “Remote Supervisor Adapter action descriptions in xSeries 330 servers” on page 9. Then, go to either “Logging in to the ASM processor in an xSeries 330 server” on page 6 or Chapter 3, “Configuring your Remote Supervisor Adapter or ASM processor” on page 13.

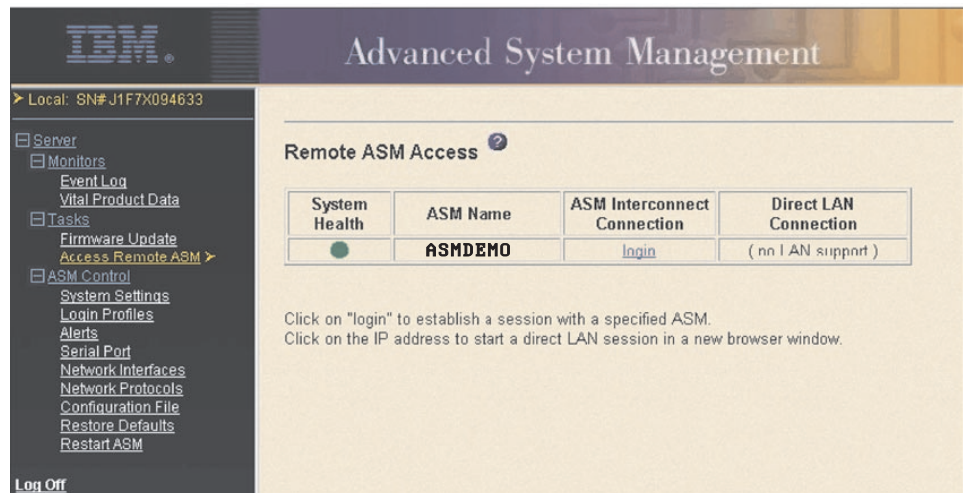
Logging in to the ASM processor in an xSeries 330 server

The integrated ASM processor on the system board of an xSeries 330 server enables you to monitor the health of the managed server, view the server event log and vital product data, configure alerts and alert recipients, and perform power and restart operations on the server.

If you have a Remote Supervisor Adapter installed in an xSeries 330 server, you must log in to the Remote Supervisor Adapter and then log in to the ASM processor for full feature support.

Complete the following steps to log in to an ASM processor in an xSeries 330 server:

1. Log in to the Remote Supervisor Adapter. For more information, see “Logging in to the Remote Supervisor Adapter” on page 3.
2. In the Remote ASM Access page that is displayed, you can view a list of the ASM processors, ASM PCI adapters, and Remote Supervisor Adapters in the ASM interconnect network and the local system that contains the Remote Supervisor Adapter.



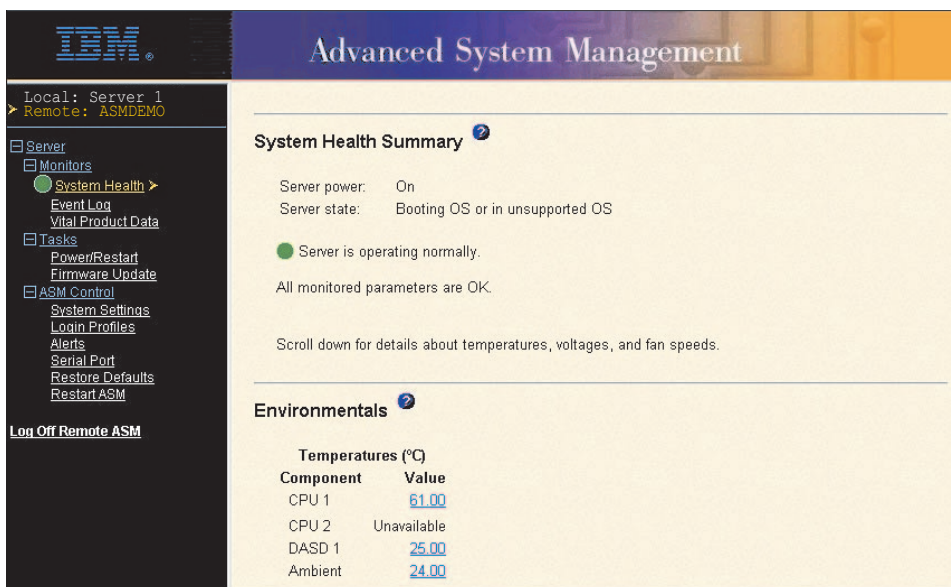
3. In the **ASM Interconnect Connection** column, locate the entry that matches the ASM processor on the xSeries 330 server that you want to monitor; then, click **login**.

Note: It is important that each ASM processor has a meaningful name so that you can easily identify the correct server to monitor. The name of the ASM processor is what you select from the table in the **ASM Interconnect Connection** column. If you are not sure of the name of the ASM processor for the server that you want to monitor, log in to each ASM processor individually and view the vital product data (VPD) to determine the serial number of the server in which that ASM processor is located.

4. The Enter Network Password window opens. Type your user name and password. If you are accessing the ASM processor for the first time, you can obtain your user name and password from your system administrator. All login attempts are documented in the event log.

Note: The ASM processor is set initially with a user name of USERID and password of PASSWORD (with a zero, not an O). This user has read/write access. Change this default password during your initial configuration for enhanced security.

- The System Health page for the monitored server is displayed.



For descriptions of the actions that you can perform from the links in the left navigation pane of the ASM Web interface, see “Remote Supervisor Adapter action descriptions in xSeries 330 servers” on page 9.

Remote Supervisor Adapter and ASM processor action descriptions

Table 1 lists the actions available when you are logged in to the Remote Supervisor Adapter in non-xSeries 330 servers or the ASM processor in an xSeries 330 server.

Table 1. Actions available when logged in to a Remote Supervisor Adapter or when logged in to the ASM processor in an xSeries 330 server

Link	Action	Description
System Health	View system health for a server	You can monitor the server power and state and the temperature, voltage, and fan status of your server on the System Health page.
Event Log	View event logs for remote servers	The Event Log page contains entries that are currently stored in the server event log and power-on self-test (POST) event log. Information about all remote access attempts and dial-out events are recorded in the event log. All events in the log are time-stamped using either the Remote Supervisor Adapter or the ASM processor date and time settings. Some events will also generate an alert, if configured to do so on the Alerts page.
Vital Product Data	View the server and ASM processor VPD	Upon server startup, the Remote Supervisor Adapter or ASM processor collects system information and basic input/output system (BIOS) information, and server component vital product data (VPD) and stores it in nonvolatile memory. This data is available from the Vital Product Data page.

Table 1. Actions available when logged in to a Remote Supervisor Adapter or when logged in to the ASM processor in an xSeries 330 server (continued)

Link	Action	Description
Power/Restart	Remotely power on or restart a server	The Remote Supervisor Adapter or ASM processor provides full remote power control over your server with power-on, power-off, and restart actions. In addition, power-on and restart statistics are captured and displayed to show server hardware availability.
Remote Boot	Remotely start (boot) your server from a diskette image	Use the options in the Remote Boot page to remotely start (boot) your server from a newly created diskette image or from a previously created and saved diskette image.
Remote Control	Redirect the server graphical console or server text console, restart the server and view the POST, and view the blue screen capture	From the Remote Control page, you can redirect the server graphical console, redirect the server text console, restart the server and view the POST process, and view the image of the last Windows® blue screen capture.
Firmware Update	Update firmware on the Remote Supervisor Adapter or ASM processor	Use the options on the Firmware Update page to update firmware of the Remote Supervisor Adapter or ASM processor and server components such as server BIOS code and server diagnostics.
Access Remote ASM	Access other system-management processors and adapters ¹ on the ASM interconnect network	From the Access Remote ASM page, you can view a list of system-management processors and adapters ¹ present on the ASM interconnect network and establish a connection to any of those systems.
System Settings	View the Remote Supervisor Adapter or ASM processor system settings	You can configure general information, such as the name of the Remote Supervisor Adapter or ASM processor, server timeout settings, and contact information for the Remote Supervisor Adapter, and the server location from the System Settings page.
	Set the Remote Supervisor Adapter or ASM processor clock	You can set the Remote Supervisor Adapter and ASM processor clocks that are used for time stamping the entries in the event log.
Login Profiles	Configure the ASM processor login profiles	You can define 12 login profiles that enable access to the Remote Supervisor Adapter or ASM processor.
Alerts	Configure local events	You can set the local events monitored by the Remote Supervisor Adapter or ASM processor, for which notifications are sent to IBM Director.
	Configure remote alerts and remote alert recipients	You can configure the Remote Supervisor Adapter or ASM processor to generate and forward alerts for a number of different events. You can configure the alerts that are monitored and the recipients that are notified on the Alerts page.
	Configure alert settings	You can set the number of alert retries and the delay between the retries.
Serial Port	Dedicate a serial port to the Remote Supervisor Adapter or the ASM processor or share access with a host server	From the Serial Port page, you can configure the serial port and modem settings used by the Remote Supervisor Adapter or ASM processor. Note: The ASM processor uses the serial port on the server. If a Remote Supervisor Adapter is installed in an xSeries 330 server, you can configure one of the serial ports to be shared with the operating system running on the server and the other serial port always to be dedicated to the ASM processor.

Table 1. Actions available when logged in to a Remote Supervisor Adapter or when logged in to the ASM processor in an xSeries 330 server (continued)

Link	Action	Description
Network Interfaces	Configure the network interfaces of the Remote Supervisor Adapter	You can configure network-access settings to the Remote Supervisor Adapter from the Network Interfaces page, which is available only when you log in to the Remote Supervisor Adapter. The Remote Supervisor Adapter supports both Ethernet and point-to-point protocol (PPP) connections, enabling remote access using a Web browser or Telnet application.
Network Protocols	Configure the network protocols of the Remote Supervisor Adapter	You can configure Simple Network Management Protocol (SNMP), Domain Name System (DNS), and Simple Mail Transfer Protocol (SMTP) settings used by the Remote Supervisor Adapter from the Network Protocols page, which is available only when you log in to the Remote Supervisor Adapter.
Remote Control Keys	Transmit special key combinations	During server console redirect and remote POST, keyboard support is limited to ASCII characters, the arrow keys, and the F1 through F12 function keys. To transmit certain special key combinations, you must type the default prefix key combination or a user-defined prefix key combination, followed by a second key, as described in the special keys table.
Configuration File	Back up and restore the Remote Supervisor Adapter configuration	You can back up, modify, and restore the configuration of the Remote Supervisor Adapter from the Configuration File page.
Restore Defaults	Restore the Remote Supervisor Adapter or ASM processor defaults	Attention: When you click Restore Defaults , all of the modifications you made to the Remote Supervisor Adapter or ASM processor are lost. You can reset the configuration of the Remote Supervisor Adapter or ASM processor to the factory defaults.
Restart ASM	Restart the Remote Supervisor Adapter or ASM processor	You can restart the Remote Supervisor Adapter or ASM processor.
Log Off Remote ASM	Log off a remote system-management processor or adapter ¹	You can log off your connection to the system-management processor or adapter ¹ on the ASM interconnect network and return to the Remote Supervisor Adapter that originated the remote session.
Log off	Log off the Remote Supervisor Adapter	You can log off your connection to the Remote Supervisor Adapter.
¹ <i>System-management processors and adapters</i> are Remote Supervisor Adapters, ASM processors, ASM PCI adapters, and integrated system management processors (ISMPs). These system-management processors and adapters are also known as <i>service processors</i> .		

You can click the **View Configuration Summary** link, which is available on most pages, to quickly view the configuration of the Remote Supervisor Adapter or ASM processor.

Remote Supervisor Adapter action descriptions in xSeries 330 servers

Table 2 on page 10 lists the actions available when you are logged in to the Remote Supervisor Adapter installed in an xSeries 330 server.

Note: When you are logged in to a Remote Supervisor Adapter installed in an xSeries 330 server or an ASM processor in an xSeries 330 server, the link

names used by the ASM Web interface are identical; however, the information and functions that are supported differ. In the following table, these features are explained as they function when you are logged in to the Remote Supervisor Adapter and not the ASM processor.

Table 2. Actions available when logged in to the Remote Supervisor Adapter installed in an xSeries 330 server

Link	Action	Description
Event Log	View the event log for Remote Supervisor Adapter events	The event log window contains information specific to the Remote Supervisor Adapter, such as remote access attempts and dial-out events. All events in the log are time-stamped using the Remote Supervisor Adapter clock.
Vital Product Data	View the Remote Supervisor Adapter vital product data (VPD)	You can view information about the Remote Supervisor Adapter firmware data from the Vital Product Data window.
Firmware Update	Update the Remote Supervisor Adapter firmware	You can update the firmware of the Remote Supervisor Adapter from the Firmware Update window.
Access Remote ASM	Access other system-management processors or adapters on the ASM interconnect network	You can view a list of system-management processors and adapters ¹ on the ASM interconnect network and establish a connection to any of those systems.
System Settings	Configure the system settings	You can configure information about the Remote Supervisor Adapter, such as the name, contact, and location information on the System Settings window.
	Set the Remote Supervisor Adapter clock	You can set the clock used by the Remote Supervisor Adapter for time-stamping the entries in the event log.
Login Profiles	Configure login profiles on the Remote Supervisor Adapter	You can define up to 12 login profiles that enable access to the Remote Supervisor Adapter from the Login Profiles window.
Alerts	Configure alert forwarding	The Remote Supervisor Adapter forwards alerts generated by the ASM processor. It does not generate alerts on its own. You can configure settings for forwarding alerts from the Alerts window.
Serial Port	Configure the serial port of a Remote Supervisor Adapter	You can configure the serial port and modem settings used by the Remote Supervisor Adapter from the Serial Port window. Note: The serial port used by the Remote Supervisor Adapter is different from the serial port used by the ASM processor. The Remote Supervisor Adapter has a dedicated serial port.
Network Interfaces	Configure the network interfaces of the Remote Supervisor Adapter	You can configure network-access settings to the Remote Supervisor Adapter from the Network Interfaces window, which is available only when you log in to the Remote Supervisor Adapter. The Remote Supervisor Adapter supports both Ethernet and point-to-point protocol (PPP) connections, enabling remote access using a Web browser or Telnet application.
Network Protocols	Configure the network protocols of the Remote Supervisor Adapter	You can configure Simple Network Management Protocol (SNMP), Domain Name System (DNS), and Simple Mail Transfer Protocol (SMTP) settings used by the Remote Supervisor Adapter from the Network Protocols window, which is available only when you log in to the Remote Supervisor Adapter.

Table 2. Actions available when logged in to the Remote Supervisor Adapter installed in an xSeries 330 server (continued)

Link	Action	Description
Configuration File	Back up and restore the Remote Supervisor Adapter configuration	You can back up, modify, and restore the configuration of the Remote Supervisor Adapter from the Configuration File window.
Restore Defaults	Restore the Remote Supervisor Adapter defaults	You can reset the Remote Supervisor Adapter configuration to the factory defaults from the Restore Defaults window.
Restart ASM	Restart the Remote Supervisor Adapter	You can restart the Remote Supervisor Adapter from the Restart ASM window.
Log Off	Log off the Remote Supervisor Adapter	You can log off from the Remote Supervisor Adapter from the Log Off window.
<p>¹ <i>System-management processors and adapters</i> are Remote Supervisor Adapters, ASM processors, ASM PCI adapters, and integrated system management processors (ISMPs). These system-management processors and adapters are also known as <i>service processors</i>.</p>		

You can click the **View Configuration Summary** link, which is available on most pages, to quickly view the configuration of the Remote Supervisor Adapter.

Chapter 3. Configuring your Remote Supervisor Adapter or ASM processor

Use the links under ASM Control in the navigation pane to configure the Remote Supervisor Adapter or the ASM processor in an xSeries 330 server. The features available to you depend on whether you are logged in to a Remote Supervisor Adapter, the server type in which the Remote Supervisor Adapter is installed, or whether you are logged in to an ASM processor.

- From the System Settings page, you can:
 - Set system information
 - Set server timeouts
 - Set ASM date and time
- From the Login Profiles page, you can:
 - Set login profiles to control access to the Remote Supervisor Adapter
 - Configure modem and dial-in settings
- From the Alerts page, you can:
 - Set integrated system management processor (ISMP) alert forwarding
 - Configure remote alert recipients
 - Set the number of remote alert attempts
 - Select the delay between alerts
 - Select which alerts will be sent and how they will be forwarded
- From the Serial Port page, you can:
 - Configure the serial port of the Remote Supervisor Adapter
 - Configure advanced modem settings
- From the Network Interfaces page, you can:
 - Set up an Ethernet connection
 - Set up a PPP over serial port connection
- From the Network Protocols page, you can:
 - Configure SNMP setup
 - Configure DNS setup
 - Configure SMTP setup
- From the Remote Control Keys page, you can configure key combinations.
- From the Configuration File page, you can back up, modify, and restore the configuration of the Remote Supervisor Adapter.
- From the Restore Defaults page, you can reset the Remote Supervisor Adapter configuration to the factory defaults.
- From the Restart ASM page, you can restart the Remote Supervisor Adapter.

Setting system information

Complete the following steps to set your Remote Supervisor Adapter system information:

1. Log in to the Remote Supervisor Adapter where you want to set the system information. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.

For an xSeries 330 server: To set the system information for the ASM processor, log in to the ASM processor. For more information, see “Logging in to the ASM processor in an xSeries 330 server” on page 6.

2. In the navigation pane, click **System Settings**. A window similar to the one in the following illustration opens.

Note: The available fields in the System Settings page are determined by the accessed remote server.

The screenshot displays the IBM Advanced System Management (ASM) interface. On the left is a navigation pane with a tree view containing categories like Server, Monitors, Tasks, and ASM Control. The 'System Settings' option is highlighted. The main content area is titled 'System Settings' and includes a 'View Configuration Summary' link. It is divided into two sections: 'ASM Information' and 'Server Timeouts'. The 'ASM Information' section contains four text input fields: 'Name' (containing 'SAPPHIRE'), 'ID number' (containing '384293375'), 'Contact' (containing 'No Contact Configured'), and 'Location' (containing 'No Location Configured'). The 'Server Timeouts' section contains five dropdown menus, each followed by the word 'minutes': 'POST watchdog' (Disabled), 'O/S watchdog' (Disabled), 'Loader watchdog' (Disabled), 'Power off delay' (0), and 'NMI reset delay' (1.0).

3. In the **Name** field in the ASM Information section, type the name of the Remote Supervisor Adapter or ASM processor.

Use the **Name** field to specify a name for the Remote Supervisor Adapter in this server. The name is included with e-mail, SNMP, and alphanumeric pager alert notifications to identify the source of the alert.

Note: Your Remote Supervisor Adapter name (in the **Name** field) and the IP host name of the Remote Supervisor Adapter (in the **Host Name** field on the Network Interfaces page) do not automatically share the same name because the **ASM Name** field is limited to 15 characters. The **Host Name** field can consist of up to 63 characters. To minimize confusion, set the **ASM Name** field to the nonqualified portion of the IP host name. The nonqualified IP host name consists of up to the first period of a fully qualified IP host name. For example, for the fully qualified IP host name `asmcard1.us.company.com`, the nonqualified IP host name is `asmcard1`. For information about your host name, see “Configuring an Ethernet connection to the Remote Supervisor Adapter” on page 34.

4. In the **ID number** field, assign the Remote Supervisor Adapter a unique identification number.
5. In the **Contact** field, type the contact information. For example, you can specify the name and phone number of the person to contact if there is a problem with this server. You can type a maximum of 47 characters in this field.

Note: The **Contact** field is not available for all servers.

6. In the **Location** field, type the location of the server. Include in this field sufficient detail to quickly locate the server for maintenance or other purposes. You can type a maximum of 47 characters in this field.

Note: The **Location** field is not available for all servers.

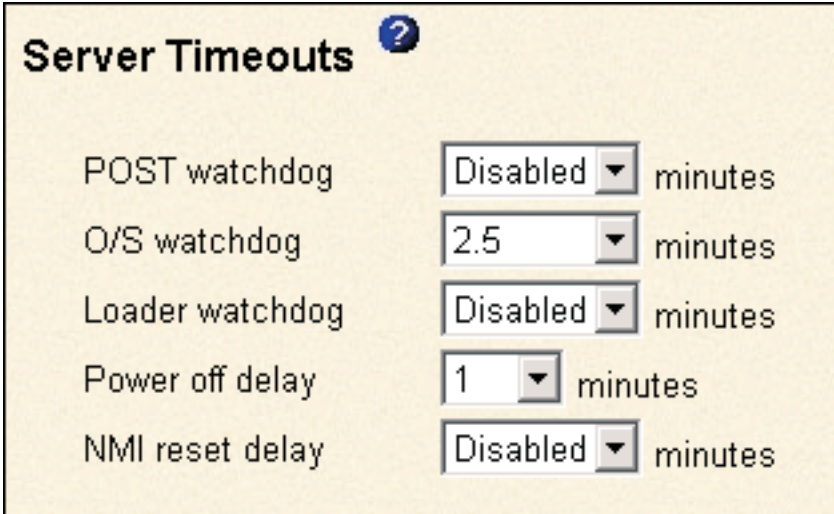
7. Scroll to the bottom of the page and click **Save**.

Setting server timeouts

Complete the following steps to set your server timeout values:

1. Log in to the Remote Supervisor Adapter where you want to set the server timeouts. For more information, see Chapter 2, "Opening and using the ASM Web interface" on page 3.
2. **For an xSeries 330 server:** Log in to the ASM processor. For more information, see "Logging in to the ASM processor in an xSeries 330 server" on page 6.
3. In the navigation pane, click **System Settings** and scroll down to the Server Timeouts section.

A window similar to the one in the following illustration opens.



Server Timeouts ?	
POST watchdog	Disabled minutes
O/S watchdog	2.5 minutes
Loader watchdog	Disabled minutes
Power off delay	1 minutes
NMI reset delay	Disabled minutes

You can set the Remote Supervisor Adapter or ASM processor to respond automatically to the following events:

- Halted power-on self-test
 - Halted operating system
 - Failure to load operating system
 - Power off delay to shut down operating system
 - nonmaskable interrupt
4. Enable the server timeouts that correspond to the events you want the Remote Supervisor Adapter to respond to automatically.

POST watchdog

Use the **POST watchdog** field to specify the number of minutes that the Remote Supervisor Adapter or ASM processor will wait for this server to complete a power-on self-test (POST). If the server being monitored fails to complete a POST within the specified time, the Remote Supervisor Adapter generates a POST timeout alert and automatically restarts the server. The POST watchdog is then automatically disabled until the operating system is shut down and the server is power cycled (or until the operating system starts and the device driver successfully loads).

Note: Power cycling differs from shutting down and restarting the operating system in that power cycling removes power from the server completely; for example, unplugging the server.

To set the POST timeout value, select a number from the menu. To turn off this option, select **Disabled**.

Note: If the **POST Time-out** check box is selected in the Remote Alerts section of the Remote Alerts page, the Remote Supervisor Adapter or ASM processor attempts to forward the alert to all configured remote alert recipients. Also, the POST watchdog requires a specially constructed POST routine available on only specific IBM servers. If this routine does not exist on your server, all settings in this field are ignored.

For more information about POST routines, see the documentation that comes with your server.

O/S watchdog

Use the **O/S watchdog** field to specify the number of minutes between checks of the operating system by the Remote Supervisor Adapter or ASM processor. If the operating system fails to respond to one of these checks, the Remote Supervisor Adapter or ASM processor generates an O/S timeout alert and restarts the server. After the server is restarted, the O/S watchdog is disabled until the operating system is shut down and the server is power cycled.

To set the O/S watchdog value, select a time interval from the menu. To turn off this watchdog, select **Disabled**. To capture blue screens, you must enable the watchdog in the **O/S watchdog** field and select the **O/S Time-out** check box in the Remote Alerts section of the Alerts page.

Notes:

- a. The O/S watchdog feature requires that the Remote Supervisor Adapter device driver is installed on the server. For information about installing device drivers, see the *Remote Supervisor Adapter Installation Guide*.
- b. If the **O/S Time-out** check box is selected in the Remote Alerts section of the Alerts page, the Remote Supervisor Adapter will attempt to send an alert to all configured remote alert recipients.

Loader watchdog

Use the **Loader watchdog** field to specify the number of minutes that the Remote Supervisor Adapter or ASM processor waits between the completion of POST and the starting of the operating system. If this

interval is exceeded, the Remote Supervisor Adapter or ASM processor generates a loader timeout alert and automatically restarts the system. After the system is restarted, the loader timeout is automatically disabled until the operating system is shut down and the server is power cycled (or until the operating system starts and the device driver successfully loads).

To set the loader timeout value, select the time limit that the Remote Supervisor Adapter or ASM processor will wait for operating-system starting to be completed. To turn off this watchdog, select **Disabled**.

Note: If the **Loader Time-out** check box is selected in the Remote Alerts section of the Alerts page, the Remote Supervisor Adapter or ASM processor will send an alert to all configured remote alert recipients.

Power off delay

Attention: Read the following information to prevent the loss of data or damage to data when you perform a remote shutdown of your operating system:

- a. If the Windows 2000, Windows NT[®], Red Hat Linux, or SuSE Linux operating system is installed on your server, you need to install only the Remote Supervisor Adapter device driver to support remote operating-system shutdown.

Note: If the value is less than 45 seconds in the **Power off delay field**, the device driver will adjust the value to 45 seconds when the device driver loads. You can decrease the power-off delay value after the server has started, but the device driver will reset it to 45 seconds on the next server restart. The device driver will not change a power-off delay value that is 45 seconds or greater.

- b. If the Novell NetWare, SCO UnixWare, or Caldera Open UNIX[®] operating system is installed on your server, you need to install both the Remote Supervisor Adapter device driver and IBM Director Agent, to support remote operating system shutdown. When you install the Director Agent, be sure to select the **Management Processor Assistant (MPA)** check box.

Use the **Power off delay** field to specify the number of minutes that the Remote Supervisor Adapter or ASM processor will wait for the operating system to shut down before turning off the server. By default, the Remote Supervisor Adapter waits 30 seconds.

Shut down your server to determine how long it takes to shut down. Add a time buffer to that value and use it as your power off delay setting to ensure that the operating system has time for an orderly shutdown before power is removed from the server.

To set the power-off delay value, select the time from the menu.

NMI reset delay

Use the **NMI reset delay** field to specify the length of time, in minutes, that the Remote Supervisor Adapter waits to automatically restart the server after a nonmaskable interrupt (NMI) is triggered. A nonmaskable

interrupt usually indicates a critical error such as a hardware fault. A nonmaskable interrupt usually signals a parity error in the memory subsystem.

To disable the automatic server restart after a nonmaskable interrupt, select **Disabled**.

Note: The **NMI reset delay** field is not available on all servers.

5. Scroll to the bottom of the page and click **Save**.

Setting the date and time

The Remote Supervisor Adapter and ASM processor each contain their own real-time clocks to independently time stamp all events that are logged in the battery-backed event logs. Setting one clock does not affect the settings of the other clock, and each clock serves a separate purpose.

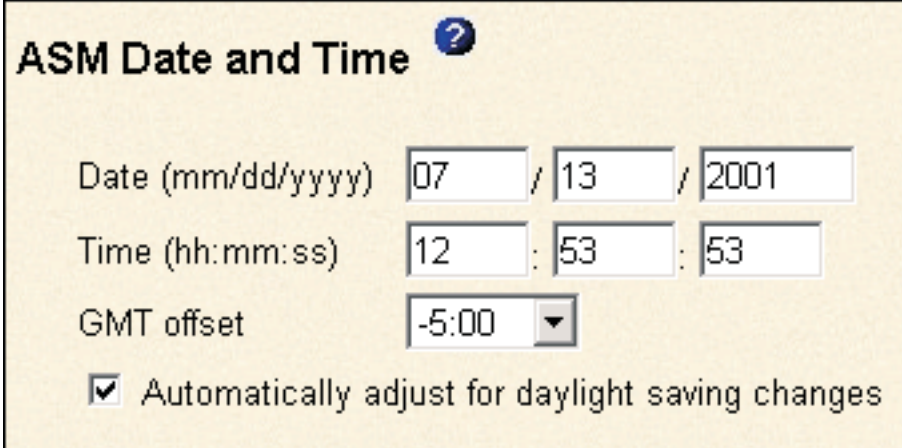
Alerts sent by e-mail, LAN, and SNMP use the real-time clock setting to time stamp the alerts. The clock settings support Greenwich mean time (GMT) offsets and daylight saving time (DST) for added ease-of-use for administrators managing systems remotely over different time zones. You can remotely access the battery-backed event log even if the system is turned off or disabled. This facilitates immediate problem determination and resolution.

Note: The **GMT offset** and **Automatically adjust for daylight saving changes** fields are not available when you are logged in to an ASM processor or ASM PCI adapter.

Complete the following steps to verify the date and time settings of the Remote Supervisor Adapter or ASM processor:

1. Log in to the Remote Supervisor Adapter where you want to set the ASM date and time values. For more information, see Chapter 2, "Opening and using the ASM Web interface" on page 3.
2. **For an xSeries 330 server:** If you want to set the date and time values for the ASM processor, log in to the ASM processor. For more information, see "Logging in to the ASM processor in an xSeries 330 server" on page 6.
3. In the navigation pane, click **System Settings** and scroll down to the ASM Date and Time section, which shows the date and time when this Web page was generated.
4. To override the date and time settings and to enable daylight saving time (DST) and Greenwich Mean Time (GMT), click **Set ASM Date and Time**. A window

similar to the one in the following illustration opens.



ASM Date and Time ?

Date (mm/dd/yyyy) 07 / 13 / 2001

Time (hh:mm:ss) 12 : 53 : 53

GMT offset -5:00 ▼

Automatically adjust for daylight saving changes

5. In the **Date** field, type the numbers of the current month, day, and year in the matching entry fields.
6. In the **Time** field, type the numbers corresponding to the current hour, minutes, and seconds in the appropriate entry fields. The hour (hh) must be a number from 00 to 23 as represented on a 24-hour clock. The minutes (mm) and seconds (ss) must be numbers from 00 to 59.
7. In the **GMT offset** field, type the number that specifies the offset in hours from Greenwich Mean Time (GMT), corresponding to the time zone where this server is located.
8. Click the **Automatically adjust for daylight saving changes** check box to specify whether the Remote Supervisor Adapter clock will automatically adjust when the local time changes between standard time and daylight saving time.
9. Scroll to the bottom of the page and click **Save**.

Creating a login profile

Use the Login Profiles table to view, configure, or change individual login profiles. Use the links in the Login ID column to configure individual login profiles. You can define up to 12 unique profiles. Each link in the Login ID column is labeled with the configured login ID for that particular profile. If you have not configured a profile, the name of the link by default will be ~ not used ~.

Complete the following steps to configure a login profile:

1. Log in to the Remote Supervisor Adapter where you want to create a login profile. For more information, see Chapter 2, "Opening and using the ASM Web interface" on page 3.
2. **For an xSeries 330 server:** If you want to create a login profile on the ASM processor, log in to the ASM processor. For more information, see "Logging in to the ASM processor in an xSeries 330 server" on page 6.
3. In the navigation pane, click **Login Profiles**. The Login Profiles page displays the login ID and the login access level. A window similar to the one in the

following illustration opens.

Login Profiles ?

To configure a login profile, click a link in the "Login ID" column.

Login ID	Access
1. USERID	Read/Write
2. H	Read/Write
3. ~ not used ~	
4. ~ not used ~	
5. ~ not used ~	
6. ~ not used ~	
7. ~ not used ~	
8. ~ not used ~	
9. ~ not used ~	
10. ~ not used ~	
11. ~ not used ~	
12. ~ not used ~	

4. Click one of the unused login profile links. An individual profile window similar to the one in the following illustration opens.

Login Profile 1 ?

Login ID:

Authority level:

Password:

Confirm password:

Dialback status:

Dialback number:

5. In the **Login ID** field, type the name of the profile.
You can type a maximum of 15 characters in the **Login ID** field. Valid characters are uppercase and lowercase letters, numbers, periods, and underscores.

Note: This login ID is used to grant remote access to the Remote Supervisor Adapter or ASM processor.

6. In the **Authority level** field, select either **Read Only** or **Read/Write** to set the access rights for this login ID.

Read Only

The user can use the Read Only option to view a window, but not to make changes. Additionally, users who log in with read-only IDs are unable to perform file transfers, power and restart actions, or remote control functions.

Read/Write

The user can use the Read/Write option to take all available actions provided by the interface, including setting up a user ID and turning off the server.

7. In the **Password** field, assign a password to the Login ID.
Valid passwords must contain at least five characters, one of which must be a nonalphabetic character. Null or empty passwords are accepted.

Note: This password is used with the login ID to grant remote access to the Remote Supervisor Adapter or ASM processor.

8. In the **Confirm Password** field, type the password again.
9. In the **Dialback status** field, select **Enabled** or **Disabled** to configure the Remote Supervisor Adapter or ASM processor to automatically terminate a successful dial-in attempt and then immediately dial out to a specified number. If you select **Disabled**, click **Save** to save your login ID settings.

Note: If the **Dialback status** field is set to **Enabled**, you must enter a phone number in the **Dialback number** field of this profile.

10. In the **Dialback number** field, type the phone number that the Remote Supervisor Adapter will use when dialing back to reach the login ID. This phone number is dialed when this user successfully logs in to the Remote Supervisor Adapter.

Note: By default, the Remote Supervisor Adapter and ASM processor are each configured with one login profile that enables remote access using a login user ID of USERID and a password of PASSWORD (the 0 is a zero). To avoid a potential security exposure, change this default login profile during the initial setup of the Remote Supervisor Adapter or ASM processor.

11. Click **Save** to save your login ID settings.

Setting the global login settings

Complete the following steps to enable your modem to dial out to the remote login profile:

1. Log in to the Remote Supervisor Adapter for which you want to set the global login settings. For more information, see Chapter 2, "Opening and using the ASM Web interface" on page 3.
2. **For an xSeries 330 server:** If you want to set the modem and dial-in settings on the ASM processor, log in to the ASM processor. For more information, see "Logging in to the ASM processor in an xSeries 330 server" on page 6.
3. In the navigation pane, click **Login Profiles**.
4. Scroll down to the Global Login Settings section.

5. To allow remote users to dial in to the Remote Supervisor Adapter or ASM processor through a serial connection, select **Enabled** in the **Logins through a modem connection** field.
6. In the **Lockout period after five login failures** field, specify how long, in minutes, the Remote Supervisor Adapter or ASM processor will prohibit remote login attempts, if more than five sequential failures to log in remotely are detected.

Configuring remote alert settings

You can configure remote alert recipients, the number of alert attempts, incidents that trigger remote alerts, and local alerts from the **Alerts** link on the navigation pane.

After you configure a remote alert recipient, the Remote Supervisor Adapter or ASM processor will send an alert to that recipient. The alert is sent through a serial connection or a network connection, a numeric pager, or an alphanumeric pager when any event selected from the Monitored Alerts group occurs. This alert contains information about the nature of the event, the time and date of the event, and the name of the system that generated the alert.

The Remote Supervisor Adapter or ASM processor offers alert redundancy for several managed systems at the same location. It sends alerts only once per connection type, even when there is more than one active LAN or serial connection. However, if one connection device fails, all other interconnected devices route the alerts to the next available connection.

Notes:

1. If the **SNMP Agent** or **SNMP Traps** fields are not set to Enabled, no SNMP traps are sent. For information about these fields, see “Configuring SNMP” on page 38.
2. You cannot distinguish between the alerts that are sent to remote alert recipients. All configured recipients receive each alert you select.
3. The Remote Supervisor Adapter cannot generate alerts; it can only forward the alerts that are generated by the ASM processor on an xSeries 330 server or that are generated by other devices on the same ASM interconnect network.
4. For an xSeries 330 server, you must log in to the ASM processor to configure alert recipients, global alert settings, and incidents that trigger remote alerts and local events.
5. If the ASM processor cannot send out the alert, it forwards the alert to the Remote Supervisor Adapter. SNMP over LAN and IBM Director over LAN alerts are always forwarded by the ASM processor because it does not have LAN connectivity. For SNMP alerts, the configuration of the SNMP agent has to be done on the Remote Supervisor Adapter. For more information about these fields, see “Configuring SNMP” on page 38.

Configuring remote alert recipients

You can define up to 12 unique remote alert recipients. Each link for an alert recipient is labeled with the recipient name, notification method, and alert status.

Complete the following steps to configure a remote alert recipient:

1. Log in to the Remote Supervisor Adapter for which you want to configure remote alert settings. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.

2. **For an xSeries 330 server:** If you want to configure a remote alert recipient on the ASM processor, log in to the ASM processor. For more information, see “Logging in to the ASM processor in an xSeries 330 server” on page 6.
3. In the navigation pane, click **Alerts**. The Remote Alert Recipients page opens. You can see the notification method and alert status, if set, for each recipient.

Name	Notification Method	Status
1. H	E-mail over LAN	Receives critical alerts only
2. ~ not used ~		
3. ~ not used ~		
4. ~ not used ~		
5. ~ not used ~		
6. ~ not used ~		
7. ~ not used ~		
8. ~ not used ~		
9. ~ not used ~		
10. ~ not used ~		
11. ~ not used ~		
12. ~ not used ~		

Generate Test Alert

4. Click one of the remote alert recipient links. An individual recipient window similar to the one in the following illustration opens.

Receives critical alerts only

Status:

Name:

Notification method:

Number:

PIN:

E-mail address (userid@hostname):

PPP login ID:

PPP password:

Reset to Defaults Cancel Save

5. To have only critical alerts sent to the recipient, select the **Receives critical alerts only** check box.
6. In the **Status** field, click **Enabled** to activate this remote alert recipient.
7. In the **Name** field, type the name of the recipient or other identifier. The name you enter appears as the link for the recipient on the Alerts page.
8. In the **Notification method** field, select the notification method for reaching the recipient. Select one of the following notification methods. Not all methods are available on all servers.
 - Numeric pager
 - Alphanumeric pager
 - IBM Director over Modem
 - IBM Director over LAN
 - SNMP over LAN
 - E-mail over LAN
 - SNMP over PPP
 - E-mail over PPP

Notes:

- a. To configure a remote alert recipient for IBM Director over Modem or IBM Director over LAN, the remote alert recipient must be a server with the Director Management Server installed.
 - b. The IBM Director over Modem option is supported in only IBM Director versions 2.2.1, 3.1, and 3.1.1.
9. In the **Number** field, type either the phone number, IP address, or host name at which to reach the recipient. Type a phone number if you are using one of the following notification methods:
- Numeric pager (follow the phone number with a comma and the personal identification number [PIN])
 - Alphanumeric pager
 - IBM Director over Modem
 - SNMP over PPP
 - E-mail over PPP

Type an IP address or host name if you are using the IBM Director over LAN method.

10. If you chose alphanumeric pager as the notification method, in the **PIN** field, enter the PIN.
11. If you selected the E-mail over LAN or E-mail over PPP notification methods, in the **E-Mail address** field, type the e-mail address of the recipient.

Note: For the E-mail over LAN and E-mail over PPP notification methods to work properly, configure the Simple Mail Transfer Protocol (SMTP) options on the Network Protocols page. For more information about SMTP options, see “Configuring SMTP” on page 41.

12. If you selected the E-mail over PPP or SNMP over PPP notification methods, at the **PPP login ID** field, type the PPP login ID needed to log in to the dial-up service account of the recipient. The PPP login ID consists of your service, your account name, and your user ID all separated by periods (service.account.userid).

For example, to log in to the IBM Global Network[®] IP Remote Access Service Provider, the PPP login ID should contain information in the following format: *secureip.X.Y*, where *secureip* is your service and *X* is your account name, and *Y* is your user ID.

Notes:

- a. For the SNMP over LAN and SNMP over PPP notification methods to work properly, configure the SNMP options on the Network Protocols page. For information about SNMP, see “Configuring SNMP” on page 38.
 - b. **For an xSeries 330 server:** SNMP over LAN and IBM Director over LAN alerts are always forwarded because the ASM processor does not have LAN connectivity.
13. If you selected the E-mail over PPP or SNMP over PPP notification method, at the **PPP password** field, type the PPP password that accompanies the login ID.
 14. Click **Save** to save your remote alert recipient profile. Repeat step 3 on page 23 through step 13 on page 24 for each remote alert recipient profile.
 15. Click **Generate Test Alert** on the Remote Alert Recipients page to send a test alert to all configured remote alert recipients.

Note: All selected alert events are sent to all configured remote alert recipients.

Forwarding alerts

The Alert Forwarding setting applies only to alerts forwarded from the integrated system management processor (ISMP) on an ASM interconnect network. The ISMPs on the network forward alerts to only the Remote Supervisor Adapter that is designated as the gateway. A Remote Supervisor Adapter is a gateway to the interconnect network if:

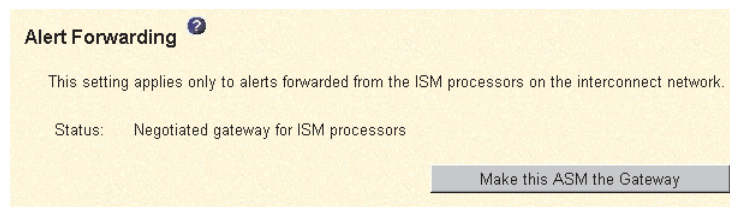
- On the Alerts Forwarding page, you click **Make this ASM the Gateway**.
- If none of the Remote Supervisor Adapters on the network are configured by a user to be the gateway, the Remote Supervisor Adapters on the network negotiate and designate one Remote Supervisor Adapter to be the gateway.

Notes:

1. There has to be at least one Remote Supervisor Adapter on the interconnect network for ISMP alerts to be forwarded.
2. At any time, only one Remote Supervisor Adapter can be the gateway on an interconnect network.
3. When a user configures a Remote Supervisor Adapter to be the gateway, any existing gateway (user defined or negotiated) ceases to be the gateway.
4. The remote alert recipients and monitored alerts for the ISMPs on the interconnect network have to be configured on the gateway Remote Supervisor Adapter.

Complete the following steps to verify whether the selected Remote Supervisor Adapter is the gateway to the interconnect network:

1. Log in to the Remote Supervisor Adapter for which you want to see the alert forwarding status. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. In the navigation pane, click **Alerts** and scroll down to the Alert Forwarding section:



3. The **Status** field shows whether the Remote Supervisor Adapter is the gateway, and if it is, whether it is a user configured or negotiated gateway. The possible values are:
 - Not a gateway for ISMPs
 - User configured gateway for ISMPs
 - Negotiated gateway for ISMPs

Setting remote alert attempts

When you are logged in to the Remote Supervisor Adapter, the remote alert attempts settings apply only to forwarded alerts. When you are logged in to the ASM processor, the remote alert attempts settings apply to the alerts generated by the ASM processor.

Complete the following steps to set the number of times the Remote Supervisor Adapter or ASM processor attempts to send an alert:

1. Log in to the Remote Supervisor Adapter on which you want to set remote alert attempts. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. **For an xSeries 330 server:** If you want to set the remote alert attempts on the ASM processor, log in to the ASM processor. For more information, see “Logging in to the ASM processor in an xSeries 330 server” on page 6.
3. In the navigation pane, click **Alerts** and scroll down to the Global Remote Alert Settings section.

Global Remote Alert Settings ?

These settings apply to all remote alert recipients.

Remote alert retry limit times

Delay between retries minutes

Include event log with e-mail alerts

Use these settings to define the number of remote alert attempts and the time between the attempts. The settings apply to all configured remote alert recipients.

Remote alert retry limit

Use the **Remote alert retry limit** field to specify the number of additional times that the Remote Supervisor Adapter or ASM processor will attempt to send an alert to a recipient.

Delay between retries

Use the **Delay between retries** field to specify the time interval (in minutes) that the Remote Supervisor Adapter or ASM processor will wait between retries to send an alert to a recipient.

4. Select the **Include event log with e-mail alerts** check box to attach the local event log to all e-mail alert notifications. The event log provides a summary of the most recent events and assists with problem identification and fast recovery.

Notes:

- a. To send the event log as an e-mail attachment, you must select E-mail over LAN or E-mail over PPP as the notification method for at least one remote alert recipient.
 - b. Event logs attached in an e-mail are not forwarded to a Remote Supervisor Adapter on the ASM interconnect network.
5. Scroll to the bottom of the page and click **Save**.

Setting remote alerts

Note: **For an xSeries 330 server:** You can set remote alerts only when you are logged in to the ASM processor.

Complete the following steps to select the remote alerts to be sent:

1. Log in to the Remote Supervisor Adapter where you want to set remote alerts. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.

2. **For an xSeries 330 server:** To set the remote alert attempts on the ASM processor, log in to the ASM processor. For more information, see “Remote Supervisor Adapter and ASM processor action descriptions” on page 7.
3. In the navigation pane, click **Alerts** and scroll down to the Monitored Alerts section.
4. Select the events you want the Remote Supervisor Adapter or ASM processor to monitor.

The remote alerts are categorized by the following levels of severity:

- Critical
- Warning
- System

All alerts are stored in the event log and sent to all configured remote alert recipients.

Critical alerts

Critical alerts are generated for events that signal that the server is no longer functioning. If the **Select all critical alerts** check box is selected, an alert can be sent for any critical alert.

Table 3. Critical remote alerts

Alphanumeric pager code	Event	Action
00	Temperature irregularity	Generates an alert if any of the monitored temperatures are outside critical threshold values. To view the threshold values, click the temperature readings on the System Health page. If a critical temperature condition is detected, the server shuts down and turns off, regardless of the alert notification setting.
01	Voltage irregularity	Generates an alert if the voltages of any of the monitored power supplies fall outside their specified operational ranges. To view the operational ranges, click the voltage readings on the System Health page. If a critical voltage condition is detected, the server shuts down and turns off, regardless of the alert notification setting.
02	Tampering	Generates an alert if physical intrusion of the server box is detected. Tamper monitoring is not available on some servers, in which case this setting is ignored.
03	Multiple fan failure	Generates an alert if two or more of the cooling fans in the server fail.
04	Power failure	Generates an alert if any of the server power supplies fail.
05	Hard disk drive failure	Generates an alert if one or more of the hard disk drives in the server fail.
06	VRM failure	Generates an alert if one or more voltage regulator modules (VRMs) fail. This setting is ignored for servers without VRMs.
07-09		Reserved for future use.

Warning alerts

Warning alerts are generated for events that might progress to a critical/error level. If the **Select all warning alerts** check box is selected, an alert can be sent for any warning alert.

Table 4. Warning remote alerts

Alphanumeric pager code	Event	Action
10	Redundant power supply failure	Generates an alert if a redundant power supply fails.
11	Single fan failure	Generates an alert if one fan fails.
12	Temperature irregularity	Generates an alert if any monitored temperatures are outside the warning threshold values. To access these temperature threshold values, click the temperature readings on the System Health page. Unlike the critical temperature event, this event will not initiate a server shutdown.
13	Voltage irregularity	Generates an alert if any monitored voltages are outside the warning threshold values. To access these voltage range values, click the voltage readings on the System Health page. Unlike the critical voltage event, this event will not initiate an automatic server shutdown.
14 - 19		Reserved for future use.

System alerts

System alerts are generated for events that occur as a result of system errors. If the **Select all system alerts** check box is selected, an alert can be sent for any system alert.

Notes:

- a. The **Select all system alerts** check box is not available on all servers.
- b. Hard disk drive Predictive Failure Analysis® (PFA) alerts are not monitored.

Table 5. System remote alerts

Alphanumeric pager code	Event	Action
20	POST timeout	Generates an alert if an enabled POST timeout value is exceeded. The POST timeout value is configured in the Server Timeouts section on the System page.
21	O/S timeout	Generates an alert if an enabled operating system timeout value is exceeded. The operating system timeout value is configured in the Server Timeouts section on the System page. The O/S timeout alert must be checked to enable remote blue screen capture.
22	Test alert	Generates an alert if the Generate Test Alert button is clicked on the Remote Alert Recipients page.
23	Power off	Generates an alert if the server is turned off.
24	Power on	Generates an alert if the server is turned on.
25	Boot failure	Generates an alert if an error occurs that prevents the server from starting.
26	Loader timeout	Generates an alert if an enabled server loader timeout value is exceeded. The system loader timeout value is configured in the Server Timeouts section on the System page.
27	PFA notification	Generates an alert if a PFA notification is generated by the server hardware. This feature is available only on server that have PFA-enabled hardware.
28 - 29		Reserved for future use.

5. Scroll to the bottom of the page and click **Save**.

Setting local events

Complete the following steps to select the local events to which the Remote Supervisor Adapter or ASM processor will respond:

1. Log in to the Remote Supervisor Adapter where you want to set local events. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. **For an xSeries 330 server:** Log in to the ASM processor. For more information, see “Remote Supervisor Adapter and ASM processor action descriptions” on page 7.
3. In the navigation pane, click **Alerts** and scroll down to the Monitored Local Events section.
4. Select the events that you want to store in the event log. The Remote Supervisor Adapter and ASM processor store the notification only in the event log.

Local events are generated for events sent to IBM Director, if it is installed, on the server where the ASM subsystem resides. These events are not sent to remote alert recipients. If the **Select all local events** check box is selected, an alert can be sent for any local event.

Table 6. Local events

Event	Action
Event log 75% full	Generates a local notification if the event log reaches 75% of capacity.
Voltage irregularity	Generates a local notification if any of the monitored voltages exceed their thresholds.
Power off	Generates a local notification if the server is powered off.
Power supply failure	Generates a local notification if a power supply failure is detected.
Event log full	Generates a local notification if the event log reaches its capacity. At capacity, the oldest events are deleted.
Redundant power supply failure	Generates a local notification if the redundant power supply fails.
Tampering	Generates a local notification if the server covers are removed. This feature is only available on some servers.
DASD failure	Generates a local notification if any hard disk drive failures are detected.
Remote login	Generates a local notification if a remote login occurs.
Temperature irregularity	Generates a local notification if any of the monitored temperatures exceed thresholds.
Fan failure	Generates a local notification if one or more cooling fans fail.
PFA notification	Generates a local notification if any of the hardware in the server generates a PFA event.

5. Scroll to the bottom of the page and click **Save**.

Configuring the serial port

You can either dedicate the integrated serial port on the Remote Supervisor Adapter to system management or share it with the server operating system. If dedicated to system management, the serial port serves only the Remote Supervisor Adapter and is always available for dial-in and dial-out alerting purposes. You will not be

able to monitor the serial port in the operating system or in any other applications. This design enables a single serial port to conduct normal functions and also maintain out-of-band alerting capabilities.

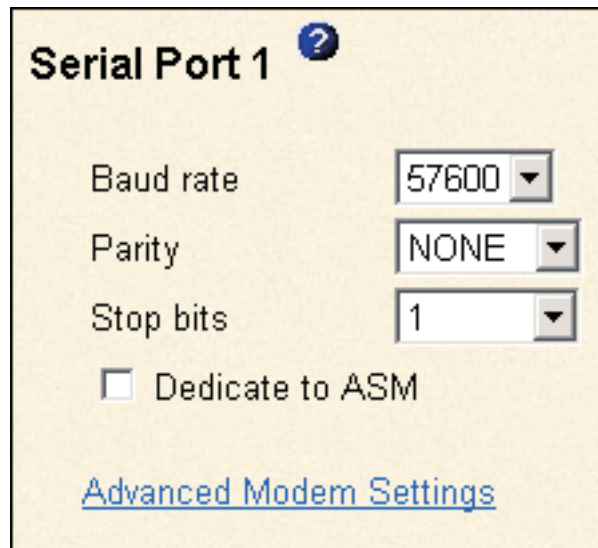
Notes for an xSeries 330 server:

1. The ASM processor on an xSeries 330 server uses the two serial ports on the rear of your server. One of these serial ports can be shared with the server operating system while the other is dedicated to the ASM processor.
2. You can configure the serial ports on either the Remote Supervisor Adapter or the ASM processor, depending on which device you are using.

For more information about your serial port, see “Configuring PPP access over a serial port” on page 36. Configuring PPP access over a serial port only applies to the Remote Supervisor Adapter.

Complete the following steps to configure your serial port:

1. Log in to the Remote Supervisor Adapter on which you want to configure the serial port. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. **For an xSeries 330 server:** To configure the serial ports on the ASM processor, log in to the ASM processor. For more information, see “Logging in to the ASM processor in an xSeries 330 server” on page 6.
3. In the navigation pane, click **Serial Port**. If you are logged in to the Remote Supervisor Adapter, a window similar to the one in the following illustration opens.



Serial Port 1 ?

Baud rate 57600 ▼

Parity NONE ▼

Stop bits 1 ▼

Dedicate to ASM

[Advanced Modem Settings](#)

If you are logged in to the ASM processor, a window similar to the one in the following illustration opens.

The screenshot shows a configuration window with two sections: 'Serial Port 1' and 'Serial Port 2'. Each section contains three dropdown menus: 'Baud rate' (set to 57600), 'Parity' (set to NONE), and 'Stop bits' (set to 1). Below these is a checkbox labeled 'Dedicate to ASM' which is currently unchecked. A blue link labeled 'Advanced Modem Settings' is present below each section. At the bottom right of the window is a 'Save' button.

Note: Only Serial Port 1 appears on the Serial Port page when you are logged in to the Remote Supervisor Adapter.

4. In the **Baud rate** field, select the data-transfer rate.
Use the **Baud rate** field to specify the data-transfer rate of your serial port connection. To set the baud rate, select the data-transfer rate, in bits per second, that corresponds to your serial port connection.
5. In the **Parity** field, select the error detection to be used in your serial connection.
6. Select the number of data-terminating 1-bits in the **Stop bits** field that will follow the data or any parity bit to mark the end of a transmission (normally a byte or character).

Note: The number of data bits is preset to 8 and cannot be changed.

7. If you are logged in to a Remote Supervisor Adapter installed in a non-xSeries 330 server: Select the **Dedicate to ASM** check box to reserve the serial port for the Remote Supervisor Adapter.

When shared with the operating system, the serial port serves the Remote Supervisor Adapter only while the server is turned off or during the power-on self-test (POST). The operating system can access it after the POST is completed. The Remote Supervisor Adapter takes over the serial port from the operating system to dial out and transmit an alert only after a critical event. The port then remains under Remote Supervisor Adapter control until the server is restarted.

Note: If you have configured a PPP interface, you must dedicate the serial port to the Remote Supervisor Adapter, or you will lose the PPP port when the host restarts.

8. **If you are logged in to an ASM processor:** Select the **Dedicate to ASM** check box to reserve serial port 1 for the ASM processor. This option is displayed only when you are logged in to an ASM processor.

If shared with the operating system, the serial port serves the ASM processor only when the server is turned off or during the power-on self-test (POST). The operating system can access it after the POST is completed. The ASM processor takes over the serial port from the operating system to dial out and transmit an alert only after a critical event. The port then remains under ASM processor control until the server is restarted.

9. Click **Save**.
10. If you need to set advanced settings, click **Advanced Modem Settings**. A window similar to the one in the following illustration opens.

Port 1 Modem Settings ?

This information only needs to be modified if the alert forwarding functions are not working properly.

The strings marked with * require a carriage return at the end (denoted ^M).

Initialization string*	<input type="text" value="ATZ^M"/>
Dial prefix string	<input type="text" value="ATDT"/>
Hangup string*	<input type="text" value="ATH0^M"/>
Dial postfix string*	<input type="text" value="^M"/>
Modem query*	<input type="text" value="AT^M"/>
Factory settings string*	<input type="text" value="AT&F0^M"/>
Auto answer*	<input type="text" value="ATS0=1^M"/>
Escape string	<input type="text" value="+++"/>
Auto answer stop*	<input type="text" value="ATS0=0^M"/>
Caller ID string	<input type="text"/>
Escape guard (0 - 250)	<input type="text" value="100"/> 10ms intervals

Set these values only if the alert forwarding functions are not working properly. The strings marked with an asterisk (*) require a carriage return (^M) to be manually entered at the end of the field value.

The following table describes the initialization strings for this modem.

Table 7. Port 1 settings

Field	What you type
Initialization string	Type the initialization string that will be used for the specified modem. A default string is provided (ATE0). Do not change this string unless your dial-out functions are not working properly.
Dial prefix string	Type the initialization string that is used before the number to be dialed. The default is ATDT.

Table 7. Port 1 settings (continued)

Field	What you type
Hangup string	Type the initialization string that will be used to instruct the modem to disconnect. A default string is provided (ATH0). Do not change this string unless your dial-out functions are not working properly.
Dial postfix string	Type the initialization string that is used after the number is dialed to tell the modem to stop dialing. The default is ^M.
Modem query	Type the initialization string that is used to find out if the modem is attached. The default is AT.
Factory settings string	Type the initialization string that returns the modem to its factory settings when the modem is initialized. The default is AT&F0.
Auto answer	Type the initialization string that is used to tell the modem to answer the phone when it rings. The default is to answer after one ring or ATSO=1.
Escape string	Type the initialization string that returns the modem to command mode when it is currently talking to another modem. The default is +++.
Auto answer stop	Type the initialization string that is used to tell the modem to stop answering the phone automatically when it rings. The default is ATSO=0.
Caller ID string	Type the initialization string that will be used to get caller ID information from the modem.
Escape guard (0 - 250)	Type the length of time before and after the escape string is issued to the modem. This value is measured in 10 millisecond intervals. The default value is 1 second.

11. Click **Save**.

Initialization-string guidelines

If you need to provide a new initialization string, see the documentation that came with your modem. Your initialization string must contain commands that configure your modem as follows:

- Command echoing OFF
- Online character echoing OFF
- Result codes ENABLED
- Verbal result codes ENABLED
- All codes and connect messages with BUSY and DT detection
- Protocol identifiers added — LAPM/MNP/NONE V42bis/MNP5
- Normal CD operations
- DTR ON-OFF hang-up, disable AA and return to command mode
- CTS hardware flow control
- RTS control of receive data to computer
- Queued and nondestructive break, no escape state

Note: The abbreviations in these commands have the following meanings:

AA	auto answer
CD	carrier detect
CTS	clear to send
DT	data transfer
DTR	data terminal ready
LAPM	link access protocol for modems
MNP	microcom networking protocol
RTS	ready to send

Configuring network interfaces

On the Network Interfaces page, you can set access to the Remote Supervisor Adapter by:

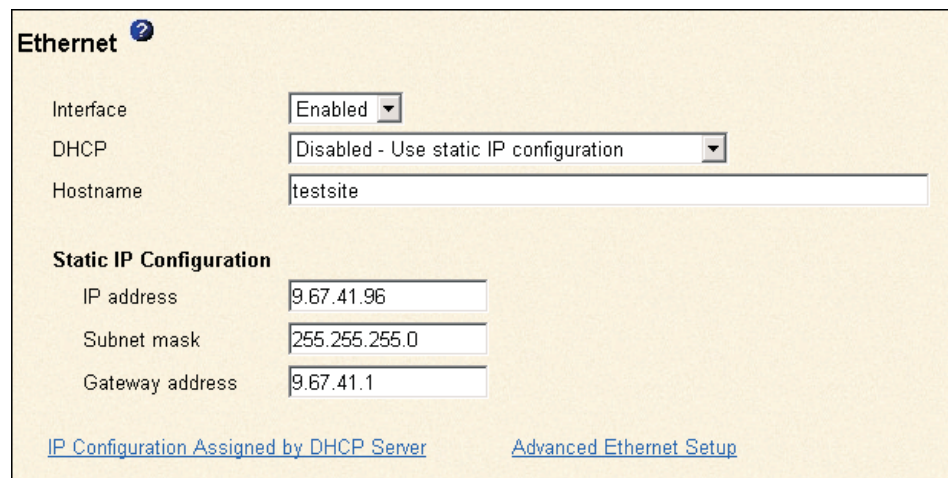
- Configuring an Ethernet connection to a Remote Supervisor Adapter
- Configuring point-to-point protocol access over a serial port

Configuring an Ethernet connection to the Remote Supervisor Adapter

Complete the following steps to configure the Ethernet setup for the Remote Supervisor Adapter:

1. Log in to the Remote Supervisor Adapter where you want to setup the configuration. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. In the navigation pane, click **Network Interfaces**. A window similar to the one in the following illustration opens.

Note: The values in the following window are examples. Your settings will be different.



Ethernet ?

Interface: Enabled

DHCP: Disabled - Use static IP configuration

Hostname: testsite

Static IP Configuration

IP address: 9.67.41.96

Subnet mask: 255.255.255.0

Gateway address: 9.67.41.1

[IP Configuration Assigned by DHCP Server](#) [Advanced Ethernet Setup](#)

3. If you want to use an Ethernet connection, select **Enabled** in the **Interface** field. Ethernet is enabled by default.
4. If you want to use a dynamic host configuration protocol (DHCP) server connection, select **Enabled** in the **DHCP** field. DHCP is enabled by default.

Note: Do not enable DHCP unless you have an accessible, active, and configured DHCP server on your network. When DHCP is enabled, the automatic configuration will override any manual settings.

If DHCP is enabled, the host name is assigned as follows:

- If the **Hostname** field contains an entry, the Remote Supervisor Adapter DHCP support will request the DHCP server to use this host name.
- If the **Hostname** field does not contain an entry, the Remote Supervisor Adapter DHCP support will request the DHCP server to assign a unique host name to the Remote Supervisor Adapter.

Go to step 12.

5. If DHCP is not enabled, type the IP host name of the Remote Supervisor Adapter in the **Hostname** field.

You can enter a maximum of 63 characters in this field, which represents the IP host name of the Remote Supervisor Adapter. The host name defaults to ASMA followed by the Remote Supervisor Adapter burned-in media access control (MAC) address.

Note: The IP host name of the Remote Supervisor Adapter (the **Hostname** field) and Remote Supervisor Adapter name (the **ASM Name** field on the System page) do not automatically share the same name because the **ASM Name** field is limited to 15 characters, but the **Hostname** field can consist of up to 63 characters. To minimize confusion, set the **ASM Name** field to the nonqualified portion of the IP host name. The nonqualified IP host name consists of up to the first period of a fully qualified IP host name. For example, for the fully qualified IP host name `asmcard1.us.company.com`, the nonqualified IP host name is `asmcard1`. For information about your host name, see “Setting system information” on page 14.

6. In the **IP address** field, type the IP address of the Remote Supervisor Adapter. You must do this only if DHCP is disabled. The IP address must contain:
 - Four integers from 0 through 255 separated by periods
 - No spaces
7. In the **Subnet mask** field, type the subnet mask used by the Remote Supervisor Adapter. You must do this only if DHCP is disabled. The subnet mask must contain:
 - Four integers from 0 through 255 separated by periods
 - No spaces or consecutive periods

The default setting is 255.255.255.0.

8. In the **Gateway address** field, type your network gateway router. You must do this only if DHCP is disabled. The gateway address must contain:
 - Four integers from 0 through 255 separated by periods
 - No spaces or consecutive periods
9. Scroll to the bottom of the page and click **Save**.
10. Click **Advanced Ethernet Setup** if you need to set additional Ethernet settings.

Advanced Ethernet Setup ?

Data rate	<input type="text" value="Auto"/>
Duplex	<input type="text" value="Auto"/>
Maximim transmission unit	<input type="text" value="1500"/> bytes
Locally administered MAC address	<input type="text" value="00:00:00:00:00:00"/>
Burned-in MAC address:	00:02:55:38:07:56

Note: The burned-in MAC address takes precedence when the locally administered MAC address is 00:00:00:00:00:00.

The following table describes the functions on the Advanced Ethernet page.

Table 8. Advanced Ethernet setup

Field	Function
Data rate	Use the Data Rate field to specify the amount of data to be transferred per second over your LAN connection. To set the data rate, click the menu and select the data-transfer rate in Mb ¹ that corresponds to the capability of your network. To automatically detect the data-transfer rate, select Auto , which is the default value.
Duplex	Use the Duplex field to specify the type of communication channel used in your network. To set the duplex mode, select one of the following: Full enables data to be carried in both directions at once. Half enables data to be carried in either one direction or the other, but not both at the same time. To automatically detect the duplex type, select Auto , which is the default value.
Maximum transmission unit	Use the Maximum transmission unit field to specify the maximum size of a packet (in bytes) for your network interface. For Ethernet, the valid maximum transmission unit (MTU) range is 60 - 1500. The default value for this field is 1500.
Burned-in MAC address	The burned-in MAC address is a unique physical address assigned to this Remote Supervisor Adapter by the manufacturer. The address is also a read-only field.
Locally administered MAC address	Enter a physical address for this Remote Supervisor Adapter in the Locally administered MAC address field. If a value is specified, the locally administered address overrides the burned-in MAC address. The locally administered address must be a hexadecimal value from 000000000000 through FFFFFFFF. This value must be in the form XX:XX:XX:XX:XX:XX where X is a number between 0 and 9. The Remote Supervisor Adapter does not support the use of a multicast address. A multicast address has the least significant bit of the first byte set to 1. The first byte, therefore, must be an even number.
¹ Mb equals approximately 1 000 000 bits.	

11. Modify the advanced Ethernet settings as necessary.
12. Scroll to the bottom of the page and click **Save**.
13. Click **Back** to return to the Network Interfaces page.
14. If **DHCP** is enabled, the server automatically assigns the host name, IP address, gateway address, subnet mask, domain name, DHCP server IP address, and up to three DNS server IP addresses.

In order to view the DHCP server assigned setting, click **IP Configuration Assigned by DHCP Server**.
15. Click **Save**.
16. In the navigation pane, click **Restart ASM** to activate the changes.

Configuring PPP access over a serial port

Use the point-to-point protocol (PPP) access method if you do not have Ethernet access. You can use PPP through your serial port to enable access to the Remote Supervisor Adapter through a Telnet session or a Web browser.

Note: If you enable the PPP interface, the Remote Supervisor Adapter cannot use the serial port for serial remote access.

Complete the following steps to configure PPP access over a serial port:

1. Log in to the Remote Supervisor Adapter where you want to configure PPP access over a serial port. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. In the navigation pane, click **Network Interfaces**. Scroll down to the PPP over Serial Port section.

Note: The values in the following window are examples. Your settings will be different.

Interface	Disabled ▾
Local IP address	192.96.1.1
Remote IP address	192.96.1.2
Subnet mask	255.255.255.255
Authentication	CHAP then PAP ▾

3. In the **Interface** field, select **Enabled**.
4. In the **Local IP address** field, type the local IP address for the PPP interface on this Remote Supervisor Adapter. The field defaults to 192.96.1.1. The IP address must contain:
 - Four integers from 0 through 255 separated by periods
 - No spaces
5. In the **Remote IP address** field, type the remote IP address that this Remote Supervisor Adapter will assign to a remote user. The field defaults to 192.96.1.2. The remote IP address must contain:
 - Four integers from 0 through 255 separated by periods
 - No spaces
6. In the **Subnet mask** field, type the subnet mask for the Remote Supervisor Adapter to use. The default is 255.255.255.255. The subnet mask must contain:
 - Four integers from 0 through 255 separated by periods
 - No spaces
7. In the **Authentication** field, specify the type of authentication protocol that will be negotiated when a PPP connection is attempted.
 - The **PAP Only** setting uses a two-way handshake procedure to validate the identity of the originator of the connection. The weak privileged access protection (PAP) authentication protocol is necessary if a plain text password must be available to simulate a login at a remote host.

- The **CHAP Only** setting uses a three-way handshake procedure to validate the identity of the originator of a connection upon connection at any time later. The challenge handshake authentication protocol (CHAP) is stronger than the PAP protocol and protects against playback and trial-and-error attacks.
 - The **CHAP then PAP** setting tries to authenticate using CHAP first. If the originator of the connection does not support CHAP, then PAP is tried as a secondary authentication protocol. The **CHAP then PAP** setting is the default.
8. Click **Save**.
 9. In the navigation pane, click **Restart ASM** to activate the changes.

Configuring network protocols

On the Network Protocols page, you can perform the following functions:

- Configure Simple Network Management Protocol (SNMP)
- Configure Domain Name System (DNS)
- Configure Simple Mail Transfer Protocol (SMTP)

Configuring SNMP

You can query the SNMP agent to collect the “sysgroup” information and to send configured SNMP alerts to the configured host names or IP addresses.

Note: If you plan to configure Simple Network Management Protocol (SNMP) traps on the Remote Supervisor Adapter, you must install and compile the two management information bases (MIBs) on your SNMP manager. One MIB supports SNMP traps and the other MIB supports the Get, GetNext, and Set request and response operations. You can install the MIBs that are provided in the MIB directory on the *IBM Remote Supervisor Adapter Support* CD that comes with the Remote Supervisor Adapter or you can go to <http://www.ibm.com/pc/support/>.

Complete the following steps to configure your SNMP:

1. Log in to the Remote Supervisor Adapter where you want to configure SNMP. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. In the navigation pane, click **System Settings**. In the ASM information page that opens, specify system contact and system location information. For information about the System Settings page, see “Setting system information” on page 14.
3. Scroll to the bottom of the page and click **Save**.

4. In the navigation pane, click **Network Protocols**. A window similar to the one in the following illustration opens.

Simple Network Management Protocol (SNMP) ?

SNMP agent

SNMP traps

Community Name	Host Name or IP Address
<input type="text"/>	1. <input type="text"/>
	2. <input type="text"/>
	3. <input type="text"/>
<input type="text"/>	1. <input type="text"/>
	2. <input type="text"/>
	3. <input type="text"/>
<input type="text"/>	1. <input type="text"/>
	2. <input type="text"/>
	3. <input type="text"/>

5. Select **Enabled** in the **SNMP agent** and **SNMP traps** fields to forward alerts to SNMP communities on your network. To enable the SNMP agent, the following criteria must be met:
- System contacts must be specified on the System Settings page. For information about the System Settings page settings, see “Setting system information” on page 14.
 - System location must be specified on the System Settings page
 - At least one community name must be specified
 - At least one valid IP address or host name (if DNS is enabled) must be specified for that community
- Note:** Alert recipients whose notification method is SNMP will not receive alerts unless both the **SNMP agent** and the **SNMP traps** fields are set to **Enabled**.
6. Set up a community to define the administrative relationship between SNMP agents and SNMP managers. You must define at least one community. Each community definition consists of the following parameters:
- Name
 - IP address

If either of these parameters is not correct, SNMP management access is not granted.

Note: If an error message window opens, make the necessary adjustments to the fields listed in the error window. Then, scroll to the bottom of the

page and click **Save** to save your corrected information. You must configure at least one community to enable this SNMP agent.

7. In the **Community Name** field, enter a name or authentication string to specify the community.
8. In the corresponding **Host Name** or **IP Address** field, enter the host name or IP addresses of each community manager.
9. If a DNS server is not available on your network, scroll to the bottom of the page and click **Save**.
10. If a DNS server is available on your network, scroll to the Domain Name System (DNS) section. A window similar to the one in the following illustration opens.

Domain Name System (DNS) ?

DNS Enabled ▾

DNS server IP address 1 9.37.0.5

DNS server IP address 2 9.37.0.6

DNS server IP address 3 0.0.0.0

Host Table (IP Address to Host Name Mappings)

	IP Address	Host Name
1.	0.0.0.0	
2.	0.0.0.0	
3.	0.0.0.0	
4.	0.0.0.0	

11. If a DNS server (or servers) is available on your network, select **Enabled** in the **DNS** field. The **DNS** field specifies whether you use a DNS server on your network to translate host names into IP addresses.
12. If you enabled DNS, in the **DNS server IP address** fields, you can specify the IP addresses of up to three DNS servers on your network. Each IP address should contain integers from 0 through 255, separated by periods.

Notes:

- a. Enter an IP address in the **IP Address** field and its corresponding host name in the **Host Name** field. You can define four mappings. You need to do this only if a quick lookup of a host name is required.
Use the fields in the Host Name section to define relationships between an IP address and its corresponding host name in the event that your network DNS server is unreachable. You can also use these mappings for frequently used host names.
- b. The Remote Supervisor Adapter uses this table when first searching for an address to host name mapping. If a match is not found, the data will be requested from the DNS server. If the table contains an entry for a given address, the host name defined in the table will override any corresponding entry defined on the DNS server.

13. Scroll to the bottom of the page and click **Save**.
14. In the navigation pane, click **Restart ASM** to activate the changes.

Configuring SMTP

Complete the following steps to specify the IP address or host name of the Simple Mail Transfer Protocol (SMTP) server:

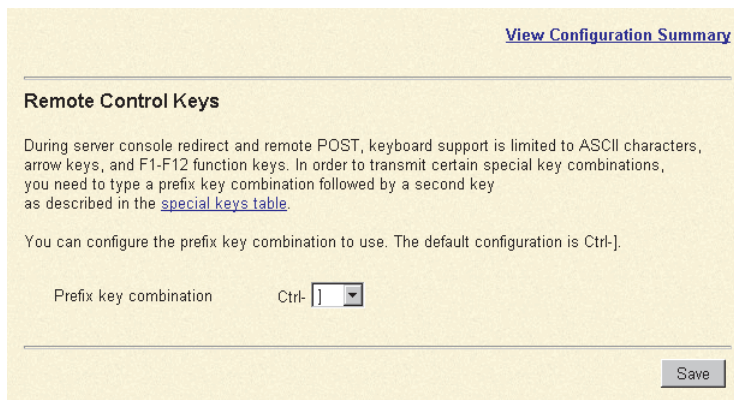
1. Log in to the Remote Supervisor Adapter where you want to configure the SMTP. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. In the navigation pane, click **Network Protocols** and scroll down to the SMTP section.
3. In the **SMTP Server Host Name** or **IP Address** field, type the host name of the SMTP server. Use this field to specify the IP address or, if DNS is enabled and configured, the host name of the SMTP server.
4. Scroll to the bottom of the page and click **Save**.

Configuring remote control keys

During server console redirect and remote POST, keyboard support is limited to ASCII characters, the arrow keys, and the F1 through F12 function keys. To transmit certain special key combinations, you must type a prefix key combination followed by a second key as described in the special keys table. You can define the prefix key combination that you want to use, as shown in the following illustration. The default prefix key combination is Ctrl-]. To view the special keys table, click **special keys table** on the Remote Control Keys page.

Complete the following steps to configure prefix key combinations:

1. Log in to the Remote Supervisor Adapter where you want to configure the prefix key combination. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. In the navigation pane, click **Remote Control Keys**. A window similar to the one in the following illustration opens.



[View Configuration Summary](#)

Remote Control Keys

During server console redirect and remote POST, keyboard support is limited to ASCII characters, arrow keys, and F1-F12 function keys. In order to transmit certain special key combinations, you need to type a prefix key combination followed by a second key as described in the [special keys table](#).

You can configure the prefix key combination to use. The default configuration is Ctrl-].

Prefix key combination Ctrl-]

3. Follow the directions in the window to select the desired prefix key combination.
4. Click **Save**.

Using the configuration file

When logged in to the Remote Supervisor Adapter, select **Configuration File** in the navigation pane to:

- Back up the ASM configuration
- Restore the ASM configuration

The screenshot shows a web interface with two main sections. The top section is titled "Backup ASM Configuration" and contains a help icon, a paragraph of instructions, and a "Backup" button. The bottom section is titled "Restore ASM Configuration" and contains a help icon, a paragraph of instructions, a text input field for selecting a file, a "Browse..." button, and "Restore" and "Modify and Restore" buttons.

Backup ASM Configuration ?

To backup the configuration, click "Backup." You can [view the current configuration summary](#) before backing it up.

Backup

Restore ASM Configuration ?

To restore the ASM configuration, select a file and click "Restore." To modify the configuration and then restore it, select a file and click "Modify & Restore."

Select configuration file to restore

Browse...

Restore Modify and Restore

Backing up your current configuration

You can download a copy of your current ASM configuration to the computer that is running the ASM Web interface. Use this backup copy to restore your Remote Supervisor Adapter configuration if it is accidentally changed or damaged. Use it as a base that you can modify to configure multiple Remote Supervisor Adapters with similar configurations.

Complete the following steps to back up your current configuration:

1. Log in to the Remote Supervisor Adapter where you want to back up your current configuration. For more information, see Chapter 2, "Opening and using the ASM Web interface" on page 3.
2. In the navigation pane, click **Configuration File**.
3. In the Backup ASM Configuration section, click **view the current configuration summary**.
4. Verify the settings and then click **Close**.
5. To back up this configuration, click **Backup**.
6. Type a name for the backup and choose the location where the file will be saved, then click **Save**.

In Netscape Navigator, click **Save File**.

In Microsoft Internet Explorer, select **Save this file to disk**, and then click **OK**.

Restoring and modifying your ASM configuration

You can restore a saved configuration in full or you can modify key fields in the saved configuration before restoring the configuration to your Remote Supervisor Adapter. Modifying the configuration file before restoring it helps you set up multiple Remote Supervisor Adapters with similar configurations. You can quickly specify parameters that require unique values such as names and IP addresses, without having to enter common, shared information.

For an xSeries 330 server: You can restore and modify the configuration of the Remote Supervisor Adapter, but *not* the ASM processor.

Complete the following steps to restore or modify your current configuration:

1. Log in to the Remote Supervisor Adapter where you want to restore the configuration. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. In the navigation pane, click **Configuration File**.
3. In the Restore ASM Configuration section, click **Browse**.
4. Click the configuration file that you want; then, click **Open**. The file (including the full path) appears in the box beside **Browse**.
5. If you do not want to make changes to the configuration file, click **Restore**. A new window opens with the ASM configuration in it. Verify that this is the configuration that you want to restore. If it is not the correct file, click **Cancel**.

If you want to make changes to the configuration file before restoring, click **Modify and Restore** to open an editable configuration summary window. Initially, only the fields that allow changes appear. To change between this view and the complete configuration summary view, click the **Toggle View** button at the top or bottom of the window. To modify the contents of a field, click the corresponding text box and enter the data.

Note: When you click **Restore** or **Modify and Restore**, an alert window might open if the configuration file you are attempting to restore was created by a different type of system-management processor or adapter or was created by the same type of system-management processor or adapter with older firmware (and therefore, less functionality). This alert message will include a list of system-management functions that will need to be manually configured after the restoration is complete. Some functions require configurations on more than one window.

6. To proceed with restoring this file to the Remote Supervisor Adapter, click **Restore Configuration**. A progress indicator appears as the firmware on the Remote Supervisor Adapter is updated. A confirmation window opens to verify whether the update was successful.
7. After receiving a confirmation that the restore process is complete, in the navigation pane, click **Restart ASM**; then, click **Restart**.
8. Click **OK** to confirm that you want to restart your Remote Supervisor Adapter.
9. Click **OK** to close the current browser window.
10. To log in to the Remote Supervisor Adapter again, open your browser and follow your regular login process.

Restoring ASM defaults

Use the **Restore Defaults** link to restore the default configuration of the Remote Supervisor Adapter, ASM processor, or ASM PCI adapter, if you have read/write access.

Attention: When you click **Restore Defaults**, you will lose all the modifications you made to the Remote Supervisor Adapter, ASM processor, or ASM PCI adapter. You also lose the remote control of the remote servers. If you click **Restore Defaults**, you will have to reset the remote control password locally on the remote server in the BIOS setup menu (accessed by pressing F1 in POST).

Complete the following steps to restore the ASM defaults:

1. Log in to the Remote Supervisor Adapter. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. In the navigation pane, click **Restore Defaults** to restore default settings of the Remote Supervisor Adapter, ASM processor, or ASM PCI adapter. If this is a local system, you will lose your TCP/IP connection and you must reconfigure the network interface to restore connectivity.
3. Log in again to use the ASM Web interface.
4. Reconfigure the network interface to restore connectivity. For information about the network interface, see “Configuring network interfaces” on page 34.

Restarting ASM

Use the **Restart ASM** link to restart the Remote Supervisor Adapter, ASM processor, ASM PCI adapter, or ISMP, depending on which you have accessed. You can perform this function only if you have read/write access. Any TCP/IP, modem, or interconnect connections are temporarily dropped. You must log in again to use the ASM Web interface.

Complete the following steps to restart the Remote Supervisor Adapter, ASM processor, ASM PCI adapter, or ISMP:

1. In the navigation pane, click **Restart ASM** to restart a Remote Supervisor Adapter, ASM processor, ASM PCI adapter, or ISMP. Your TCP/IP or modem connections are lost.
2. Log in again to use the ASM Web interface.

Logging off

Complete the following steps to log off the Remote Supervisor Adapter, ASM processor, or another remote server:

1. In the navigation pane, click **Log Off**.

Note: If you are logged in to the ASM processor on an xSeries 330 server or logged in to another remote server, you must first select **Log Off Remote ASM**.

2. If you are running Internet Explorer or Netscape Navigator, click **Yes** in the confirmation window.

The current browser window closes to maintain security. You must manually close other open browser windows, if any, to prevent a cached version of your user ID and password from remaining available.

Chapter 4. Monitoring remote server status

Use the links under the Monitors heading of the navigation pane to view the status of the server you are accessing.

From the System Health page, you can:

- Monitor the power status of the server and view the state of the operating system
- View the server temperature readings, voltage thresholds, and fan speeds

From the Event Log page, you can:

- View certain Advanced System Management events recorded in the event log of the Remote Supervisor Adapter
- View the severity of events

From the Vital Product Data (VPD) page, you can view the vital product data of the Remote Supervisor Adapter and the server in which it is installed, the ASM processor, and the ISMP.

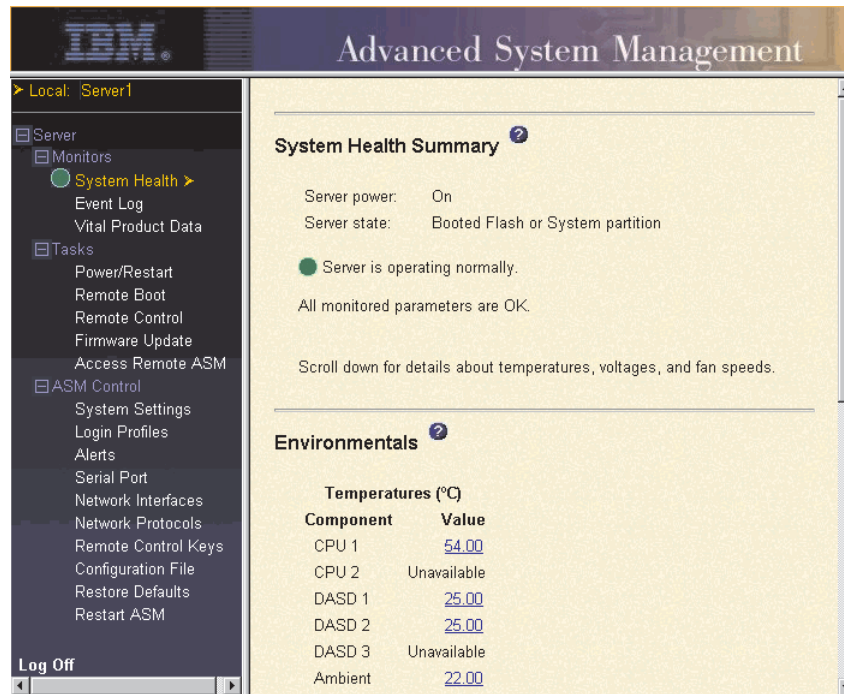
Viewing system health

On the System Health Summary page, you can monitor the temperature readings, voltage thresholds, and fan status of your server. The System Health Summary page is the default home page for the ASM Web interface.

Complete the following steps to view the system health and environmental information of the server:

1. Log in to the Remote Supervisor Adapter. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. **For an xSeries 330 server:** Log in to the ASM processor. For more information, see “Logging in to the ASM processor in an xSeries 330 server” on page 6.
3. In the navigation pane, click **System Health** to view a dynamically-generated update on the overall health of the server. A window similar to the one in the

following illustration opens.



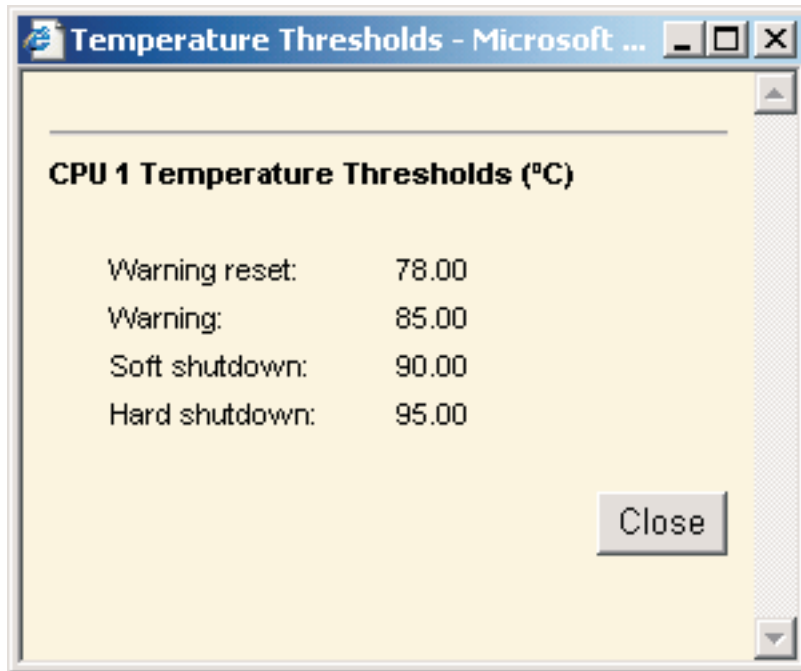
The status of your server determines the message shown at the top of the System Health Summary page. One of the following symbols appears:

- A solid green circle and the phrase Server is operating normally
- Either a red circle containing an “X” or a yellow triangle containing an exclamation point and the phrase One or more monitored parameters are abnormal

If the monitored parameters are operating outside normal ranges, a list of the specific abnormal parameters is displayed on the System Health Summary page.

4. Scroll down to the **Temperatures** section. The Remote Supervisor Adapter tracks the current temperature readings and threshold levels for system components such as microprocessors, system board, and hard disk drive backplane.

When you click a temperature reading, a window similar to the one in the following illustration opens.



The Temperature Thresholds page displays the temperature levels at which the Remote Supervisor Adapter or ASM processor reacts. The temperature threshold values are preset on the remote server and cannot be changed.

The reported temperatures for the CPU, hard disk drive, and system are measured against the following threshold ranges:

Warning Reset

If a warning was sent and the temperature returns to any value below the warning reset value, the server or ASM processor assumes the temperature has returned to normal and no further alerts are generated.

Warning

When the temperature reaches a specified value, a temperature alert is sent to configured remote alert recipients. You must select the **Temperature** check box on the Alerts page for the alert to be sent.

For more information about selecting Alert options, see "Setting remote alerts" on page 26.

Soft Shutdown

When the temperature reaches a specified value higher than the warning value (the soft shutdown threshold), a second temperature alert is sent to configured remote alert recipients and the server begins the shutdown process with an orderly operating-system shutdown. The server then turns itself off. You must select the **Temperature** check box on the Alerts page for the alert to be sent.

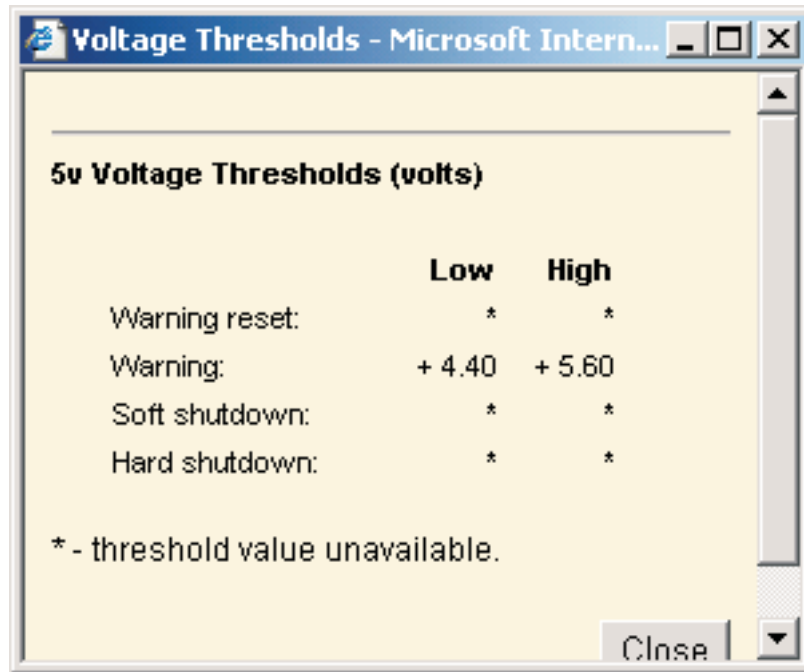
Hard Shutdown

When the temperature reaches a specified value higher than the soft shutdown value (the hard shutdown threshold), the server immediately shuts down and sends an alert to configured remote alert recipients. You must select the **Temperature** check box on the Alerts page for the alert to be sent.

Note: The hard shutdown alert is sent only if a soft shutdown alert has not yet been sent.

5. Scroll down to the voltages section. The Remote Supervisor Adapter or ASM processor will send an alert if any monitored power source voltage falls outside its specified operational ranges.

If you click a voltage reading, a window similar to the one in the following illustration opens.



The Voltage Thresholds page displays the voltage ranges at which the Remote Supervisor Adapter or ASM processor reacts. The voltage threshold values are preset on the remote server and cannot be changed.

The ASM Web interface displays the voltage readings of the system board and the voltage regulator modules (VRM). The system sets a voltage range at which the following actions are taken:

Warning Reset

When the voltage drops below or exceeds the warning voltage range and then recovers to that range, the server or ASM processor assumes the voltage has returned to normal and no further alerts are generated.

Warning

When the voltage drops below or exceeds a specified voltage range, a voltage alert is sent to configured remote alert recipients. You must select the **Voltage** check box on the Alerts page for the alert to be sent.

Soft Shutdown

When the voltage drops below or exceeds a specified voltage range, a voltage alert is sent to configured remote alert recipients and the server begins the shutdown process with an orderly operating system shutdown. The server then turns itself off. You must select the **Voltage** check box on the Alerts page for the alert to be sent.

Hard Shutdown

When the voltage drops below or exceeds a specified voltage range,

the server immediately shuts down and sends an alert to configured remote alert recipients. You must select the **Voltage** check box on the Alerts page for the alert to be sent.

Note: The hard shutdown alert is sent only if a soft shutdown alert has not yet been sent.

6. Scroll down to the Fan Speeds section. The ASM Web interface displays the running speed of the server fans (expressed in a percentage of the maximum fan speed). You receive a fan alert (Multiple Fan Failure or Single Fan Failure) when the fan speeds drop to an unacceptable level or the fans stop. You must select the **Fan** check box on the Alerts page for the alert to be sent.

Viewing the event log

The Event Log page contains all entries that are currently stored in the server event log and POST event log of the remote managed server. Information about all remote access attempts and dial-out events is recorded in the Remote Supervisor Adapter or ASM processor event log. You can view the Remote Supervisor Adapter event log for all of the servers on an ASM interconnect network. The Remote Supervisor Adapter and ASM processor time stamp all events and log them into the event log, sending out the following alerts, if configured to do so by the system administrator:

- Event log 75% full
- Event log full

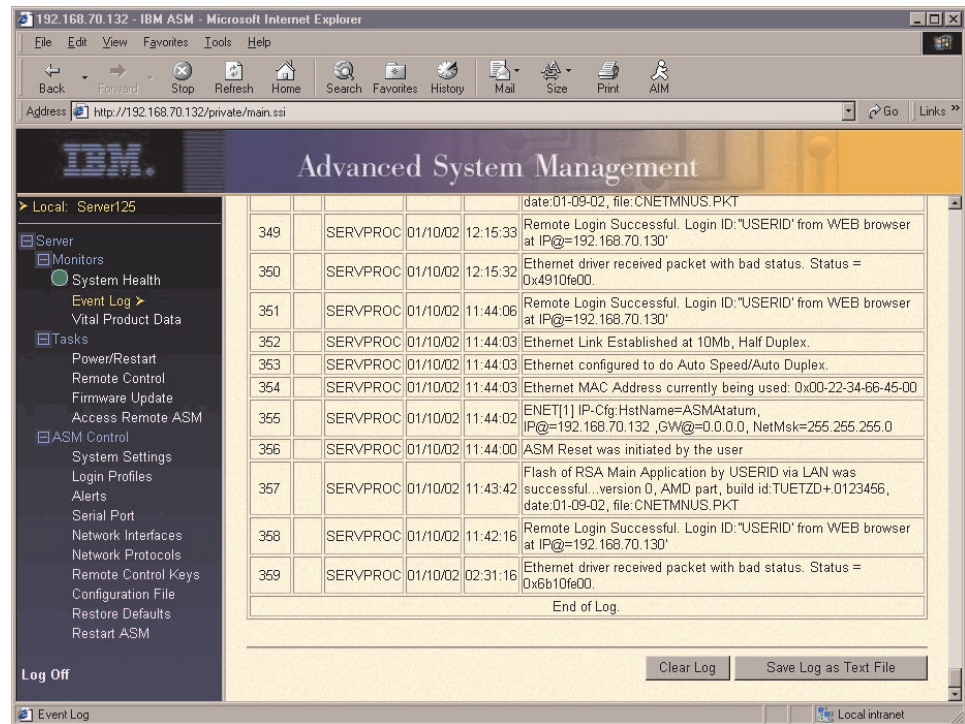
Note: The event log of a Remote Supervisor Adapter that is installed in an xSeries 330 server does not contain server events. You must log in to the ASM processor to view the server event log and POST event log.

The event log has a limited capacity. When that limit is reached, the older events are deleted in a first-in, first-out order.

Complete the following steps to access and view the event log:

1. Log in to the Remote Supervisor Adapter. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. **For an xSeries 330 server:** Log in to the ASM processor. For more information, see “Logging in to the ASM processor in an xSeries 330 server” on page 6.

- In the navigation pane, click **Event Log** to view the recent history of events on the server. A window similar to the one in the following illustration opens.



- Scroll down to view the complete contents of the event log. The events are given the following levels of severity:

Informational

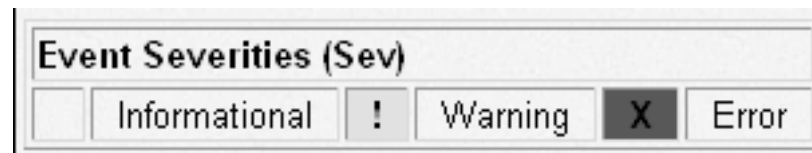
This severity level is assigned to an event of which you should take note.

Warning

This severity level is assigned to an event that could affect server performance.

Error This severity level is assigned to an event that needs immediate attention.

The ASM Web interface distinguishes warning events with a yellow exclamation point (!) in the severity column and error events with a red X.



- Click **Save Log as Text File** to save the contents of the event log as a text file. Click **Clear Log** to delete the contents of the event log.

Viewing vital product data

Upon server startup, the Remote Supervisor Adapter or ASM processor collects system, basic input/output (BIOS) information, and server component vital product data (VPD) and stores it in nonvolatile memory. You can access this information at any time from almost any computer. The Vital Product Data page contains key information about the remote managed server that the Remote Supervisor Adapter is monitoring.

Note: If you are logged in to a Remote Supervisor Adapter in an xSeries 330 server, you will view the Remote Supervisor Adapter firmware VPD. If you are logged in to the ASM processor, you will view the ASM processor firmware VPD.

Complete the following steps to view the server component vital product data:

1. Log in to the Remote Supervisor Adapter. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. **For an xSeries 330 server:** Log in to the ASM processor. For more information, see “Logging in to the ASM processor in an xSeries 330 server” on page 6.
3. In the navigation pane, click **Vital Product Data** to view the status of the hardware and software components on the server.
4. Scroll down to view the following VPD readings:

Machine level VPD

The vital product data for the server appears in this section. For viewing VPD, the Machine VPD includes a universal unique identifier (UUID).

Note: The Machine level VPD, Component level VPD, and component activity log provide information only when the server is turned on.

Table 9. Machine level vital product data

Field	Function
Machine type	Identifies the type of server the Remote Supervisor Adapter is monitoring.
Machine model	Identifies the model number of the server the Remote Supervisor Adapter is monitoring.
Serial number	Identifies the serial number of the server the Remote Supervisor Adapter is monitoring.
UUID	Identifies the universal unique identifier (UUID), a 32-digit hexadecimal number, of the server that the Remote Supervisor Adapter is monitoring.

Component level VPD

The vital product data for the components of the remote managed server appears in this section.

Table 10. Component level vital product data

Field	Function
FRU number	Identifies the field replaceable unit (FRU) number (a seven-digit alphanumeric identifier) for each component.
Serial number	Identifies the serial number of each component.
Mfg ID	Identifies the manufacturer ID for each component.
Slot	Identifies the slot number where the component is located.

Component Activity Log

You can find a record of component activity in this section.

Table 11. Component activity log

Field	Function
FRU number	Identifies the field replaceable unit (FRU) number (a seven-digit alphanumeric identifier) of the component.
Serial number	Identifies the serial number of the component.
Manufacturer ID	Identifies the manufacturer of the component.
Slot	Identifies the slot number where the component is located.
Action	Identifies the action taken by each component.
Timestamp	Identifies the date and time of the component action. The date is displayed in the MM/DD/YY format. The time is displayed in the HH:MM:SS format.

In addition, the component activity log tracks the following server components:

- Power supplies
- DIMMs
- CPUs
- System board
- Power backplane

POST/BIOS VPD

You can find the power-on self-test (POST) or basic input/output system (BIOS) firmware code VPD for the remote managed server in this section.

Table 12. POST/BIOS vital product data

Field	Function
Version	Indicates the version number of the POST/BIOS code.
Build level	Indicates the level of the POST/BIOS code.
Build date	Indicates when the POST/BIOS code was built.

Diagnostics VPD

You can find the diagnostic code VPD for the remote managed server in this section.

Table 13. Diagnostics vital product data

Field	Function
Version	Indicates the version number of the diagnostic code.
Build level	Indicates the level of the diagnostic code.
Build date	Indicates when the diagnostic code was built.

ASM VPD

You can find vital product data for the Remote Supervisor Adapter or ASM processor in this section.

Table 14. ASM vital product data

Field	Function
Firmware type	Identifies the ASM firmware component type: main application, boot ROM, or remote control.
Build ID	Identifies the build IDs and vital product data of the application firmware and the startup ROM firmware.
File name	Identifies the file names and vital product data of the application firmware and the startup ROM firmware.
Release date	Identifies the release dates and vital product data of the application firmware and the startup ROM firmware.
Revision	Identifies the revision numbers and vital product data of the application firmware and the startup ROM firmware.

Power backplane VPD

You can find the vital product data for the system power backplane firmware code in this section.

Table 15. Power backplane vital product data

Field	Function
Firmware revision	Identifies the revision number of the power backplane firmware.

Integrated system management processor VPD

You can find the vital product data for the integrated system management processor (ISMP) firmware code in this section.

Table 16. Integrated system management processor vital product data

Field	Function
Firmware revision	Identifies the revision number of the integrated system management processor firmware.

Chapter 5. Performing Remote Supervisor Adapter tasks

Use the functions under the Tasks heading in the navigation pane to directly control the actions of the Remote Supervisor Adapter and your server. The tasks you can perform depend on the server in which the Remote Supervisor Adapter is installed.

If the Remote Supervisor Adapter is installed in an xSeries 330 server and you are logged in to the Remote Supervisor Adapter, you can perform the following tasks:

- Update the Remote Supervisor Adapter firmware
- Access other Remote Supervisor Adapters

If the Remote Supervisor Adapter is installed in an xSeries 330 server and you are logged in to the ASM processor, you can perform the following tasks:

- Update the ASM processor firmware
- Power on or restart the server

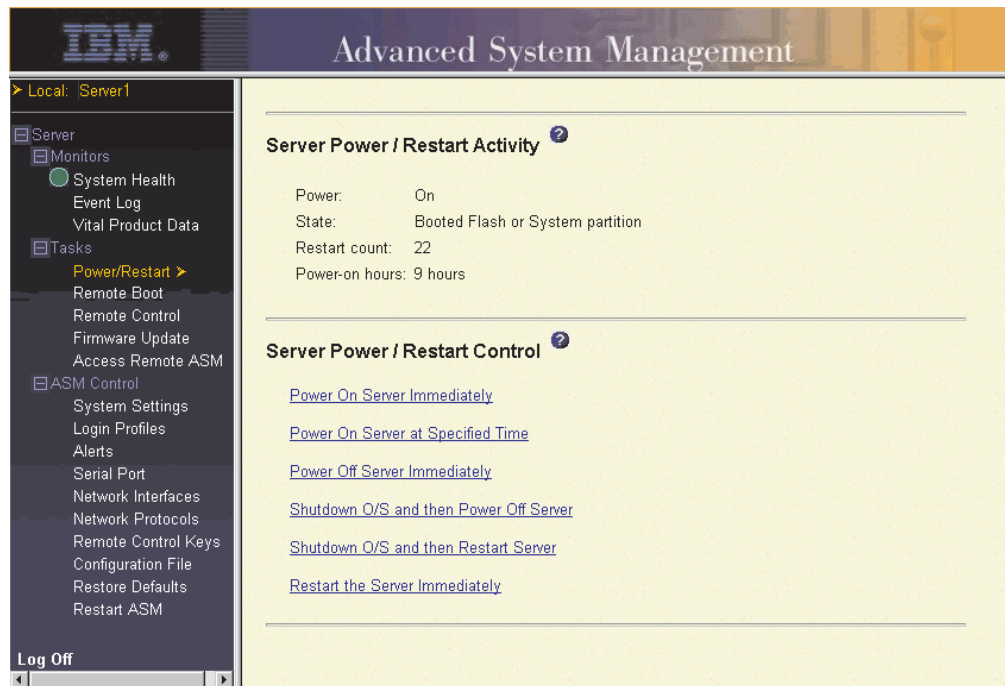
If you are logged in to the Remote Supervisor Adapter that is installed in a server other than an xSeries 330, you can perform the following tasks:

- View server power and restart activity
- Remotely start (boot) a server from a diskette image
- Remotely control the power status of the server
- Remotely access the server graphical console
- View server POST
- View remote blue screen capture
- Update firmware
- Access other Remote Supervisor Adapters

Note: Some features are not available on all servers.

Server power and restart activity

The Server Power and Restart Activity section displays the power status of the server when the Web page was generated.



Power The **Power** field shows the power status of the server at the time this Web page was generated.

State The **State** field shows the state of the server when this Web page was generated. Possible states include:

- System power off/State unknown
- In POST
- Stopped in POST (Error detected)
- Booted Flash or System partition
- Booting OS or in unsupported OS (Could be in the operating system if the operating system or application does not report the new system state)
- In OS
- CPUs held in reset
- System power on/Before POST

Restart count

The **Restart count** field shows the number of times the server has been restarted.

Note: The counter is reset to zero each time the ASM subsystem is cleared to factory defaults.

Power-on hours

The **Power-on hours** field shows the total number of hours the server has been powered on.

Remotely controlling the power status of a server

The Remote Supervisor Adapter provides full remote power control over your server with power on, power off, and restart actions. In addition, power-on and restart statistics are captured and displayed to show server hardware availability.

Attention: Read the following information to prevent the loss of data or damage to data when you perform a remote shutdown of your operating system:

1. If the Windows 2000, Windows NT, Red Hat Linux, or SuSE Linux operating system is installed on your server, you need to install only the Remote Supervisor Adapter device driver to support remote operating system shutdown.

Note: If the value is less than 45 seconds in the **Power off delay field**, the device driver will adjust the value to 45 seconds when the device driver loads. You can decrease the power-off delay value after the server has started, but the device driver will reset it to 45 seconds on the next server restart. The device driver will not change a power-off delay value that is 45 seconds or greater.

2. If the Novell NetWare, SCO UnixWare, or Caldera Open UNIX operating system is installed on your server, you need to install both the Remote Supervisor Adapter device driver and IBM Director Agent, to support remote operating system shutdown. When you install the Director Agent, be sure to select the **Management Processor Assistant (MPA)** check box.

To perform the actions in the Server Power/Restart Control section, you must have read/write access to the Remote Supervisor Adapter. For the operating system shutdown options, the Remote Supervisor Adapter communicates with the system-management software through the device driver and the system-management software initiates the shutdown.

Complete the following steps to perform server power and restart actions.

Note: Select the following options only in case of an emergency, or if you are offsite and the server is nonresponsive.

1. Log in to the Remote Supervisor Adapter. For more information, see Chapter 2, "Opening and using the ASM Web interface" on page 3.
2. In the navigation pane, click **Power/Restart**. Scroll down to the Server Power/Restart Control section.
3. Click one of the following options:

Power on server immediately

To turn on this server and start the operating system, click **Power On Server Immediately**.

Power on server at specified time

To turn on this server at a specified time and start the operating system, click **Power on Server at Specified Time** and set the time to turn on the server.

Power off server immediately

To turn off this server without shutting down the operating system, click **Power Off Server Immediately**.

Shutdown O/S and then power off server

To shut down the operating system and then turn off this server, click **Shutdown O/S and then Power Off Server**. This option requires that the

Remote Supervisor Adapter device driver is installed. You might also need to install IBM Director Agent. For more information, see the Attention notice at the beginning of this section.

Shutdown O/S and then restart server

To restart the operating system, click **Shutdown O/S and then Restart Server**. This option requires that the Remote Supervisor Adapter device driver is installed. You might also need to install IBM Director Agent. For more information, see the Attention notice at the beginning of this section.

Restart the server immediately

To turn off and then turn on this server immediately without first shutting down the operating system, click **Restart the Server Immediately**.

A confirmation message displays if you select any of these options, enabling you to cancel the operation if it was selected accidentally.

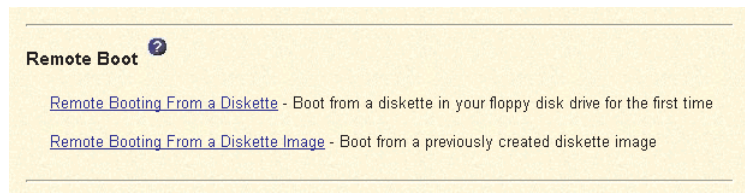
Remote boot (start)

From the Remote Boot page, you can remotely start (boot) your server from a newly created diskette image or from a previously created and saved diskette image.

Note: This feature is not available on all servers.

Complete the following steps to create an image from a diskette for the first time and then start the server from the image:

1. Log in to the Remote Supervisor Adapter. For more information, see Chapter 2, "Opening and using the ASM Web interface" on page 3.
2. In the navigation pane, click **Remote Boot**. A window similar to the one in the following illustration opens.



3. Click **Remote Booting From a Diskette**.
4. Select the diskette drive for your server; then, select the directory for the temporary files.
5. Click **Create Disk Image and Boot Server**.
6. You are then asked if you want to save the image for future use. Click **Yes** if you want to be able to start the server again at a later time. An image of the diskette is then created and transferred to temporary storage on the Remote Supervisor Adapter. A confirmation window opens when the image transfer is complete.
7. Click **Continue** in the confirmation window to start the server using the transferred image.

Complete the following steps to start your server from a previously created and saved diskette image:

1. Log in to the Remote Supervisor Adapter. For more information, see Chapter 2, "Opening and using the ASM Web interface" on page 3.

2. In the navigation pane, click **Remote Boot**.
3. Click **Remote Booting From a Diskette Image**.
4. Select the diskette image file.
5. Click **Boot Server**. After the file transfer is complete, a confirmation window opens.
6. Click **Continue** in the confirmation window to start the server using the transferred image.

Remote control

From the Remote Control page, you can:

- View and interact with the server console
- Restart the server and view the POST
- View a Windows blue screen capture

Note: This feature is not available on all servers.

You must log in to the Remote Supervisor Adapter with a user ID that has read/write access to use any of the remote control features. You must also know the remote control password, which is configured locally on the server in the BIOS setup menu (accessed by pressing F1 in POST). After the password is accepted, you gain access to the server desktop. You do not need the remote control password to view the blue screen capture.

Notes:

1. You can have only one remote control session functioning at a time.
2. The keystroke events sent by the remote client are not received by 16-bit applications (for example, EDIT.COM or DEBUG.COM) running on the Windows NT or Windows 2000 operating system.

Accessing the server graphical console

Click **Redirect Server Console** to view an interactive graphical user interface (GUI) display of the server. You see on your monitor exactly what you see on the server desktop, and you have keyboard and mouse control of the desktop.

Notes:

1. For best performance, set the server desktop to the following settings:
 - Supported resolutions: 640 x 480 pixels, 800 x 600 pixels (preferred), and 1024 x 768 pixels
 - Supported color depths: 256 colors, 65536 colors (preferred), and 32-bit color
2. Mouse control is supported on the Microsoft Windows NT, Microsoft Windows 2000, Red Hat Linux (version 7.1 or later), and SuSE Linux (version 7.2 or later) operating systems. Red Hat Linux and SuSE Linux support is limited to distributions that are listed in the readme.txt files included with the Remote Supervisor Adapter device driver for these operating systems.
3. Redirect server console is not supported in full screen text mode under Windows.

Complete the following steps to remotely access a server graphical console:

1. Log in to the Remote Supervisor Adapter. For more information, see Chapter 2, "Opening and using the ASM Web interface" on page 3.
2. In the navigation pane, click **Remote Control**.

3. Click **Redirect Server Console**. A Java applet opens in a separate browser window.
4. In the **Password** field, enter the remote control password. This password is configured locally on the server in the BIOS setup menu (accessed by pressing F1 in POST). For more information about the remote control password, refer to the *Remote Supervisor Adapter Installation Guide*.

The server desktop opens on your screen.

Note: For optimal viewing, set the resolution of the remote system to one setting smaller than the resolution of the monitor you will be viewing. For example, set the remote system resolution to 800 x 600 pixels if the monitor on which you are remotely viewing is set to 1024 x 768 pixels.

5. If a Microsoft Windows logon window opens, press Ctrl+Alt+Del to proceed. If the remote desktop is already displayed, use the mouse or the keyboard to navigate.

You can close the applet window at any time to disconnect from viewing the server graphical console.

Viewing the server POST

Click **View Remote POST** to restart the server and view the POST. You can interrupt the POST and access the server BIOS code run. You can view on your monitor what you can view on the server desktop, and you have keyboard control of the desktop.

Note: The text-based interface view area is 80 characters x 24 lines.

Complete the following steps to remotely access a server POST:

1. Log in to the Remote Supervisor Adapter. For more information, see Chapter 2, "Opening and using the ASM Web interface" on page 3.
2. In the navigation pane, click **Remote Control**.
3. To access the server POST, click **View Remote POST**. A message is displayed, confirming that the server will be restarted.
4. Enter the remote control password. This password is configured locally on the server in the BIOS setup menu (accessed by pressing F1 in POST). For more information about the remote control password, see the *Remote Supervisor Adapter Installation Guide*.

The server restarts and you can view the POST. You can close the applet window at any time to disconnect from viewing the server POST.

Viewing the server blue screen

Click **View Windows Blue Screen** to access an image of the blue screen captured when the server stopped functioning.

If a Windows blue-screen event occurs while the operating system is running, but then the server operating system stops running, the operating system timeout is triggered, which causes the Remote Supervisor Adapter to capture the blue-screen data and store it. The blue-screen image shows the date and time of the capture. The image will not be overwritten during the next operating system installation because the Remote Supervisor Adapter does not capture the operating system loader screen. Only error conditions are captured and maintained. The Remote Supervisor Adapter stores only the most recent error event information, overwriting older information when a new error event occurs.

Note: The Windows blue screen capture is available only if the Microsoft Windows NT or Windows 2000 operating system is installed.

Complete the following steps to remotely access a server blue-screen image:

1. Log in to the Remote Supervisor Adapter. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. In the navigation pane, click **System Settings**; then, select the appropriate timeout value from the drop-down menu to enable the OS watchdog option.
3. In the navigation pane, click **Remote Control**.
4. Click **View Windows Blue Screen**. The blue-screen image is displayed on your screen.

Updating firmware

Use the Firmware Update option on the navigation pane to update the firmware of the Remote Supervisor Adapter, the server in which it is installed, or an ASM processor in an xSeries 330 server. Updating the firmware also enables the BIOS code, diagnostics, power backplane, front panel, and the serial peripheral interface (SPI) of the server in which the Remote Supervisor Adapter is installed.

Complete the following steps to update the startup or main application files of your Remote Supervisor Adapter:

1. Log in to the Remote Supervisor Adapter. For more information, see Chapter 2, “Opening and using the ASM Web interface” on page 3.
2. **For an xSeries 330 server:** If you want to update the ASM processor firmware, log in to the ASM processor. For more information about the login process, see “Logging in to the ASM processor in an xSeries 330 server” on page 6.
3. In the navigation pane, click **Firmware Update**.
4. Click **Browse**.
5. Navigate to the PKT or PKC file you want to update.

Note: When you transfer (or flash) the main application packet, you must also flash the remote graphics packet separately.

6. Click **Open**.

The file (including the full path) appears in the box beside **Browse**.

7. To begin the update process, click **Update**.

A progress indicator opens as the file is transferred to temporary storage on the Remote Supervisor Adapter. A confirmation window opens when the file transfer is completed.

8. Verify that the PKT or PKC file shown on the Confirm Firmware Update window is what you intend to update. If it is not, click **Cancel**.

9. To complete the update process, click **Continue**.

A progress indicator opens as the firmware on the Remote Supervisor Adapter is flashed. A confirmation window opens to verify that the update was successful.

10. After receiving a confirmation that the update process is completed, go to the Restart ASM window and click **Restart**.
11. Click **OK** to confirm that you want to restart the Remote Supervisor Adapter.
12. Click **OK** to close the current browser window.

- To log in to the Remote Supervisor Adapter again, open your browser and follow your regular login process.

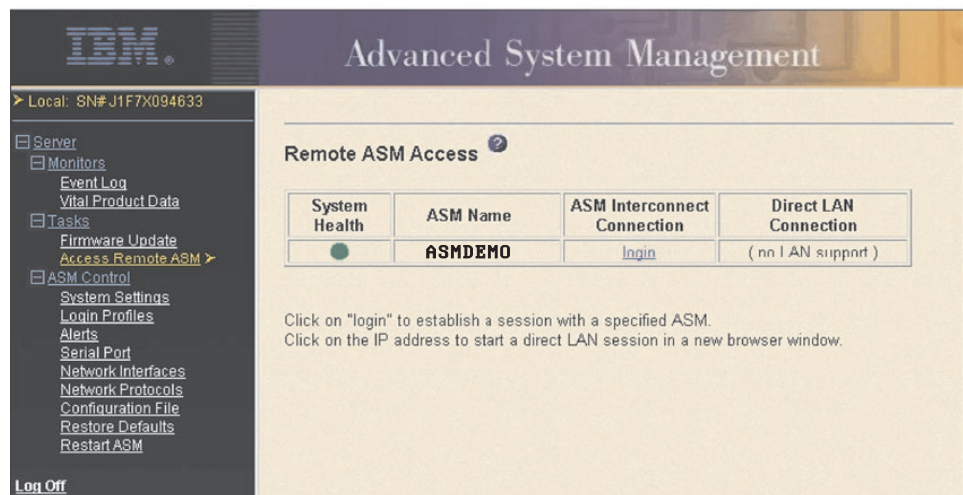
Note: To cancel this process, click **Cancel**.

Accessing remote adapters through an ASM interconnect network

You can connect to remote systems through the ASM interconnect network from the Access Remote ASM link. The Remote ASM Access table displays color-coded icons to indicate the overall status of each remote system in the System Health column. The system name is the name corresponding to each remote system. The ASM Interconnect column provides a login link that you can use to quickly access each remote system.

Complete the following steps to access a Remote Supervisor Adapter, an ASM PCI adapter, or an ASM processor on the ASM interconnect network:

- Log in to the Remote Supervisor Adapter. For more information, see Chapter 2, "Opening and using the ASM Web interface" on page 3.
- In the navigation pane, click **Access Remote ASM**. A window similar to the following opens.



- The Remote ASM Access page contains a table that lists processors and adapters linked to the host server. The table also displays the following information:

System Health

The system health icon of the remote system-management processor or adapter displays in this column.

ASM Name

The name of the remote system-management processor or adapter displays in this column.

ASM Interconnect Connection

The ASM Interconnect Connection column provides a login link that enables you to quickly access each remote system through the ASM interconnect network. To log in to a remote system displayed in the table, click the login link corresponding to the remote system that you want to access. Then, follow the standard login procedure to gain access to that system.

Direct LAN Connection

Click the IP address link to bypass the ASM interconnect connection and to connect to a remote system directly through your Ethernet network. This connection offers faster access to a remote ASM.

To directly log in to a remote system displayed in the table, click the IP address link corresponding to the remote system that you want to access. Then, follow the standard login procedure to gain access to that remote system.

Note: In certain cases, no IP address link for a direct LAN connection will be available, for one of the following reasons:

no LAN support

The system-management processor or adapter of the remote system does not have access to a LAN port.

function not supported

The system-management processor or adapter of the remote system does not have the ability to report its IP address through the ASM interconnect network.

no LAN connection

The system-management processor or adapter of the remote system has one of the following conditions:

- It has not been manually configured with an IP address
- It failed to receive a dynamic IP address assignment from a DHCP server
- It has a faulty physical LAN connection

4. Click the **login** link that corresponds to the processor or adapter that you want to access under the ASM Interconnect Connection column heading.

Note: It might take up to 45 seconds for newly attached servers to be reflected in the table of available remote servers, and up to 2 minutes for servers to be removed from the table when detached from the ASM interconnect network.

The Enter Network Password window opens.

5. Type your user name and password and click **OK**. The System Health Summary page opens. The adapter or processor name appears in orange above the navigation pane.

Note: Depending on the system-management processor or adapter that is on the remote server, some options might not be available.

6. Click **Log Off Remote ASM** to log off of the remote server.

Chapter 6. Starting and configuring the ASM text-based interface

You can establish a Telnet connection or a direct serial connection to remotely access the Remote Supervisor Adapter or the ASM processor on an xSeries 330 server through the text-based user interface. This chapter describes the login procedure and how to configure the text-based interface.

Note: F1 through F4 are the only function keys that are supported in the text-based interface.

Accessing the text-based interface through a Telnet connection

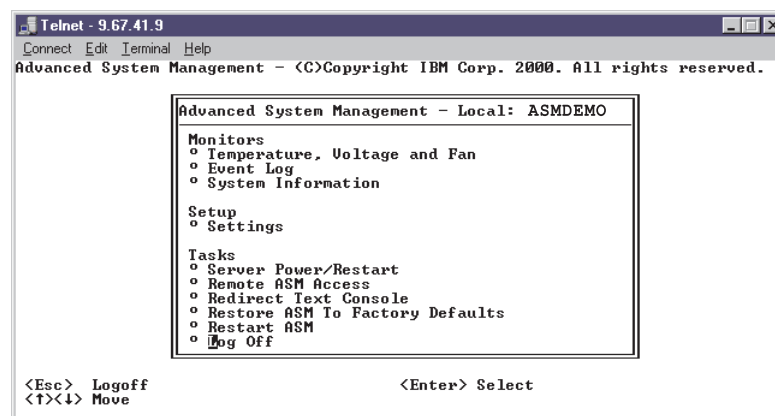
For best results when accessing the text-based interface through a Telnet connection, use a Telnet application that provides full VT100 terminal emulation support. The Microsoft Windows 2000 Telnet application does not provide full VT100 terminal emulation support. Hilgraeve HyperTerminal, which is included in most versions of Microsoft Windows, is the preferred terminal emulation program for systems with a Windows operating system installed.

Complete the following steps to access the Remote Supervisor Adapter through a Telnet connection:

1. Open a command prompt.
2. Type `Telnet` and either the host name or IP address at the command prompt. A Telnet client opens.
3. Configure the Telnet client for the text-based user interface. For information about configuring a text-based user interface, see “Configuring terminal settings” on page 66.
4. Type a user name in the **Login ID** field.
5. Type the password associated with the user name in the **Password** field. The Advanced System Management window opens.

Notes:

- a. Some of the features in the Advanced System Management window are not available for all servers.
- b. The following window is an example of a Telnet client. Your settings might be different.



Use the following keys to navigate through the windows in the text-based interface:

- Press the Up Arrow and Down Arrow keys (↑ and ↓) to navigate the Advanced System Management window.
- Press Esc to exit to the Advanced System Management window.
- Press Esc at the Advanced System Management window to log off from your session.
- Press F3 to exit the window you are viewing.
- Press F4 or press Enter to save your changes.

Accessing the text-based interface through a direct serial connection

Complete the following steps to set up a direct serial connection:

1. Connect a null modem cable to the serial port of the Remote Supervisor Adapter.
2. Connect the other end of the cable to a COM port on the client computer.
3. Start a terminal emulation program on the client computer such as Hilgraeve HyperTerminal.
4. Click **File** → **Properties**. The New Connection Properties window opens.
5. Click **Configure** and set the following values:

Table 17. COM properties

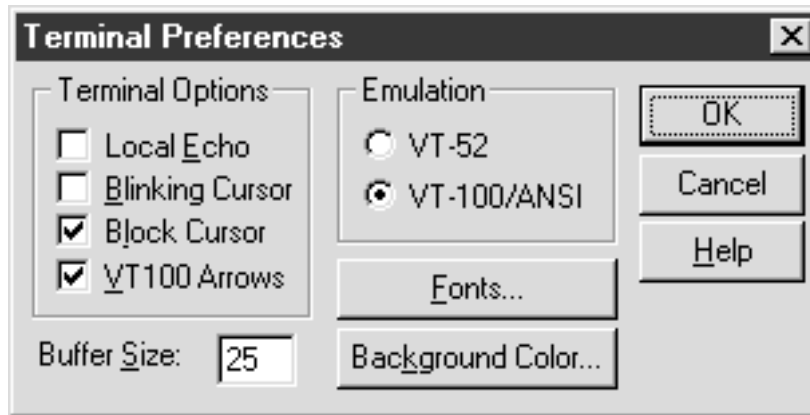
Field	Entry
Bits per second	57600
Data bits	8
Parity	None
Stop bits	1
Flow control	None

6. Click **OK**.
7. Click the **Settings** tab.
8. From the **Emulation** field, select **Terminal Keys** and **ANSI**.
9. Click **OK**.
10. Click **View** → **Font**.
11. Select the Terminal font with a point size of 9.
12. Click **OK**.
13. Press Esc to begin your session. The login prompt opens.
14. Enter your login ID and password and click **OK**.
The Advanced System Management window opens.

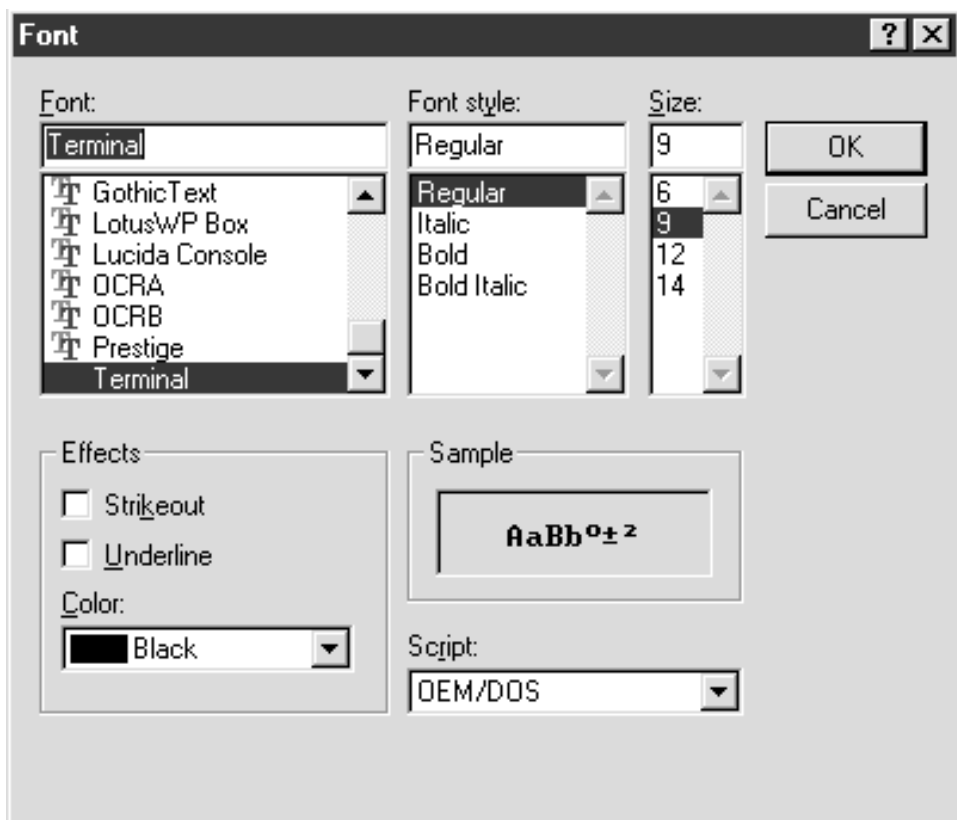
Configuring terminal settings

Complete the following steps to properly display special characters in the text-based user interface:

1. Select **Terminal** → **Preferences**. The Terminal Preferences window opens.



2. Select the following check box options:
 - **Blinking Cursor** or **Block Cursor**
 - **VT100 Arrows**
 - **VT-100/ANSI**
3. Click **Fonts**. The Font window opens.



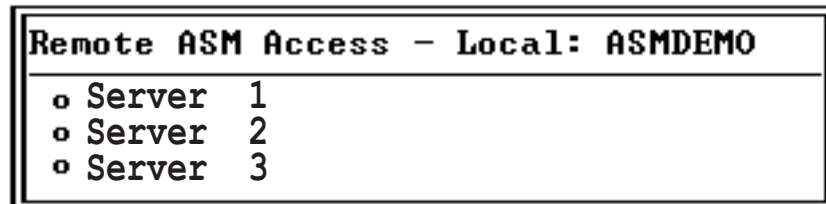
4. In the **Font** field, select **Terminal**. In the **Size** field, select **9**.
5. Click **OK**.

Accessing remote adapters through an ASM interconnect network

You can access remote systems through the ASM interconnect network from the Remote ASM Access window. Each remote system is listed.

Complete the following steps to remotely access Remote Supervisor Adapters or ASM processors on the ASM interconnect network:

1. If you have not already done so, start a Telnet session or establish a direct serial connection.
2. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65.
3. In the Advanced System Management window, select **Remote ASM Access**. The Remote ASM Access window opens, listing other system-management adapters and processors linked to the host server.



4. Select a processor or adapter. The Remote ASM Login window opens.
5. Enter your user name and password.

Note: It might take up to 45 seconds for newly attached servers to be reflected in the table of available remote systems. It might take up to 2 minutes for systems to be removed from the table when detached from the ASM interconnect network.

6. The Advanced System Management window opens, giving you access to the remote system-management adapter or processor.

Note: Some options are not available for all servers.

Chapter 7. Configuring your Remote Supervisor Adapter using a text-based interface

In the Advanced System Management window, use the Settings options under the Setup heading to configure your Remote Supervisor Adapter values. The monitoring features available to you depend on whether you are logged in to the Remote Supervisor Adapter or the ASM processor on an xSeries 330 server.

Note: F1 through F4 are the only function keys that are supported in the text-based interface.

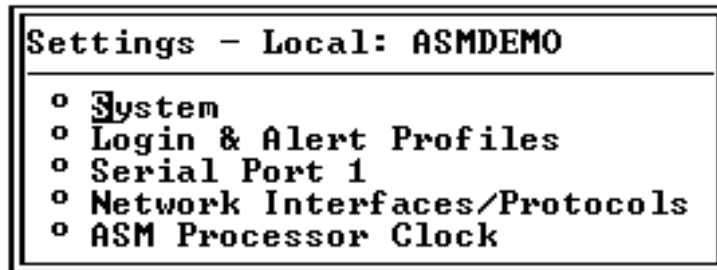
- From the System window, you can:
 - Set system information
 - Set server timeouts, which results in automatic corrective action by the Remote Supervisor Adapter
- From the Login & Alert Profiles window, you can:
 - Set login profiles to control access to the Remote Supervisor Adapter
 - Configure modem and dial-in settings
 - Configure remote alert recipients
 - Set the number of remote alert attempts
 - Select alerts that will be monitored and sent
 - Select local events to track
 - Set e-mails to include the event log attachment when alerts are generated
- From the Serial Port 1 window, you can:
 - Configure the serial port to the Remote Supervisor Adapter
 - Configure advanced modem settings
- From the Network Interfaces/Protocols window, you can:
 - Set up an Ethernet connection to the Remote Supervisor Adapter
 - Set up a PPP over serial port connection to the Remote Supervisor Adapter
 - Configure SNMP setup
 - Configure DNS setup
 - Configure SMTP setup
- From the ASM Processor Clock window, you can set the ASM date and time.

Setting system information

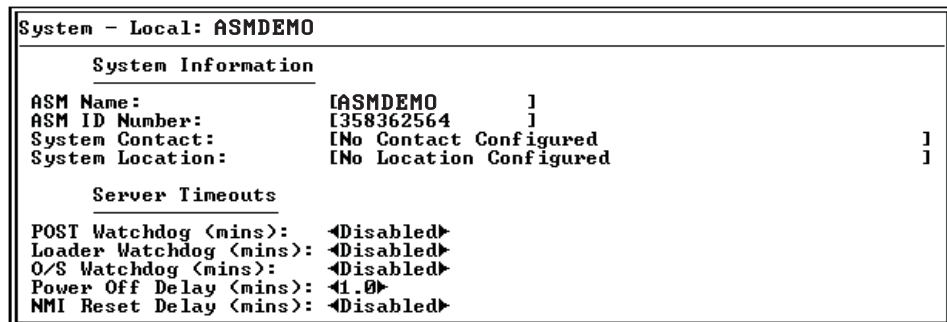
Complete the following steps to set your Remote Supervisor Adapter or ASM processor system information:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. **For an xSeries 330 server:** Log in to the ASM processor. For more information, see “Accessing remote adapters through an ASM interconnect network” on page 67.

- In the Advanced System Management window, select **Settings**. The Settings window opens.



- In the Settings window, select **System**. A window similar to the one in the following illustration opens.



Note: Depending on whether you are logged in to the Remote Supervisor Adapter or ASM processor, some options are not available.

- In the **ASM Name** field, type the name of the Remote Supervisor Adapter. Use the **ASM Name** field to specify a name for the ASM in this server. This name is included in e-mail, SNMP, and alphanumeric pager alert notifications to identify the source of the alert.

Note: Your Remote Supervisor Adapter name (the **ASM Name** field) and IP host name of the Remote Supervisor Adapter (the **Host name** field on the Network Interfaces window) do not automatically share the same name because the **ASM Name** field is limited to 15 characters. The **Host name** field can consist of up to 63 characters. To minimize confusion, set the **ASM Name** field to the nonqualified portion of the IP host name. The nonqualified IP host name consists of up to the first period of a fully qualified IP host name. For example, for the fully qualified IP host name `asmcard1.us.company.com`, the nonqualified IP host name is `asmcard1`. For information about your host name, see “Configuring an Ethernet connection to the Remote Supervisor Adapter” on page 87.

- In the **System Contact** field, type contact information. For example, you can specify the name and phone number of the person to contact if there is a problem with the server. You can type a maximum of 47 characters in this field.

Note: The **Contact** field is not available for all servers.

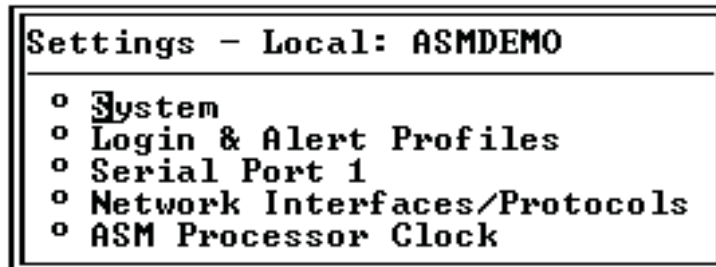
- In the **System Location** field, type the location of the server. Include in this field sufficient detail to quickly locate the server for maintenance or other purposes. You can type a maximum of 47 characters in this field.

Note: The **Location** field is not available for all servers.

Setting server timeouts

Complete the following steps to set your server timeout values:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. **For an xSeries 330 server:** Log in to the ASM processor. For more information, see “Accessing remote adapters through an ASM interconnect network” on page 67.
3. In the Advanced System Management window, select **Settings**. The Settings window opens.



4. In the Settings window, click **System**.
5. In the System window, use the Down Arrow key to move to the Server Timeouts section. You can set the Remote Supervisor Adapter to automatically respond to the following events:
 - Halted power-on self-test
 - Halted operating system
 - Failure to load operating system
 - Power off delay to shut down operating system
6. Enable the server timeouts that correspond to the events you want the Remote Supervisor Adapter to respond to automatically.

POST Watchdog

Use the **POST Watchdog <mins>** field to specify the number of minutes that the Remote Supervisor Adapter or ASM processor will wait for this server to complete a power-on self-test (POST). If the server being monitored fails to complete a POST within the specified time, the Remote Supervisor Adapter or ASM processor generates a POST timeout alert and automatically restarts the server. The POST watchdog is then automatically disabled until the operating system is shut down and the server is power cycled (or until the operating system starts and the device driver successfully loads).

Note: Power cycling differs from shutting down and restarting the operating system in that power cycling removes power from the server completely; for example, unplugging the server.

To set the POST timeout value, select a number from the menu. To turn off this option, select **Disabled**.

Note: If the **POST timeout** option is selected in the System Remote Alerts window, the Remote Supervisor Adapter or ASM processor attempts to forward the alert to all configured remote alert recipients. Also, the POST watchdog requires a specially

constructed POST routine available only on specific IBM servers. If this routine does not exist on your server, all settings in this field are ignored.

For more information about POST routines, see the documentation that comes with your server.

Loader Watchdog

Use the **Loader Watchdog <mins>** field to specify the number of minutes that the Remote Supervisor Adapter or ASM processor waits between the completion of POST and the starting of the operating system. If this interval is exceeded, the Remote Supervisor Adapter or ASM processor generates a loader timeout alert and automatically restarts the system. After the system is restarted, the loader timeout is automatically disabled until the operating system is shut down and the server is power cycled (or until the operating system starts and the device driver successfully loads).

To set the loader timeout value, select the time limit that the Remote Supervisor Adapter or ASM processor will wait for operating-system starting to be completed. To turn off this option, select **Disabled**.

Note: If the **Loader Timeout** option is selected in the System Remote Alerts window, the Remote Supervisor Adapter or ASM processor will send an alert to all configured remote alert recipients.

O/S Watchdog

Use the **O/S Watchdog <mins>** field to specify the number of minutes between checks of the operating system by the Remote Supervisor Adapter or ASM processor. If the operating system fails to respond to one of these checks, the Remote Supervisor Adapter or ASM processor generates an operating system timeout alert and automatically restarts the server. After the server is restarted, the operating system is power cycled.

To set the operating-system watchdog value, select a time interval from the menu. To turn off this watchdog, select **Disabled**. To capture blue screens, you must enable the watchdog in the **O/S Watchdog** field and make sure that the **O/S Timeout** option is set to **Disabled** until the operating system is shut down and the server completes a power cycle.

Notes:

- a. The operating-system watchdog feature requires that the Remote Supervisor Adapter device driver is installed on the server.
- b. If the **O/S Timeout** option is set to **Enabled** in the System Remote Alerts window, the Remote Supervisor Adapter attempts to send an alert to all configured remote alert recipients.

Power Off Delay

Attention: Read the following information to prevent the loss of data or damage to data when you perform a remote shutdown of your operating system:

- a. If the Windows 2000, Windows NT, Red Hat Linux, or SuSE Linux operating system is installed on your server, you need to install only the Remote Supervisor Adapter device driver to support remote operating system shutdown.

Note: If the value is less than 45 seconds in the **Power off delay field**, the device driver will adjust the value to 45 seconds when the device driver loads. You can decrease the power-off delay value after the server has started, but the device driver will reset it to 45 seconds on the next server restart. The device driver will not change a power-off delay value that is 45 seconds or greater.

- b. If the Novell NetWare, SCO UnixWare, or Caldera Open UNIX operating system is installed on your server, you need to install both the Remote Supervisor Adapter device driver and IBM Director Agent, to support remote operating system shutdown. When you install the Director Agent, be sure to select the **Management Processor Assistant (MPA)** check box.

Use the **Power Off Delay** field to specify the number of minutes that the Remote Supervisor Adapter or ASM processor will wait for the operating system to shut down before turning off the server. By default, the Remote Supervisor Adapter waits 30 seconds.

Shut down your server to determine how long it takes to shut down. Add a time buffer to that value and use it as your power-off delay setting to ensure that the operating system has time for an orderly shutdown before power is removed from the server.

NMI reset delay

Use the **NMI reset delay** field to specify the length of time, in minutes, that the Remote Supervisor Adapter waits to automatically restart the server after a nonmaskable interrupt (NMI) is triggered. A nonmaskable interrupt usually indicates a critical error such as a hardware fault. A nonmaskable interrupt usually signals a parity error in the memory subsystem.

To disable the automatic server restart after a nonmaskable interrupt, select **Disabled**.

Note: The **NMI reset delay** field is not available on all servers.

7. Press F4 or press Enter to apply the changes.

Creating a login profile

Use the Login Profiles window to view a summary list of all login profiles and configure individual login profiles. You can define up to 12 unique profiles.

Complete the following steps to configure a login profile:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. **For an xSeries 330 server:** Log in to the ASM processor. For more information, see “Accessing remote adapters through an ASM interconnect network” on page 67.
3. In the Advanced System Management window, select **Settings**. The Settings window opens.

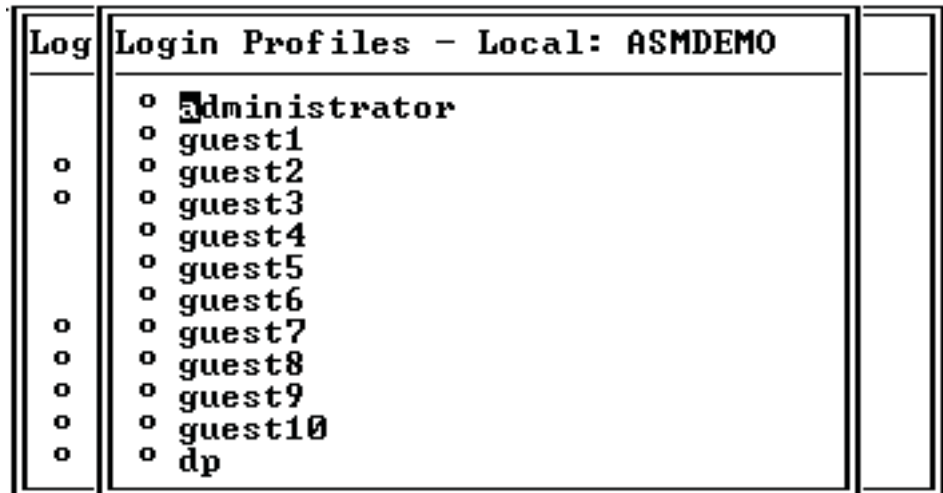
```
Settings - Local: ASMDemo
-----
o System
o Login & Alert Profiles
o Serial Port 1
o Network Interfaces/Protocols
o ASM Processor Clock
```

4. In the Settings window, select **Login & Alert Profiles**. The Login & Alert Profiles window opens.

```
Login & Alert Profiles - Local: ASMDemo
-----
      Login Configuration
      -----
o Login Settings
o Login Profiles

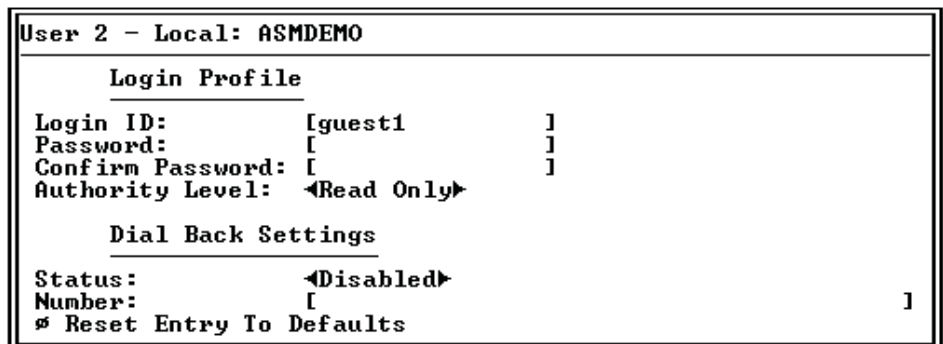
      Alert Configuration
      -----
o Remote Alert Settings
o Remote Alert Recipients
o Critical/Warning Remote Alerts
o System Remote Alerts
o Events For Local Notification
```


- In the Login & Alert Profiles window, select **Login Profiles**. A window similar to the one in the following illustration opens.



Use the Login Profiles window to view, configure, or change individual login profiles. You can define up to 12 unique profiles. If you have not configured a profile, the name of the profile by default is User *nn* where *nn* is an arbitrary number assigned to that profile.

- Select a profile name. A window similar to the one in the following illustration opens.



- In the **Login ID** field, type the name of the profile.
You can type a maximum of 15 characters in the **Login ID** field. Valid characters are uppercase and lowercase letters, numbers, periods, and underscores.
Note: This login ID is used to grant remote access to the Remote Supervisor Adapter.
- In the **Password** field, assign a password for the login ID.
To set the password, type the password in both the **Password** and **Confirm Password** fields.
Valid passwords must contain at least five characters, one of which must be a nonalphabetic character. Null, or empty, passwords are accepted.
Note: This password is used with the login ID to grant remote access to the Remote Supervisor Adapter.
- In the **Authority Level** field, select either **Read Only** or **Read/Write**.
Use the **Authority Level** field to set the access rights for this login ID.

Read-Only

Enables the user to view a window but not to make changes. Additionally, users who log in with read-only IDs are unable to perform file transfers, power and restart actions, or remote control functions.

Read/Write

Enables the user to take all available actions provided by the interface, including setting up a user ID and turning off the server.

10. In the **Status** field of the Dial Back Settings option, select **Enabled** to configure the Remote Supervisor Adapter to automatically terminate a successful dial-in attempt, and then immediately dial-out to a specified number. If you select **Disabled** in the **Status** field, you are finished with this procedure.

Note: If the **Status** field is set to **Enabled**, you must enter a phone number in the **Number** field of this profile.

11. In the **Number** field, type the phone number the Remote Supervisor Adapter will use when dialing back. This phone number is dialed when the user profile successfully logs in to the Remote Supervisor Adapter.

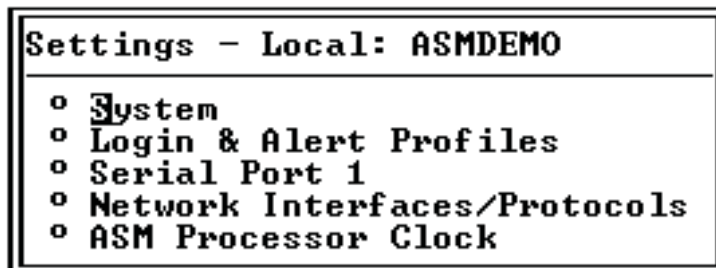
Note: By default, the Remote Supervisor Adapter is configured with one login profile that enables remote access using a login user ID of USERID and a password of PASSWORD (the 0 is a zero). To avoid a potential security exposure, change this default login profile during the initial setup of the Remote Supervisor Adapter.

12. Press F4 or press Enter to apply your changes.
13. If you want to configure another login profile, press F3 twice to return to the Login & Alert Profiles window.

Setting modem and dial-in settings

Complete the following steps to enable your modem to dial out to the remote login profile:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. **For an xSeries 330 server:** To set modem and dial-in settings on the ASM processor, log in to the ASM processor. For more information, see “Accessing remote adapters through an ASM interconnect network” on page 67.
3. In the Advanced System Management window, select **Settings**. The Settings window opens.



4. Select **Login & Alert Profiles**.

5. In the Login & Alert Profiles window, select **Login Settings**. A window similar to the one in the following illustration opens.

Login Settings - Local: ASMDEMO	
Dial-in Support Status:	◀Disabled▶
Delay before next Login after Failed Attempt <mins>:	◀2.0▶

6. In the **Dial-in Support Status** field, select **Enabled** to enable remote users to dial in to the Remote Supervisor Adapter or ASM processor through a serial connection.
7. Use the **Delay before next Login after Failed Attempt <mins>** field to specify how long, in minutes, the Remote Supervisor Adapter or ASM processor will prohibit remote login attempts when more than five sequential remote login failures are detected.

Configuring remote alert recipients

You can configure the remote alert recipients, number of alert attempts, incidents that trigger remote alerts, and local alerts. Use the remote alert recipient options to view, configure, or change individual alert recipients. You can define up to 12 unique recipients. Each link for an alert recipient is labeled with the recipient name.

When you configure a remote alert entry, the Remote Supervisor Adapter, ASM processor, or ASM PCI adapter sends an alert to a remote system (through a serial connection or a network connection), a numeric pager, or an alphanumeric pager when an event selected from an alert group occurs. This alert will contain information about the nature of the event, the time and date of the event, and the name of the system that generated the alert.

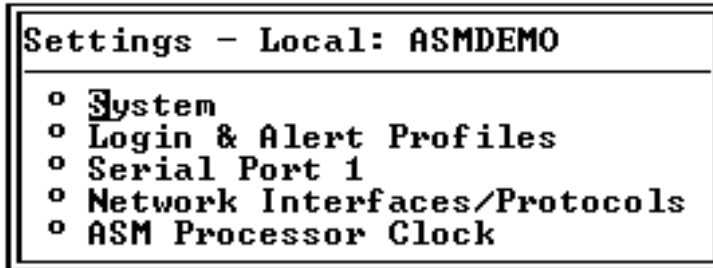
Notes:

1. You cannot distinguish between the alerts that are sent to remote alert recipients. All configured recipients receive each alert you select.
2. If the **SNMP Agent** or **SNMP Traps** fields are not enabled, no SNMP traps are sent. For information about these fields, see “Configuring SNMP” on page 91.

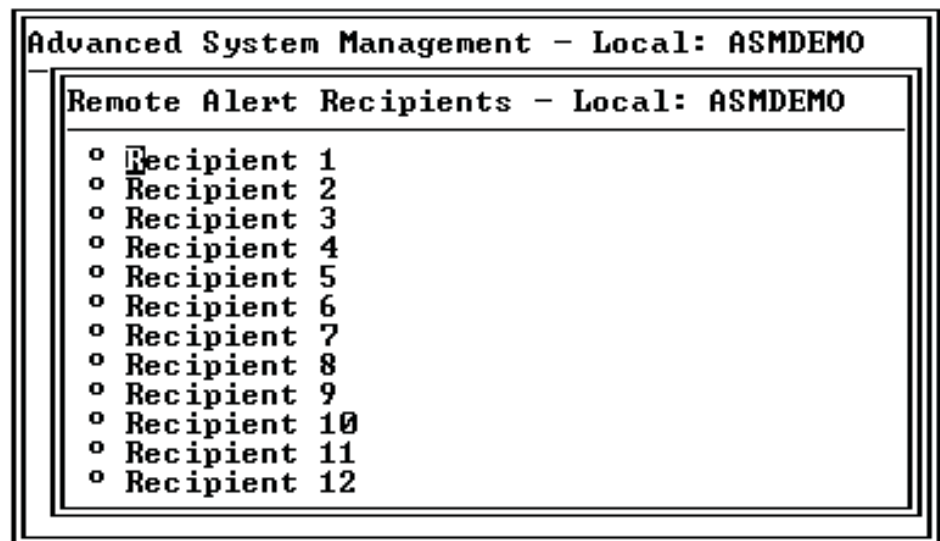
Complete the following steps to configure a remote alert recipient:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. **For an xSeries 330 server:** Log in to the ASM processor. For more information, see “Accessing remote adapters through an ASM interconnect network” on page 67.

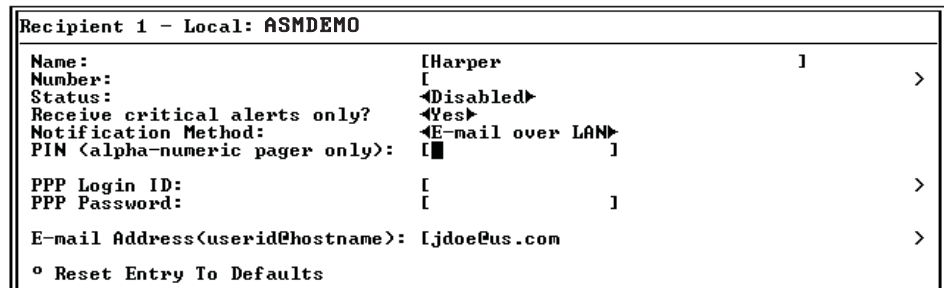
- In the Advanced System Management window, select **Settings**. The Settings window opens.



- In the Settings window, select **Login & Alert Profiles**.
- In the Login & Alert Profiles window, select **Remote Alert Recipients**. A window similar to the following opens.



- Select a remote alert recipient option. An individual recipient window similar to the one in the following illustration opens.



- In the **Name** field, type the name of the recipient or the transmission method. The name that you enter appears as the recipient name on the Remote Alert Recipients window.
- In the **Number** field, type either the phone number, IP address, or host name for the recipient. Type a phone number if you are using one of the following notification methods:
 - Numeric pager (follow the phone number with a comma and a personal identification number [PIN])
 - Alphanumeric pager

- IBM Director over modem
- SNMP over PPP
- E-mail over PPP

Type an IP address or host name if you are using the IBM Director over LAN method.

9. In the **Status** field, select **Enabled** to activate this remote alert recipient.
10. Select **Enabled** in the **Receive critical alerts only** field if you want the recipient to receive only critical alerts.
11. Select the notification method for reaching the recipient in the **Notification Method** field. Select from one of the following notification methods:
 - Numeric pager
 - Alphanumeric pager
 - IBM Director over Modem
 - IBM Director over LAN
 - SNMP over LAN
 - E-mail over LAN
 - SNMP over PPP
 - E-mail over PPP

Notes:

- a. To configure a remote alert recipient for IBM Director over Modem or IBM Director over LAN, the remote alert recipient must be a server with the Director Management Server installed.
 - b. The IBM Director over Modem option is supported in only IBM Director versions 2.2.1, 3.1, and 3.1.1.
12. If you selected alphanumeric pager as the notification method, enter the PIN in the **PIN** field (alphanumeric pager only).
 13. If you select the E-mail over PPP or SNMP over PPP notification method, type the login ID needed to log in to the dial-up service account of the recipient at the **PPP Login ID** field. The PPP login ID consists of a secure IP address, an account name, and a user ID all separated by periods.
For example, to log in to the IBM Global Network IP Remote Access Service Provider, the PPP login ID should contain information in the following format: *secureip.X.Y*, where *secureip* is your service, *X* is your account name, and *Y* is your user ID.

Note: For the SNMP over LAN and SNMP over PPP notification methods to work properly, configure the SNMP options on the Network Interfaces/Protocols window. For information about SNMP, see “Configuring SNMP” on page 38.

14. If you select the E-mail over PPP or SNMP over PPP notification method, type the password that accompanies the login ID in the **PPP Password** field. Enter the password needed to login to the dial-up service account. You must fill in this field for the E-mail over PPP and SNMP over PPP notification methods.
15. If you select the E-mail over LAN or E-mail over PPP notification method, type the e-mail address for the recipient in the **E-mail Address** field.

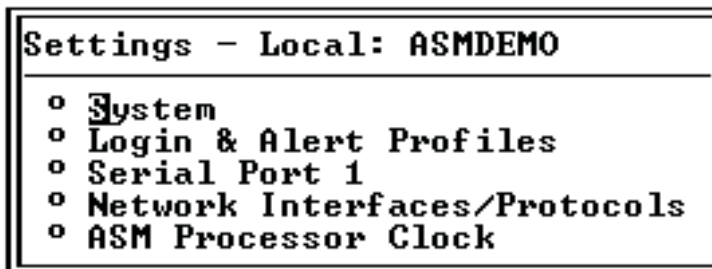
Note: For the E-mail over LAN and E-mail over PPP notification methods to work properly, configure the SMTP options on the Network Interfaces/Protocols window. For more information about SMTP, see “Configuring SMTP” on page 94.

16. Press F4 or press Enter to apply your changes.
17. Press F3 twice to return to the Login & Alert Profiles window.

Setting remote alert attempts

Complete the following steps to set the number of times the Remote Supervisor Adapter attempts to send an alert:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. **For an xSeries 330 server:** To set remote alert attempts on the ASM processor, log in to the ASM processor. For more information, see “Accessing remote adapters through an ASM interconnect network” on page 67.
3. In the Advanced System Management window, select **Settings**. The Settings window opens.



4. In the Settings window, select **Login & Alert Profiles**. The Login & Alert Profiles window opens.
5. In the Login & Alert Profiles window, select **Remote Alert Settings**. Use these settings to define the number of remote alert attempts and the time between the attempts.
6. In the **Remote Alert Retry Limit** field, specify the number of additional times that the Remote Supervisor Adapter will attempt to forward an alert to a recipient. All other notification methods are attempted only once.
7. In the **Delay Between Retries** field, specify the time interval (in minutes) that the Remote Supervisor Adapter will wait between retries to send an alert.
8. In the **Include event log with e-mail alerts?** field, select **Yes** or **No**. You can attach detailed information to alert recipients who are configured to receive e-mail as their notification method. The event log provides a summary of the most recent events and assists with problem identification and fast recovery.

Notes:

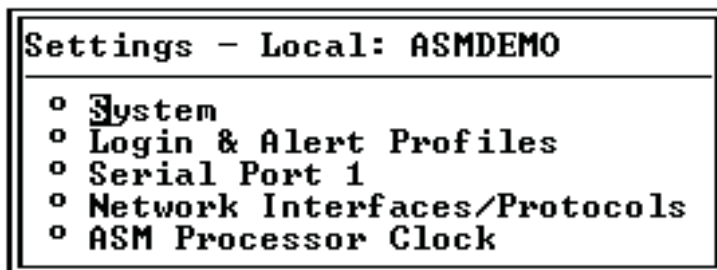
- a. To send the event log as an e-mail attachment, you must select **E-mail over LAN** or **E-mail over PPP** as the notification method for at least one remote alert recipient.
 - b. Event logs attached to an e-mail are not forwarded to a Remote Supervisor Adapter on the ASM interconnect network.
9. Press F4 or press Enter to apply your changes.

10. Press F3 to return to the Login & Alert Profiles window.

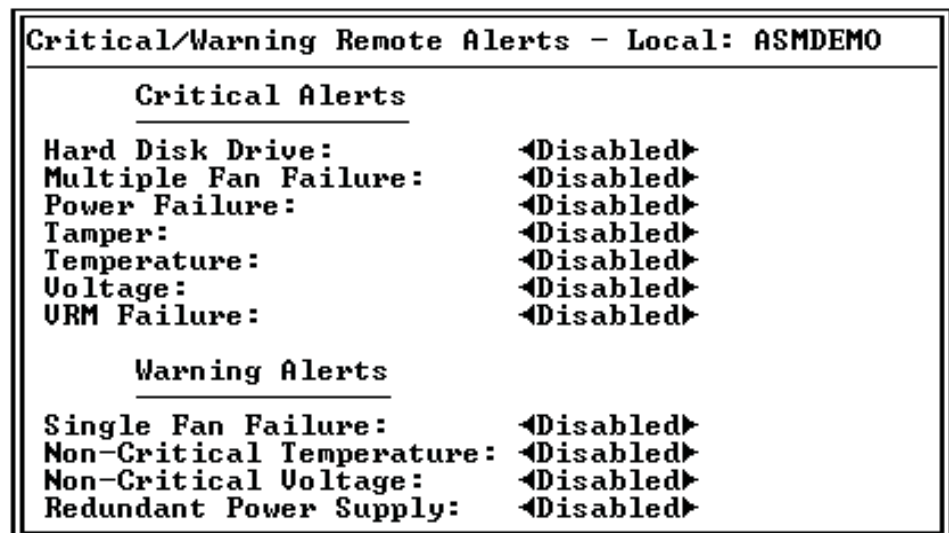
Setting remote alerts

Complete the following steps to select which remote alerts are to be sent by the Remote Supervisor Adapter:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. **For an xSeries 330 server:** Log in to the ASM processor. For more information, see “Accessing remote adapters through an ASM interconnect network” on page 67.
3. In the Advanced System Management window, select **Settings**. The Settings window opens.



4. In the Settings window, select **Login & Alert Profiles**.
5. In the Login & Alert Profiles window, select **Critical/Warning Remote Alerts**. A window similar to the one in the following illustration opens.



The remote alerts are categorized by the following levels of severity:

- Critical
- Warning
- System

All alerts are tracked in the event log and sent to all configured remote alert recipients.

Critical alerts

Critical alerts are generated for events that signal that the server is no longer functioning.

Table 18. Critical remote alerts

Alphanumeric pager code	Event	Action
00	Temperature irregularity	Generates an alert if any of the monitored temperatures are outside critical threshold values. Select Temperature Tables in the Temperature, Voltage and Fan window to view the threshold values. If a critical temperature condition is detected, the server automatically shuts down and turns off.
01	Voltage irregularity	Generates an alert if the voltages of any of the monitored power supplies fall outside their specified operational ranges. Select Voltage Tables in the Temperature, Voltage and Fan window to view the threshold values. If a critical voltage condition is detected, the server automatically shuts down and turns off.
02	Tampering	Generates an alert if physical intrusion of the server box is detected. Tamper monitoring is not available on some servers, in which case this setting is ignored.
03	Multiple fan failure	Generates an alert if two or more of the cooling fans in the server fail.
04	Power failure	Generates an alert if any of the server power supplies fail.
05	Hard disk drive failure	Generates an alert if one or more of the hard disk drives in the server fail.
06	VRM failure	Generates an alert if one or more voltage regulator modules (VRMs) fail. VRMs are not used on some servers, in which case this setting is ignored.
07-09		Reserved for future use.

Warning alerts

Warning alerts are generated for events that might progress to a critical/error level.

Table 19. Warning remote alerts

Alphanumeric pager code	Event	Action
10	Redundant power supply failure	Generates an alert if a redundant power supply fails.
11	Single fan failure	Generates an alert if one fan fails.
12	Temperature irregularity	Generates an alert if any monitored temperatures are outside the warning threshold values. Select Temperature Tables in the Temperature, Voltage and Fan window to view the threshold values. Unlike the critical temperature event, this event will not initiate system shutdown.
13	Voltage irregularity	Generates an alert if any monitored voltages are outside the warning threshold values. Select Voltage Tables in the Temperature, Voltage and Fan window to view the threshold values. Unlike the critical voltage event, this event will not initiate an automatic system shutdown.
14 - 19		Reserved for future use.

Note: Hard disk drive Predictive Failure Analysis (PFA) alerts are not monitored.

- Press F3 and select **System Remote Alerts**.

System alerts

System alerts are generated for events that occur as a result of system errors.

Table 20. System remote alerts

Alphanumeric pager code	Event	Action
20	POST timeout	Generates an alert if an enabled POST timeout value is exceeded. The POST timeout value is configured in the Server Timeouts section in the System window.
21	O/S timeout	Generates an alert if an enabled operating system timeout value is exceeded. The operating system timeout value is configured in the Server Timeouts section in the System window. This O/S timeout field must be set to Enabled for remote blue screen capture.
22	Test alert	Generates an alert if Generate Test Alert is clicked on the Remote Alert Recipients page.
23	Power off	Generates an alert if the server is turned off.
24	Power on	Generates an alert if the server is turned on.
25	Boot failure	Generates an alert if an error occurs that prevents the server from starting.
26	Loader timeout	Generates an alert if an enabled system loader timeout value is exceeded. The system loader timeout value is configured in the Server Timeouts section in the System window.
27	PFA notification	Generates an alert if a PFA notification is generated by the server hardware. This feature is available only on servers that have PFA-enabled hardware.
28 - 29		Reserved for future use.

- Press F3 and select **Events For Local Notification**.
- Select the events that you want to store in the event log. The Remote Supervisor Adapter stores the notification only in the event log.

Local events

Local events are generated for events sent to IBM Director, if it is installed, on the server where the ASM subsystem resides. These events are not sent to remote alert recipients.

Table 21. Local events

Event	Action
Temperature	Generates a local notification if any of the monitored temperatures exceeds their thresholds.
Voltage	Generates a local notification if any of the monitored voltages exceeds their threshold.
Redundant power supply	Generates a local notification if the redundant power supply fails.
Power off	Generates a local notification if the server is turned off.
Remote login	Generates a local notification if a remote login occurs.
System tamper	Generates a local notification if the server covers are removed. This feature is not available on all servers.
Event log 75% full	Generates a local notification if the event log reaches 75% of capacity.
Event log full	Generates a local notification if the event log is full. When the event log is full, the oldest events are deleted.

Table 21. Local events (continued)

Event	Action
Fan failure	Generates a local notification if one or more cooling fans fails.
Power supply failure	Generates a local notification if a power supply failure is detected.
DASD failure	Generates a local notification if a hard disk drive failure is detected.
PFA	Generates a local notification if the hardware in the server generates a PFA event.

9. Press F4 or press Enter to apply your changes.

Configuring the serial port

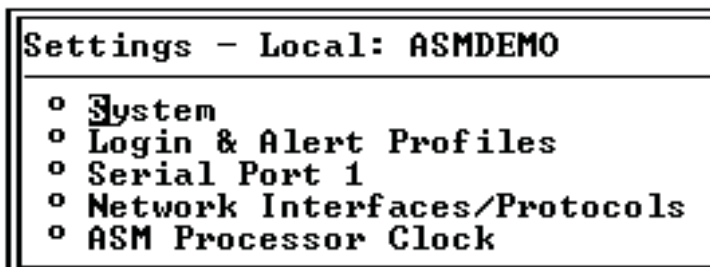
You can either dedicate the integrated serial port on the Remote Supervisor Adapter to system management or share it with the server operating system. If dedicated to system management, the serial port serves only the Remote Supervisor Adapter and is always available for dial-in and dial-out alerting purposes. You will not be able to monitor the serial port in the operating system or in any other applications. This design enables a single serial port to conduct normal functions and also maintain out-of-band alerting capabilities.

Notes for an xSeries 330 server:

1. The ASM processor on an xSeries 330 server uses the two serial ports on the rear of your server. One of these serial ports can be shared with the server operating system while the other is dedicated to the ASM processor.
2. You can configure the serial ports on either the Remote Supervisor Adapter or the ASM processor, depending on which device you are using.

Complete the following steps to configure your serial port. For information about your serial port, see “Configuring PPP access over the serial port” on page 90.

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. **For an xSeries 330 server:** Log in to the ASM processor. For more information, see “Accessing remote adapters through an ASM interconnect network” on page 67.
3. In the Advanced System Management window, select **Settings**. The Settings window opens.



- In the Settings window, select **Serial Port 1**. A window similar to the one in the following illustration opens.

Serial Port 1 - Local: ASMDEMO	
Baud Rate:	57600
Parity:	NONE
Stop Bits:	1
Dedicate to ASM?	Yes
<input type="checkbox"/> Port 1 Advanced Modem Settings	

- In the **Baud Rate** field, select a data-transfer rate.
The baud rate specifies the data-transfer rate of your serial port connection. To set the baud rate, select the data-transfer rate, in bits per second, that corresponds to your serial port connection.
- In the **Parity** field, select the error detection to use in your serial connection.
- In the **Stop Bits** field, select the number of data-terminating 1-bits that will follow the data or any parity bit to mark the end of a transmission (normally a byte or character).

Note: The number of data bits is preset to 8 and cannot be changed.

- In the **Dedicate to ASM** field, select **Yes** to reserve the serial port for the Remote Supervisor Adapter.

If shared with the operating system, the serial port serves the Remote Supervisor Adapter when the server is turned off or if it is turned on during the power-on self-test (POST). The operating system can access it after the POST is completed. Only after a critical event will the Remote Supervisor Adapter take over the port from the operating system to dial out and transmit an alert. The port then remains under the Remote Supervisor Adapter control until the server is restarted.

Notes:

- For the operating system and the Remote Supervisor Adapter to share the serial connector, you must install the Remote Supervisor Adapter device driver. If the Remote Supervisor Adapter device driver is not installed, the serial connector is dedicated to only the Remote Supervisor Adapter.
 - If a PPP interface is configured, dedicate the serial port to the Remote Supervisor Adapter or the PPP port will be lost when the host restarts.
- If you need to set advanced settings, select **Port 1 Advanced Modem Settings**.

Set these values only if the alert forwarding functions are not working properly. The strings marked with an asterisk (*) require a carriage return (^M) to be manually entered at the end of the field value.

The following table describes the initialization strings for this modem.

Table 22. Port 1 settings

Field	What you enter
Initialization string	Type the initialization string that will be used for the specified modem. A default string is provided (ATE0). Do not change this string unless your dial-out functions are not working properly.
Caller ID string	Type the initialization string that will be used to get caller ID information from the modem.
Factory settings string	Type the initialization string that returns the modem to its factory settings when the modem is initialized. The default is AT&F0.
Escape guard (1 - 250 10ms Intervals)	Type the length of time before and after the escape string is issued to the modem. This value is measured in 10 millisecond intervals. The default value is 1 second.
Escape string	Type the initialization string that returns the modem to command mode when it is currently talking to another modem. The default is +++.
Dial prefix string	Type the initialization string that is used before the number to be dialed. The default is ATDT.
Dial postfix string	Type the initialization string that is used after the number is dialed to tell the modem to stop dialing. The default is ^M.
Auto answer	Type the initialization string that is used to tell the modem to answer the phone when it rings. The default is to answer after two rings or ATS0=1.
Auto answer stop	Type the initialization string that is used to tell the modem to stop answering the phone automatically when it rings. The default is ATS0=0.
Modem query	Type the initialization string that is used to find out if the modem is attached. The default is AT.
Hangup string	Type the initialization string that will be used to instruct the modem to disconnect. A default string is provided (ATH0). Do not change this string unless your dial out functions are not working properly.

10. **For an xSeries 330 server:** To configure the second serial port, press F3 to return to the Settings window. Select **Serial Port 2** and complete the information as described for serial port 1.

Initialization-string guidelines

If you need to provide a new initialization string, refer to the documentation that came with your modem. Your initialization string must contain commands that configure your modem as follows:

- Command echoing OFF
- Online character echoing OFF
- Result codes ENABLED
- Verbal result codes ENABLED
- All codes and connect messages with BUSY and DT detection
- Protocol identifiers added — LAPM/MNP/NONE V42bis/MNP5
- Normal CD operations
- DTR ON-OFF hang-up, disable AA and return to command mode
- CTS hardware flow control
- RTS control of receive data to computer
- Queued and nondestructive break, no escape state

Note: The abbreviations in these commands have the following meanings:

AA auto answer
CD carrier detect
CTS clear to send
DT data transfer
DTR data terminal ready
LAPM link access protocol for modems

MNP microcom networking protocol
RTS ready to send

Configuring network interfaces

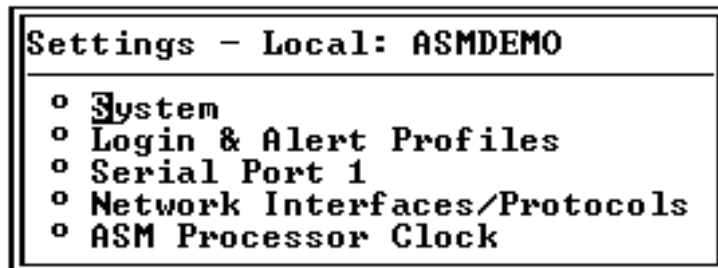
With the network interface options, you can set access to the Remote Supervisor Adapter by:

- Configuring an Ethernet connection to a Remote Supervisor Adapter
- Configuring point-to-point protocol access over a serial port

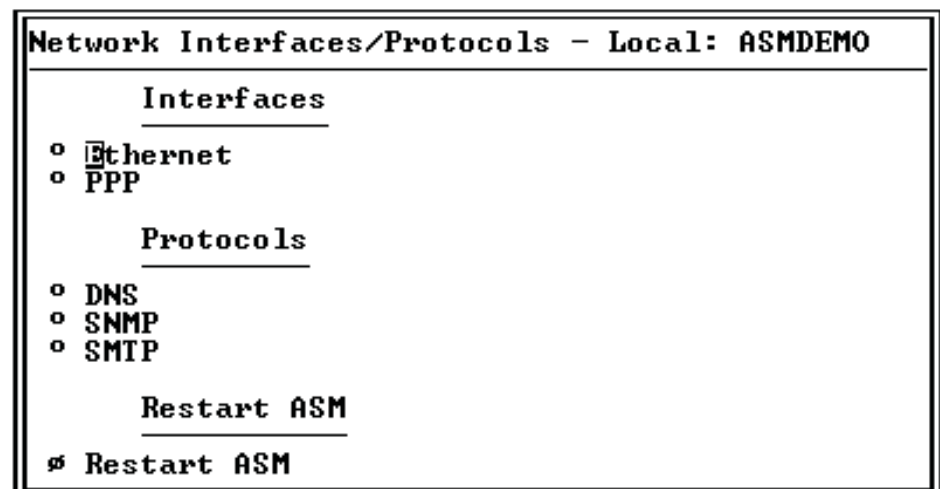
Configuring an Ethernet connection to the Remote Supervisor Adapter

Complete the following steps to configure your Ethernet setup:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. In the Advanced System Management window, select **Settings**. The Settings window opens.



3. In the Settings window, select **Network Interfaces/Protocols**. The Network Interfaces/Protocols window opens.



4. Select **Ethernet**. A window similar to the following opens.

Note: The values in the following window are examples. Your settings will be different.

Ethernet - Local: ASMDEMO	
Interface:	Enabled
DHCP:	Disabled - Use static IP configuration
Host Name:	Server 1
Static IP configuration	
IP Address:	19.67.41.28
Gateway Address:	19.67.41.1
Subnet Mask:	255.255.255.0
o Advanced Ethernet Settings	
o IP Configuration Assigned by DHCP server	
Note: Enablement of DHCP will automatically configure your network settings and take precedence over a manual IP configuration.	

5. In the **Interface** field, select **Enabled**. It is enabled by default.
6. If you want to use a dynamic host configuration protocol (DHCP) server connection, select **Enable** in the **DHCP** field; then, go to step 11.

Note: Do not select **Enable** in the **DHCP** field unless you have an accessible, active, and configured DHCP server on your network. When DHCP is enabled, the automatic configuration will override any manual settings.

7. Type the IP host name of the Remote Supervisor Adapter in the **Host Name** field. This step is necessary only if you disabled DHCP.

You can enter a maximum of 63 characters in this field, which represents the IP host name of the Remote Supervisor Adapter. The host name, by default, is ASMA followed by the burned-in MAC address of the server in which the ASM is installed.

Notes:

- a. The IP host name of the Remote Supervisor Adapter (the **Host Name** field) and Remote Supervisor Adapter name (the **ASM Name** field in the System window) do not automatically share the same name because the **ASM Name** field is limited to 15 characters, but the **Host Name** field can consist of up to 63 characters. To minimize confusion, set the **ASM Name** field to the nonqualified portion of the IP host name. The nonqualified IP host name consists of up to the first period of a fully qualified IP host name. For example, for the fully qualified IP host name `asmcard1.us.company.com`, the nonqualified IP host name is `asmcard1`. For information about your host name, see "Setting system information" on page 69.
 - b. If DHCP is enabled, the **Host name** field is used as follows:
 - If the **Hostname** field is set, then the Remote Supervisor Adapter DHCP support will request that the DHCP server use this host name.
 - If the **Hostname** field is not set, then the Remote Supervisor Adapter DHCP support will request that the DHCP server assign a unique host name to the Remote Supervisor Adapter.
8. In the **IP Address** field, type the IP address of the Remote Supervisor Adapter. This step is necessary only if you disabled DHCP. The IP address must contain:
 - Four integers from 0 through 255 separated by periods
 - No spaces
 9. In the **Gateway Address** field, type your network gateway router. This step is necessary only if you disabled DHCP. The gateway address must contain:
 - Four integers from 0 through 255 separated by periods

- No spaces or consecutive periods
- In the **Subnet Mask** field, type the subnet mask used by the Remote Supervisor Adapter. This step is necessary only if you disabled DHCP. The subnet mask must contain:
 - Four integers from 0 through 255 separated by periods
 - No spaces or consecutive periods

The default setting is 255.255.255.0.

- Select **Advanced Ethernet Settings** if you need to set additional Ethernet settings. Make modifications as necessary.

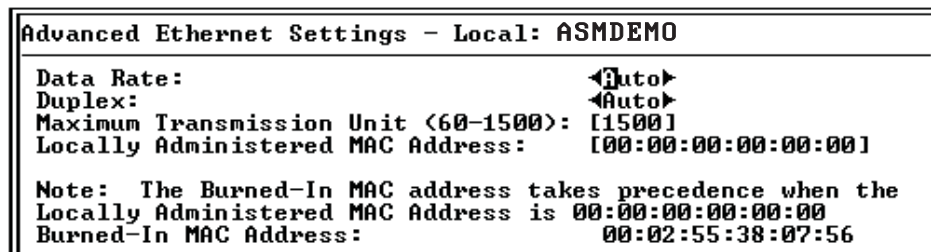


Table 23. Advanced Ethernet setup

Field	Function
Data rate	Use the Data Rate field to specify the amount of data to be transferred per second over your LAN connection. To set the data rate, select the data-transfer rate in Mb ¹ that corresponds to your network capability. To automatically detect the data-transfer rate, select Auto , which is the default value.
Duplex	Use the Duplex field to specify the type of communication channel used in your network. To set the duplex mode, select one of the following: Full enables data to be carried in both directions at once. Half enables data to be carried in either one direction or the other, but not both at the same time. To automatically detect the duplex type, select Auto , which is the default value.
Maximum transmission unit <60-1500>	Use this field to specify the maximum size of a packet (in bytes) for your network interface. For Ethernet, the valid maximum transmission unit (MTU) range is 60 - 1500. The default value for this field is 1500.
Locally administered MAC address	Enter a physical address for this Remote Supervisor Adapter in the Locally Administered MAC address field. If a value is specified, the locally administered address overrides the burned-in MAC address. The locally administered address must be a hexadecimal value from 000000000000 through FFFFFFFF. This value must be in the form XX:XX:XX:XX:XX:XX where X is a number between 0 and 9. The Remote Supervisor Adapter does not support the use of a multicast address. A multicast address has the least significant bit of the first byte set to 1. The first byte, therefore, must be an even number.
Burned-in MAC address	The burned-in MAC address is a unique physical address assigned to this Remote Supervisor Adapter by the manufacturer. The address is also a read-only field.
¹ Mb equals approximately 1 000 000 bits.	

- Press F3 to return to the Ethernet window.
- Select **IP Configuration Assigned by DHCP server** to view the current configuration. It is enabled by default. A table opens that lists the IP address, gateway address, and subnet mask set by the DHCP server, as well as the server host name.

If DHCP is enabled, the host name, IP address, gateway address, subnet mask, and DNS server IP address are set automatically.

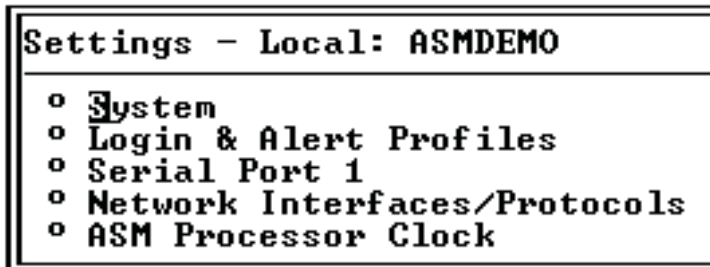
14. Press F3 until you reach the Network Interfaces/Protocols window and then select **Restart ASM**.

Configuring PPP access over the serial port

Use the point-to-point protocol (PPP) access method if you do not have Ethernet access. You can use PPP through your serial port to enable access to the Remote Supervisor Adapter through a Telnet session or a Web browser.

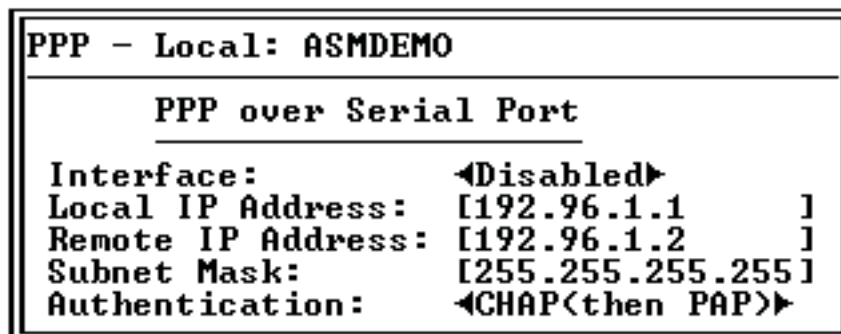
Note: If you enable the PPP interface, the Remote Supervisor Adapter cannot use the serial port for serial remote access.

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. In the Advanced System Management window, select **Settings**. The Settings window opens.



3. In the Settings window, select **Network Interfaces/Protocols**. The Network Interfaces/Protocols window opens.
4. In the Network Interfaces/Protocols window, select **PPP**. The PPP window opens.

Note: The values in the following window are examples. Your settings will be different.



5. In the **Interface** field, select **Enabled**.
6. In the **Local IP address** field, enter the local address for the PPP interface on this Remote Supervisor Adapter. The field defaults to 192.96.1.1. The IP address must contain:
 - Four integers from 0 through 255 separated by periods
 - No spaces

7. In the **Remote IP Address** field, enter the remote IP address that this Remote Supervisor Adapter will assign to a remote user. The field defaults to 192.96.1.2. The remote IP address must contain:
 - Four integers from 0 through 255 separated by periods
 - No spaces
8. In the **Subnet Mask** field, enter the subnet mask that will be used by the Remote Supervisor Adapter. The default is 255.255.255.255. The subnet mask must contain:
 - Four integers from 0 through 255 separated by periods
 - No spaces
9. In the **Authentication** field, specify the type of authentication protocol that will be negotiated when a PPP connection is attempted.
 - The **PAP Only** setting uses a two-way handshake procedure to validate the identity of the originator of the connection. The weak privileged access protection (PAP) authentication protocol is necessary if a plain text password must be available to simulate a login at a remote host.
 - The **CHAP Only** setting uses a three-way handshake procedure to validate the identity of the originator of a connection upon connection at any time later. The challenge handshake authentication protocol (CHAP) is stronger than the PAP protocol and protects against playback and trial-and-error attacks.
 - The **CHAP then PAP** setting tries to authenticate using CHAP first. If the originator of the connection does not support CHAP, PAP is tried as a secondary authentication protocol. The **CHAP then PAP** setting is the default.
10. Press F3 until you return to the Network Interfaces/Protocols window, and then select the **Restart ASM** option.

Configuring network protocols

With the network protocols options, you can perform the following functions:

- Configure Simple Network Management Protocol (SNMP)
- Configure Domain Name System (DNS)
- Configure Simple Mail Transfer Protocol (SMTP)

Configuring SNMP

You can query the Simple Network Management Protocol (SNMP) agent to collect the “sysgroup” information and to send configured SNMP alerts to the configured host names or IP addresses.

Note: If you plan to configure SNMP traps on the Remote Supervisor Adapter, you must install and compile the two management information bases (MIBs) on your SNMP manager. One MIB supports SNMP traps and the other MIB supports the Get, GetNext, and Set request and response operations. You can install the MIBs that are provided in the MIB directory on the *IBM Remote Supervisor Adapter Support* CD that comes with the Remote Supervisor Adapter or you can go to <http://www.ibm.com/pc/support/>.

Complete the following steps to configure your SNMP:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. In the Advanced System Management window, select **Settings**. The Settings window opens.

```

Settings - Local: ASMDEMO
-----
o System
o Login & Alert Profiles
o Serial Port 1
o Network Interfaces/Protocols
o ASM Processor Clock

```

3. In the Settings window, select **System** and enter your system contact and system location information. For information about the system settings, see “Setting system information” on page 69.
If these fields are already configured, return to the Settings window and continue with the next step.
4. In the Settings window, select **Network Interfaces/Protocols**.
5. In the Network Interfaces/Protocols window, select **SNMP**. The SNMP window opens.

```

SNMP - Local: ASMDEMO
-----
Simple Network Management Protocol
-----
SNMP Agent: <Disabled>
SNMP Traps: <Enabled>

o Community 1
o Community 2
o Community 3

```

6. Select **Enabled** in the **SNMP Agent** and **SNMP Traps** fields to forward alerts to SNMP communities on your network. To enable the SNMP agent, the following criteria must be met:
 - System contact and system location information must be specified in the System window.
 - At least one community name must be specified.
 - At least one valid IP address or host name (if DNS is enabled) must be specified for that community.

Note: Alert recipients whose notification method is SNMP do not receive alerts unless both the **SNMP Agent** and **SNMP Traps** fields are set to **Enabled**.

7. Select a community option. A Community window opens.

```

Community 1 - Local: ASMDEMO
Name: [ ]
Host Name1 or IP Address1: [ ]
Host Name2 or IP Address2: [ ]
Host Name3 or IP Address3: [ ]

```

You need to set up a community to define the administrative relationship between SNMP agents and SNMP managers. You must define at least one community. Each community definition consists of the following parameters:

- Name
- Host name or IP address

If these parameters are not correct, SNMP management access is not granted.

8. In the **Name** field, enter the name or authentication string to specify the community.
9. In the corresponding **Host Name1** or **IP Address1** field for this community, type the host name or IP addresses of this community.
10. Press F3 until you return to the Network Interfaces/Protocols window.

Configuring DNS

Use this option to specify whether you use a Domain Name System (DNS) server on your network to translate host names into IP addresses.

Complete the following steps to use a DNS server on your network:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. In the Advanced System Management window, select **Settings**.
3. In the Settings window, select **Network Interfaces/Protocols**.
4. In the Network Interfaces/Protocols window, select **DNS**. A window similar to the following opens.

```

DNS - Local: ASMDEMO
-----
Domain Name System
DNS Status: <Enabled>
DNS Server IP Address 1: [19.37.0.5 ]
DNS Server IP Address 2: [19.37.0.6 ]
DNS Server IP Address 3: [0.0.0.0 ]

Host Table <IP Address to Host Name Mappings>
Host Name 1: [ ] >
Host IP Address 1: [0.0.0.0 ] >
Host Name 2: [ ] >
Host IP Address 2: [0.0.0.0 ] >
Host Name 3: [ ] >
Host IP Address 3: [0.0.0.0 ] >
Host Name 4: [ ] >
Host IP Address 4: [0.0.0.0 ] >

```

5. Select **Enabled** in the **DNS Status** field to use a DNS server on your network to translate host names into IP addresses.
6. In the **DNS Server IP Address** fields, enter the IP addresses of up to three DNS servers on your network. You need to do this only if a quick lookup of a host name IP address is required. Each IP address should contain integers from 0 through 255, separated by periods.
7. In the Host Table section, enter a host name and its corresponding IP address. You can define four mappings.

Use the fields in the Host Table section to define relationships between an IP address and its corresponding host name in the event that your network DNS server is unreachable. You can also use these mappings for frequently used host names.

Note: The Remote Supervisor Adapter uses this table first when searching for an address to host name mapping. If a match is not found, the data will be requested from the DNS server. If the table contains an entry for a given address, the host name defined in the table will override any corresponding entry defined on the DNS server.

8. Press F3 until you return to the Network Interfaces/Protocols window.

Configuring SMTP

Complete the following steps to specify the IP address or host name of the Simple Mail Transfer Protocol (SMTP) server:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. In the Advanced System Management window, select **Settings**.
3. In the Settings window, select **Network Interfaces/Protocols**.
4. In the Network Interfaces/Protocols window, select **SMTP**. The SMTP window opens.

SMTP - Local: ASMDemo	
Simple Mail Transfer Protocol	
SMTP Server Host Name or IP Address:	

5. Enter the host name of the SMTP server in the **SMTP Server Host Name or IP Address** field. This field must be defined to enable e-mail alerts to be sent.
6. Press F3 until you return to the Network Interfaces/Protocols window.

Setting the Remote Supervisor Adapter and ASM processor clocks

The Remote Supervisor Adapter and ASM processor each contain their own real-time clocks to independently time-stamp all events that are logged in the battery-backed event logs. Setting one clock does not affect the settings of the other clock, and each clock serves a separate purpose.

Alerts sent by e-mail, LAN, and SNMP use the real-time clock setting to time stamp the alerts. The clock settings support Greenwich mean time (GMT) offsets and daylight saving time (DST) for added ease-of-use for administrators managing systems remotely over different time zones. You can remotely access the battery-backed event log even if the system is turned off or disabled. This facilitates immediate problem determination and resolution.

Complete the following steps to check the date and time settings on the Remote Supervisor Adapter or ASM processor:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. **For an xSeries 330 server:** If you want to set the ASM processor, log in to the ASM processor. For more information, see “Accessing remote adapters through an ASM interconnect network” on page 67.

3. In the Advanced System Management window, select **Settings**.
4. In the Settings window, select the **ASM Processor Clock**, which shows the date and time when this window was generated. Use this information to check the date and time settings on the Remote Supervisor Adapter, which is independent of the date and time settings of the clock on the server system board.
5. To set the time, type the current hour, minutes, and seconds in the matching text boxes. The hour (hh) must be a number from 00 to 23 as represented on a 24-hour clock. The minutes (mm) and seconds (ss) must be numbers from 00 to 59.
6. Set the time zone settings, depending on your location.

Offset from GMT

Use the **Offset from GMT** field to specify the time difference from GMT corresponding to the time zone where this server is located.

Observe daylight saving time

Use the **Observe daylight saving time** field to specify whether the Remote Supervisor Adapter clock will automatically adjust when the local time changes between standard time and daylight saving time.

Note: The **Offset from GMT** and **Observe daylight saving time** fields are not available when you are logged in to an ASM processor or an ASM PCI adapter.

7. Press F4 or press Enter to apply your changes.

Chapter 8. Checking system health and performing tasks through the text-based interface

Use the options under the Monitors heading in the Advanced System Management window to view the status of the server that you want to access.

Note: F1 through F4 are the only function keys that are supported in the text-based interface.

Monitoring temperature, voltage, and fan readings

The Remote Supervisor Adapter tracks the current temperature, voltage, and fan readings and threshold levels for system components such as microprocessors, the system board, and the hard disk drive backplane.

Complete the following steps to access the temperature, voltage, and fan readings of the remote server:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. **For an x330 server:** Log in to the ASM processor. For more information, see “Accessing remote adapters through an ASM interconnect network” on page 67.
3. Select **Temperature, Voltage and Fan**. A window similar to the one in the following illustration opens.

```
Temperature, Voltage and Fan - Local: ASMDEMO
-----
System Power Status: Off
Power On Hours: 0
Reboot Count: 0
System State: System power off/State unknown

These tables will take a few moments to process:
  o Temperature Tables
  o Voltage Tables
  o Fan Table
```

4. Select the **Temperature Tables** option. A window similar to the one in the following illustration opens.

```
Temperature Tables - Local: ASMDEMO
-----
  o CPU Temperatures
  o DASD Temperatures
  o System Temperatures
```

The reported temperature for the CPU, hard disk drive, and system are measured against the following threshold ranges.

Note: The temperature threshold values are preset on the remote server and cannot be changed.

Warning

When a temperature reaches a certain value, a temperature alert is sent to configured remote alert recipients (if the **Non-Critical Temperature** field is set to **Enabled** in the Critical/Warning Remote Alerts window). For information about setting the Temperature option, see “Configuring remote alert recipients” on page 77 and “Setting remote alerts” on page 81.

Soft Shutdown

When a temperature reaches a certain value higher than the warning value, a second temperature alert is sent to configured remote alert recipients (if the **Temperature** field is set to **Enabled** in the Critical/Warning Remote Alerts window). The server begins the shutdown process with an orderly operating-system shutdown. The server then turns itself off.

Hard Shutdown

When a temperature reaches a certain value higher than the soft shutdown value, the server immediately shuts down and sends an alert to configured remote alert recipients (if the **Temperature** field is set to **Enabled** in the Critical/Warning Remote Alerts window).

Note: The hard shutdown alert is sent only if a soft shutdown alert has not yet been sent.

Warning Reset

When the temperature returns to a value below the warning reset value after a warning was sent, the server assumes the temperature has returned to normal and no further alerts are generated.

5. Select **Voltage Tables**. The Remote Supervisor Adapter will send an alert if any monitored power source voltage falls outside its specified operational ranges. The system displays the voltage readings of the system board (planar) and the voltage regulator modules (VRMs).

The voltage tables windows display the voltage ranges at which the Remote Supervisor Adapter reacts. The voltage threshold values are preset on the remote server and cannot be changed.

The system sets a voltage range at which the following actions are taken:

Warning

When the voltage drops below or exceeds a specified voltage range, a voltage alert is sent to configured remote alert recipients (if the **Non-Critical Voltage** field is set to **Enabled** in the Critical/Warning Remote Alerts window). For more information, see “Configuring remote alert recipients” on page 77 and “Setting remote alerts” on page 81.

Soft Shutdown

When the voltage drops below or exceeds a specified voltage range, a voltage alert is sent to configured remote alert recipients (if the **Voltage** field is set to **Enabled** in the Critical/Warning Remote Alerts window). The server begins the shutdown process with an orderly operating-system shutdown. The server then turns itself off.

Hard Shutdown

When the voltage drops below or exceeds a specified voltage range, the system immediately shuts down and sends an alert to configured remote alert recipients (if the **Voltage** field is set to **Enabled** in the Critical/Warning Remote Alerts window).

Note: The hard shutdown alert is sent only if a soft shutdown alert has not yet been sent.

Warning Reset

When the voltage drops below or exceeds the warning voltage range and then recovers to that range, the server assumes the voltage has returned to normal and no further alerts are generated.

6. Select **Fan Table**. The Fan Speeds window displays the running speed of the server fans (converted to a percentage of the maximum fan speed). A fan alert (Multiple Fan Failure or Single Fan Failure) is sent to configured remote alert recipients if the fan speeds drop to an unacceptable speed or the fans stop.

Viewing the event log

The Event Log window displays the server event log and POST event log two entries at a time. The information depends on whether you are logged in to the Remote Supervisor Adapter or an ASM processor on an xSeries 330 server. The Remote Supervisor Adapter time stamps all events and logs them into the event log, sending out the appropriate alerts if configured to do so by the system administrator.

The Remote Supervisor Adapter and ASM processor event logs display data, such as:

- All remote access attempts and dial-out events
- System resets and restarts
- ASM interconnect network connections
- Firmware updates

Note: The event log of a Remote Supervisor Adapter that is installed in an xSeries 330 server does not contain server events. You must log in to the ASM processor to view the server event log and POST event log.

Complete the following steps to view the event log:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. **For an x330 server:** If you want to view the ASM processor event log, log in to the ASM processor. For more information, see “Accessing remote adapters through an ASM interconnect network” on page 67.
3. In the Advanced System Management window, select **Event Log**. The Event Log window opens.
4. Select **View Event Log** to view the two most recent events on your server.

```
View Event Log - Local: ASMDEMO
Date:01-01-00 Time:04:14:37 Severity:I Source:SERUPROC
TCP connection reset by other host.
Date:01-01-00 Time:04:07:45 Severity:I Source:SERUPROC
Remote Login Successful. Login ID: guest2
o View next log entry.
```

The events are given the following levels of severity:

I (information)

This severity level is assigned to an event of which you should take note.

W (warning)

This severity level is assigned to an event that could affect server performance.

E (error)

This severity level is assigned to an event that needs immediate attention.

5. Select **View next log entry** to view the next two entries or press F3 to return to the Event Log window.

Viewing vital product data

Upon server startup, the Remote Supervisor Adapter or ASM processor collects system, BIOS code, and server component vital product data (VPD) and stores it in nonvolatile memory. You can access this information at any time from anywhere. The vital product data option contains key information about the system that the Remote Supervisor Adapter or ASM processor is monitoring.

Complete the following steps to view the Remote Supervisor Adapter or ASM processor vital product data:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. **For an x330 server:** If you want to view the ASM processor vital product data, log in to the ASM processor. For more information, see “Accessing remote adapters through an ASM interconnect network” on page 67.
3. In the Advanced System Management window, select **System Information** to view the status of the hardware and software components on the server. The System Information window opens.

```
System Information - Remote: RGR316224026
  o Vital Product Data <VPD>
  o Component Activity Log
```

4. Select **Vital Product Data (VPD)**. The Vital Product Data windows opens.

```
Vital Product Data <VPD> - Local: ASMDemo
  o Machine Level VPD
  o Component Level VPD
  o POST/BIOS VPD
  o ASM VPD
  o Integrated Sys Mgmt Processor VPD
```

5. Select the option corresponding to the information you want:

Machine level VPD

The vital product data for the system is displayed in this window.

Table 24. Machine level vital product data

Field	Function
Machine type	Identifies the type of server the Remote Supervisor Adapter or ASM processor is monitoring.
Machine model	Identifies the model number of the server the Remote Supervisor Adapter or ASM processor is monitoring.
Serial number	Identifies the serial number of the server the Remote Supervisor Adapter or ASM processor is monitoring.
UUID	Identifies the universal unique identifier (UUID), a 32-bit hexadecimal number, of the server that the Remote Supervisor Adapter or ASM processor is monitoring.

Component level VPD

The vital product data for the system components is displayed in this window.

Table 25. Component level vital product data

Field	Function
FRU number	Identifies the field replaceable unit number (a seven-digit alphanumeric identifier) for each component.
Serial number	Identifies the serial number of each component.
Mfg ID	Identifies the manufacturer ID for each component.
Slot	Identifies the slot number where the component is located.

Component Activity Log

You can find a record of component activity.

Table 26. Component activity log

Field	Function
FRU number	Identifies the field replaceable unit (FRU) number (a seven-digit alphanumeric identifier) of the component.
Serial number	Identifies the serial number of the component.
Manufacturer ID	Identifies the manufacturer of the component.
Slot	Identifies the slot number where the component is located.
Action	Identifies the action taken by each component.
Timestamp	Identifies the date and time of the component action. The date is displayed in the MM/DD/YY format. The time is displayed in the HH:MM:SS format.

POST/BIOS VPD

You can find the vital product data for the server POST or BIOS firmware code in this window.

Table 27. POST/BIOS vital product data

Field	Function
Version	Indicates the version number of the POST/BIOS code.
Build level	Indicates the level of the POST/BIOS code.
Build date	Indicates when the POST/BIOS code was built.

Diagnostics VPD

You can find the diagnostic code VPD for the remote managed server in this section.

Table 28. Diagnostics vital product data

Field	Function
Version	Indicates the version number of the diagnostic code.
Build level	Indicates the level of the diagnostic code.
Build date	Indicates when the diagnostic code was built.

ASM VPD

You can find the vital product data for the Remote Supervisor Adapter or ASM processor in this section.

Table 29. ASM vital product data

Field	Function
Build ID	Identifies the build ID of both the application firmware and the startup ROM firmware.
Revision	Identifies the revision number of both the application firmware and the startup ROM firmware.
File name	Identifies the file name of both the application firmware and the startup ROM firmware.
Release date	Identifies the release date of both the application firmware and the startup ROM firmware.

Power backplane VPD

You can find the vital product data for the server power backplane firmware code in this section.

Table 30. Power backplane vital product data

Field	Function
Firmware revision	Identifies the revision number of the power backplane firmware.

Integrated System Management Processor VPD

You can find the vital product data for the integrated system management processor (ISMP) firmware code in this window.

Table 31. Integrated System Management Processor vital product data

Field	Function
Firmware revision	Identifies the revision number of the integrated system management processor firmware.

6. Press F3 to return to the System Information window.

Performing Remote Supervisor Adapter tasks through a text-based interface

The functions under the Tasks heading in the Advanced System Management window enable you to directly control the actions of the Remote Supervisor Adapter and your server.

Note: F1 through F4 are the only function keys that are supported in the text-based interface.

Remotely controlling the power status of a server

The Remote Supervisor Adapter provides full remote power control over your server with power-on, power-off, and restart actions. In addition, power-on and restart statistics are captured and displayed to show server hardware availability.

Attention: Read the following information to prevent the loss of data or damage to data when you perform a remote shutdown of your operating system:

1. If the Windows 2000, Windows NT, Red Hat Linux, or SuSE Linux operating system is installed on your server, you need to install only the Remote Supervisor Adapter device driver to support remote operating system shutdown.

Note: If the value is less than 45 seconds in the **Power off delay field**, the device driver will adjust the value to 45 seconds when the device driver loads. You can decrease the power-off delay value after the server has started, but the device driver will reset it to 45 seconds on the next server restart. The device driver will not change a power-off delay value that is 45 seconds or greater.

2. If the Novell NetWare, SCO UnixWare, or Caldera Open UNIX operating system is installed on your server, you need to install both the Remote Supervisor Adapter device driver and IBM Director Agent, to support remote operating system shutdown. When you install the Director Agent, be sure to select the **Management Processor Assistant (MPA)** check box.

To perform any of these actions, you must have read/write access to the Remote Supervisor Adapter. With the operating system shutdown options, the Remote Supervisor Adapter communicates with the system-management software through the device driver and the system-management software initiates the shutdown.

Complete the following steps to perform server power and restart actions.

Note: Select the following options only in case of an emergency, or if you are offsite and the server is nonresponsive.

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65.
2. Select **Server Power/Restart**. A submenu opens. You can configure the special keys or redirect the text console.
3. Click one of the following options:

Power on server immediately

To turn on the server and start the operating system, select the **Power On Server Immediately** option.

Power on server at specified time

To turn on the server at a specified time and start the operating system, select the **Power on Server at Specified Time** option and set the time to turn on the server.

Power off server immediately

To turn off the server without shutting down the operating system, select the **Power Off Server Immediately** option.

Shutdown O/S and then power off server

To shut down the operating system and then turn off the server, click

Shutdown O/S and then Power Off Server. This option requires that the Remote Supervisor Adapter device driver is installed. You might also need to install IBM Director Agent. For more information, see the Attention notice at the beginning of this section.

Shutdown O/S and then restart server

To restart the operating system, click **Shutdown O/S and then Restart Server**. This option requires that the Remote Supervisor Adapter device driver is installed. You might also need to install IBM Director Agent. For more information, see the Attention notice at the beginning of this section.

Restart the server immediately

To turn off and then turn on the server immediately without shutting down the operating system first, select the **Restart the Server Immediately** option.

Viewing the server text console

Select the **Redirect Text Console** option to redirect the server text console to your console and configure special key combinations. Characters that are visible on the full screen text display of the server are displayed in the Redirect Text Console window. The Redirect Text Console window does not display information from the server when the server video is set to graphics mode. The Redirect Text Console option does not automatically restart the server when it is selected.

Note the following information about the text-based interface:

- The function keys that are supported are only F1 through F4.
- The window viewing area is 80 characters x 24 lines.

Complete the following steps to remotely access the text console of the server:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. In the Advanced System Management window, select **Redirect Text Console**. A submenu opens. You can configure the special keys or redirect the text console.
3. Select **Redirect Text Console** on the submenu. The Redirect Text Console window opens and the text that is displayed on the full screen text display of the server displays on your screen.
4. Press Ctrl+R+E+T to return to the Advanced System Management window.

Note: After you close the Redirect Text Console window, if you again select the Redirect Text Console option, characters that are visible on the full screen text display of the server are displayed again in the Redirect Text Console window.

Viewing remote POST

To remotely view the server POST, you must restart the server. You can interrupt the POST and access the server BIOS code run. You can view on your monitor what you can view on the server desktop, and you have keyboard control of the desktop.

Complete the following steps to remotely view a server POST:

1. Restart the server. For more information, see “Remotely controlling the power status of a server” on page 103.
2. Press F3 to return to the Advanced System Management window.

3. Select **Redirect Text Console**. A submenu opens.
4. Select **Redirect Text Console** on the submenu. The Redirect Text Console window opens and the text that is displayed during the server POST displays on your screen.
5. Press Ctrl+R+E+T to return to the Advanced System Management window.

Note: After you close the Redirect Text Console window, if you return to the server POST by again selecting the Redirect Text Console option, characters that are visible on the full screen text display of the server are displayed again in the Redirect Text Console window.

Configuring special keys

During server console redirect and remote POST, keyboard support is limited to ASCII characters, the arrow keys, and the F1 through F4 function keys. To transmit certain special key combinations, you must type a prefix key combination followed by a second key as described on the Configuring Special Keys menu. You can define the prefix key combination that you want to use, as indicated on the Configuring Special Keys menu. The default prefix key combination is Ctrl+].

Complete the following steps to configure prefix key combinations:

1. From the Redirect Text Console menu, select **Configure Special Keys**. The Configure Special Keys window opens.
2. Follow the directions in the window to select and save the desired prefix key combination.

Restoring ASM defaults

You can use the **Restore ASM to Factory Defaults** option to restore the Remote Supervisor Adapter settings if you have read/write access.

Attention: When you select the **Restore ASM to Factory Defaults** option, you will lose all the modifications you made to the Remote Supervisor Adapter. You also lose remote control of the remote servers. You will have to reset the password locally on the remote servers in the BIOS setup menu (accessed by pressing F1 in POST).

Complete the following steps to reset the Remote Supervisor Adapter to the original factory settings:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. In the Advanced System Management window, select **Restore ASM To Factory Defaults** to reset the Remote Supervisor Adapter to its original factory settings. You will lose your TCP/IP connection and must reconfigure the network interface.
3. Log in to the Remote Supervisor Adapter again using a Telnet or direct serial connection.
4. Reconfigure the network interface to restore connectivity. For information about configuring the network interface, see “Configuring network interfaces” on page 34.

Restarting ASM

You can use the **Restart ASM** option to restart the Remote Supervisor Adapter if you have read/write access. Your TCP/IP or modem connections will be lost and you will need to log in again to use the ASM Web interface.

Attention: When you select the **Restart ASM** option, you will lose all the modifications you made to the Remote Supervisor Adapter. You also lose the remote control of the remote servers. You will have to reset the password locally on the remote servers in the BIOS setup menu (accessed by pressing F1 in POST).

Complete the following steps to restart the Remote Supervisor Adapter:

1. Log in to the Remote Supervisor Adapter. For more information, see “Accessing the text-based interface through a Telnet connection” on page 65 or “Accessing the text-based interface through a direct serial connection” on page 66.
2. In the Advanced System Management window, select **Restart ASM** to restart the Remote Supervisor Adapter. You will lose your TCP/IP connection and must reconfigure the network interface.
3. Log in to the Remote Supervisor Adapter again using a Telnet or direct serial connection.
4. Reconfigure the network interface to restore connectivity. For information about configuring the network interface, see “Configuring network interfaces” on page 34.

Logging off

Complete the following steps to log off from the Remote Supervisor Adapter, ASM processor, or another remote server:

1. In the Advanced System Management window, select **Log Off**.

Note: If you are logged in to the ASM processor on an xSeries 330 server or another remote server, you must first select **Log Off Remote ASM**.

2. In the Confirmation window, select **Yes**.

Appendix A. Getting help and technical assistance

If you need help, service, or technical assistance or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you. This appendix contains information about where to go for additional information about IBM and IBM products, what to do if you experience a problem with your xSeries or IntelliStation[®] system, and whom to call for service, if it is necessary.

Before you call

Before you call, make sure that you have taken these steps to try to solve the problem yourself:

- Check all cables to make sure that they are connected.
- Check the power switches to make sure that the system is turned on.
- Use the troubleshooting information in your system documentation, and use the diagnostic tools that come with your system.
- Go to the IBM Support Web site at <http://www.ibm.com/pc/support/> to check for technical information, hints, tips, and new device drivers.
- Use an IBM discussion forum on the IBM Web site to ask questions.

You can solve many problems without outside assistance by following the troubleshooting procedures that IBM provides in the online help or in the publications that are provided with your system and software. The information that comes with your system also describes the diagnostic tests that you can perform. Most xSeries and IntelliStation systems, operating systems, and programs come with information that contains troubleshooting procedures and explanations of error messages and error codes. If you suspect a software problem, see the information for the operating system or program.

Using the documentation

Information about your IBM xSeries or IntelliStation system and preinstalled software, if any, is available in the documentation that comes with your system. That documentation includes printed books, online books, README files, and help files. See the troubleshooting information in your system documentation for instructions for using the diagnostic programs. The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software. IBM maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. To access these pages, go to <http://www.ibm.com/pc/support/> and follow the instructions. Also, you can order publications through the IBM Publications Ordering System at <http://www.elink.ibm.com/public/applications/publications/cgibin/pbi.cgi>.

Getting help and information from the World Wide Web

On the World Wide Web, the IBM Web site has up-to-date information about IBM xSeries and IntelliStation products, services, and support. The address for IBM xSeries information is <http://www.ibm.com/eserver/xseries/>. The address for IBM IntelliStation information is <http://www.ibm.com/pc/intellistation/>.

You can find service information for your IBM products, including supported options, at <http://www.ibm.com/pc/support/>. If you click **Profile** from the support page, you can create a customized support page. The support page has many sources of information and ways for you to solve problems, including:

- Diagnosing problems, using the IBM Online Assistant
- Downloading the latest device drivers and updates for your products
- Viewing Frequently Asked Questions (FAQ)
- Viewing hints and tips to help you solve problems
- Participating in IBM discussion forums
- Setting up e-mail notification of technical updates about your products

Software service and support

Through IBM Support Line, you can get telephone assistance, for a fee, with usage, configuration, and software problems with xSeries servers, IntelliStation workstations, and appliances. For information about which products are supported by Support Line in your country or region, go to <http://www.ibm.com/services/sl/products/>.

For more information about Support Line and other IBM services, go to <http://www.ibm.com/services/>, or go to <http://www.ibm.com/planetwide/> for support telephone numbers.

Hardware service and support

You can receive hardware service through IBM Integrated Technology Services or through your IBM reseller, if your reseller is authorized by IBM to provide warranty service. Go to <http://www.ibm.com/planetwide/> for support telephone numbers.

In the U.S. and Canada, hardware service and support is available 24 hours a day, 7 days a week. In the U.K., these services are available Monday through Friday, from 9 a.m. to 6 p.m.

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Important notes

Processor speeds indicate the internal clock speed of the microprocessor; other factors also affect application performance.

CD-ROM drive speeds list the variable read rate. Actual speeds vary and are often less than the maximum possible.

When referring to processor storage, real and virtual storage, or channel volume, KB stands for approximately 1000 bytes, MB stands for approximately 1 000 000 bytes, and GB stands for approximately 1 000 000 000 bytes.

When referring to hard disk drive capacity or communications volume, MB stands for 1 000 000 bytes, and GB stands for 1 000 000 000 bytes. Total user-accessible capacity may vary depending on operating environments.

Maximum internal hard disk drive capacities assume the replacement of any standard hard disk drives and population of all hard disk drive bays with the largest currently supported drives available from IBM.

Maximum memory may require replacement of the standard memory with an optional memory module.

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Some software may differ from its retail version (if available), and may not include user manuals or all program functionality.

Index

A

- alerts
 - configuring recipients for 22, 77
 - forwarding from ISMP 25
 - selecting to send
 - critical 27, 82
 - system 28, 83
 - warning 27, 82
 - setting remote 81
 - setting remote attempts 26, 80
- alphanumeric pager codes
 - critical alerts 27, 82
 - system alerts 28, 83
 - warning alerts 27, 82
- ASM configuration
 - backing up 42
 - modifying and restoring 43
- ASM defaults, restoring 43, 105
- ASM interconnect network
 - accessing remote adapters 62, 67
 - forwarding ISMP alerts 25
- ASM processor
 - action descriptions 7
 - logging in to (text-based interface) 67
 - logging in to (Web interface) 6
- ASM vital product data, viewing 52, 102
- ASM Web interface, opening and using 3
- authentication protocols in PPP 37, 91

B

- backing up ASM configuration 42
- blue screen image capture 60
- browser, Web requirements 2

C

- clock, setting 18, 94
- component activity log vital product data, viewing 52, 101
- component level vital product data, viewing 51, 101
- configuring
 - DNS 40, 93
 - Ethernet connection 34, 87
 - PPP access 36, 90
 - remote alert recipients 22, 77
 - serial port 29, 84
 - SMTP 41, 94
 - SNMP 38, 91
 - special keys (for remote control) 41, 105
- critical alerts 27, 82

D

- date and time, setting
 - in text-based interface 94
 - in Web interface 18

- daylight saving time, adjusting for 19, 95
- defaults, restoring configuration 43, 105
- diagnostic code vital product data, viewing 52, 102
- dial-in and modem settings, configuring (text-based interface) 76
- DNS, configuring 40, 93

E

- Ethernet connection, configuring 34, 87
- event log
 - severity levels 50, 99
 - viewing 49, 99
- events, setting local 29, 83

F

- factory defaults, restoring 43, 105
- fan speed monitoring 49, 99
- firmware, updating 61
- forwarding alerts from ISMP 25

G

- global login settings (Web interface) 21
- GMT offset in time setting 18, 95
- graphical console, redirecting 59

I

- initialization-string guidelines for modem 33, 86
- ISMP alert forwarding 25
- ISMP vital product data, viewing 53, 102

L

- loader watchdog (server timeout) 16, 72
- local events, setting 29, 83
- logging in to a Remote Supervisor Adapter 3, 65
- logging in to an ASM processor 6, 67
- logging off text-based interface 106
- logging off Web interface 44
- login profiles
 - creating 19, 73
 - setting access rights 21, 75
- login settings, global (Web interface) 21

M

- machine level vital product data, viewing 51, 100
- modem and dial-in settings, configuring (text-based interface) 76
- modem settings, configuring (global login) 32
- modem, initialization-string guidelines for 33, 86
- modifying ASM configuration 43

N

- navigation links available 7
- navigation links available (xSeries 330 servers) 9
- network interfaces
 - configuring Ethernet connection 34, 87
 - configuring PPP access 36, 90
- network protocols
 - configuring DNS 40, 93
 - configuring SMTP 41, 94
 - configuring SNMP 38, 91
- NMI reset delay for server restart 17, 73
- notes, important 110
- notices and statements 2

O

- operating system (OS) watchdog (server timeout) 16, 72

P

- pager codes
 - critical alerts 27
 - system alerts 28
 - warning alerts 27
- pager codes (alphanumeric)
 - critical alerts 82
 - system alerts 83
 - warning alerts 82
- port, serial configuring 29, 84
- POST events, viewing 49
- POST watchdog (server timeout) 16, 71
- POST, viewing 60, 104
- POST/BIOS vital product data, viewing 52, 101
- power and restart for server
 - activity 56
 - remote control 57, 103
- power backplane vital product data, viewing 53, 102
- power off delay for server shutdown 17, 73
- PPP access
 - authentication protocols 37, 91
 - serial port configuration 36, 90
- profiles, login
 - creating 19, 73
 - setting access rights 21, 75
- protocols
 - authentication in PPP 37, 91
 - DNS 40, 93
 - SMTP 41, 94
 - SNMP 38, 91

R

- real-time clock, setting 18, 94
- remote alert attempts, setting 26, 80
- remote alert recipients, configuring 22, 77
- remote alerts, setting
 - critical 27, 82
 - in text-based interface 81
 - in Web interface 26

- remote alerts, setting (*continued*)
 - system 28, 83
 - warning 27, 82
- remote control
 - accessing server graphical console 59
 - overview 59
 - viewing server blue screen 60
 - viewing server remote POST 60, 104
 - viewing server text console 104
- remote control keys, configuring 41, 105
- remote control of server power 57, 103
- remote POST, viewing 60, 104
- remote servers, monitoring
 - fan speed 49, 99
 - temperature thresholds 46, 97
 - voltage thresholds 48, 98
- remote start (boot) of server 58
- Remote Supervisor Adapter
 - action descriptions 7
 - action descriptions (xSeries 330 servers) 9
 - features 1
 - logging in to (Web interface) 3
- restarting ASM 44, 106
- restoring ASM configuration 43
- restoring ASM defaults 43, 105

S

- serial port, configuring 29, 84
- server blue screen, capturing 60
- server event log
 - severity levels 50, 99
 - viewing 49, 99
- server POST, viewing 60, 104
- server power and restart
 - activity 56
 - remote control 57, 103
- server text console, viewing 59, 104
- server timeouts, setting
 - in text-based interface 71
 - in Web interface 15
- setting
 - local events 29, 83
 - system information 14, 69
- settings, configuring
 - global login (Web interface) 21
 - modem and dial-in (text-based interface) 76
- SMTP, configuring 41, 94
- SNMP, configuring 38, 91
- special keys (for remote control), configuring 41, 105
- system alerts 28, 83
- system health, monitoring
 - fan speed 49, 99
 - summary page 45
 - temperature thresholds 46, 97
 - voltage thresholds 48, 98
- system information, setting
 - in text-based interface 69
 - in Web interface 14

T

- temperature monitoring 46, 97
- terminal emulation settings, configuring 66
- text console, viewing 104
- text-based interface
 - accessing using serial connection 66
 - accessing using Telnet 65
 - configuring terminal settings 66
 - monitoring
 - fan speed 99
 - temperature 97
 - voltage 98
- time and date, setting 18, 94
- timeouts, setting server 15, 71
- trademarks 110

U

- updating firmware 61

V

- viewing
 - event log 99
 - server POST 60
- vital product data (VPD), viewing 51, 100
- voltages monitoring 48, 98

W

- warning alerts 27, 82
- watchdog (server timeout)
 - loader 16, 72
 - operating system (OS) 16, 72
 - POST 16, 71
- Web browser requirements 2



Part Number: 48P9833

Printed in U.S.A.

(1P) P/N: 48P9833



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