

English



Fujitsu Server BS2000 SE Series

Quick Guide

User Guide

Valid for:

M2000 V6.6A SP1

X2000 V6.6A SP1

HNC V6.6A SP1

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Comments... Suggestions... Corrections...

The User Documentation Department would like to know your opinion on this manual. Your feedback helps us to optimize our documentation to suit your individual needs.

Feel free to send us your comments by e-mail to: bs2000services@fujitsu.com.

Certified documentation according to DIN EN ISO 9001:2015

To ensure a consistently high quality standard and user-friendliness, this documentation was created to meet the regulations of a quality management system which complies with the requirements of the standard DIN EN ISO 9001:2015.

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The Linux-based basic software M2000, X2000, and HNC which is installed on the Management Unit, Server Unit x86, and HNC contains Open Source Software. The licenses for this can be found in the LICENSES directory on the relevant installation DVD.

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Quick Guide

1 Introduction

This Quick Guide is intended for people who operate an SE server and contains short instructions for the most important scenarios when placing the SE server in service. The following requirements should be met:

- Customer Support provides the customer with the SE server.
- The desired BS2000 operating mode is set on each Server Unit.
- A BS2000 system is configured and fully operational.
- All necessary BS2000 devices are configured.

i Please note the following:

The base system of the MU (M2000) as well as the iRMC of the MU have a predefined administrator account *admin* at the time the SE server is delivered. In both cases an initial password is preset. The initial password for the iRMC can be found on the ID card as of MU M5, otherwise you can ask for the password at the Customer Support.

**Change the password immediately after you have logged in for the first time.
You may also change the validity time and the other password attributes.**

You can access the password management as follows:

- in SE Manager: *Authorizations -> Users -> Password management*
- on the iRMC S5 resp. S6: *Settings -> User Management -> iRMC Local user accounts*

A detailed description of the SE Manager's functionality with the usage of the base software (M2000/X2000/HNC) V6.6A is included in the "Operation and Administration" manual and in the SE Manager's online help.

2 Calling the SE Manager

This chapter contains the following topics:

- [How do I log in on the SE Manager?](#)
- [How do I log out of the SE Manager?](#)
- [How do I power on a Management Unit via the local console?](#)
- [How do I power on a Management Unit via iRMC?](#)

2.1 How do I log in on the SE Manager?

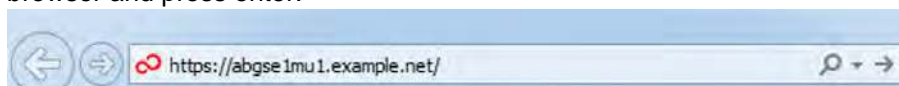
Requirement

A Management Unit is powered on. It might be necessary to power on a Management Unit (MU) first, to make the access to the SE Manager possible (see "[How do I power on a Management Unit via the local console?](#)" or "[How do I power on a Management Unit via iRMC?](#)").

If IP-based access rights are configured for accessing the SE server, the IP address of the PC must have a permission.

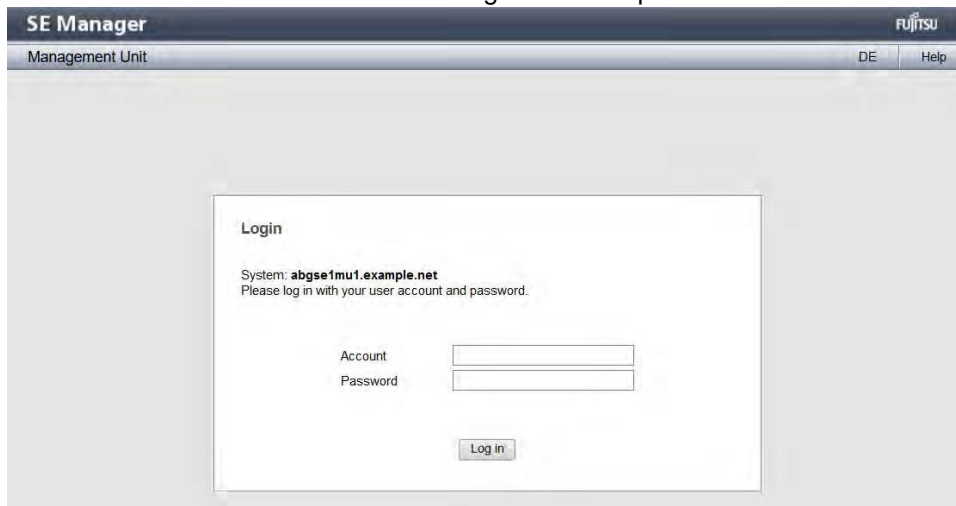
Procedure

- > Enter the FQDN (Fully Qualified Domain Name) or IP address of the active MU into the address bar of the browser and press enter:



i If the browser now displays a warning about the security certificate, click *Continue to this website*. The procedure for confirming or importing a certificate is described in more detail in the "Administration and Operation" user guide in section "Confirming/importing a certificate in the web browser".

The connection is established and the login window opens:



i The login window is also displayed to permit you to log in again if you have logged out or the session was terminated owing to inactivity.

- > Enter your account and the respective password in the login window.

i Change the initial password for the account *admin* immediately after the first login (see also information in chapter "[Introduction](#)").

- > Click *Log in*.

The *Dashboard* tab opens as the welcome page. It provides a quick overview of the Systems, BS2000 messages, Units or Units/Partitions, IP networks & switches, FC networks & switches, Storage, Events, Users, and Cluster of the SE server.

i To increase security, multi-factor authentication can be configured for an account. In this case, a second step for entering a one-time password is required when logging in. For more details, refer to the "Administration and Operation" user guide under "Managing authorizations".

2.2 How do I log out of the SE Manager?

Logging out explicitly

- > In the header area of the SE Manager main window click *Log out* to terminate the session:



You will then be forwarded to the login window (for logging in again).

Logging out because of a session timeout

If you do not log out explicitly, the session terminates if there is no activity for 20 minutes, i.e. if the SE Manager registers no activity in this time. The default session timeout is set to 20 minutes and can be changed individually:

- > In the header area of the SE Manager's main window click on the arrow next to the login name and then, in the drop down list, click *Individual settings* to display the dialog for changing the session timeout:



i When you want to start an activity in the SE Manager after a session has timed out, first the login window appears, and you must log in again. Only after you have done this will the activity be executed.

When you close the browser window without logging out, then your session remains valid until session timeout. This means that when calling the MU start address again, you will not be prompted to login. Instead, the last opened page of the SE Manager is displayed again.

2.3 How do I power on a Management Unit via the local console?

Requirement

You are on the server rack of the SE server.

Procedure

- > Open the server rack
- > Pull out the tray with the local console and flip up the screen
- > Press the power-on button on the MU

i By default the local console is attached to the MU. If the connection is attached to the Server Unit, switch over to the MU using the console switch menu (press the HOT KEY to call it).

The MU powers itself on and starts up. The startup messages are output on the local console. As soon as the system is ready, you receive the login request.

- > Enter account and password of an administrator account

i When the SE server is supplied, an initial password is set for standard account *admin*, which can be requested at the service. If it has already been changed (or you are using a different account), you must enter the current password (see also [section "How do I log in on the SE Manager?"](#)).

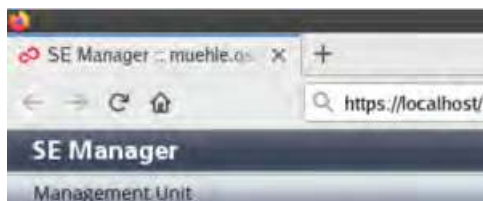
- > Click *Login*

After a successful login the desktop of the local console is loaded.

- > Click the Firefox icon in the task bar (bottom left) to open the browser:



- > Enter *localhost* into the address bar of the browser (or alternatively the FQDN of the powered-on MU) and press enter:



As soon as the login window is displayed, the login to the SE Manager can be performed (see ["How do I log in on the SE Manager?"](#)).

2.4 How do I power on a Management Unit via iRMC?

Requirement

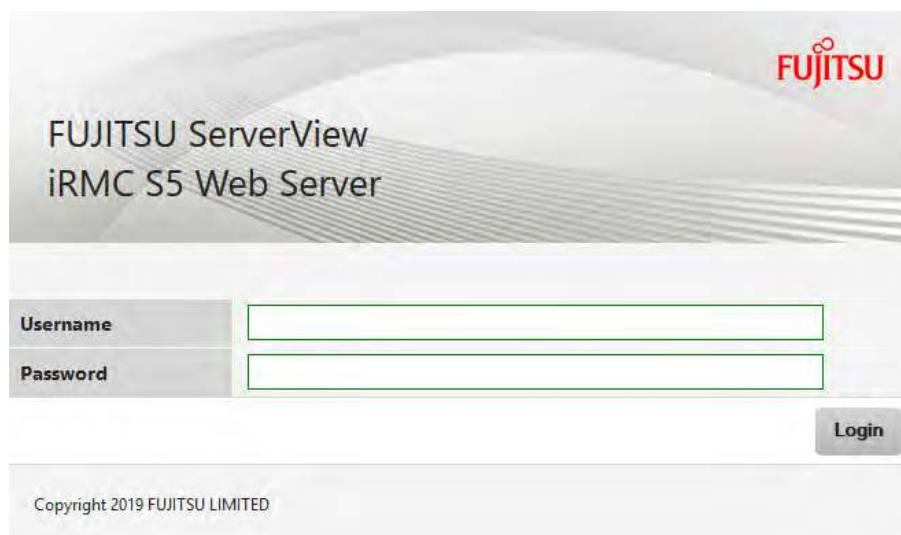
The iRMC (integrated Remote Management Controller) of the Management Unit is accessible.

Procedure

- > Open a browser window on the administrator PC.
- > Enter the IP address of the iRMC of the MU.

i If the browser now displays a warning about the security certificate, click *Continue to this website*.

The login window of the iRMC is displayed in the browser:

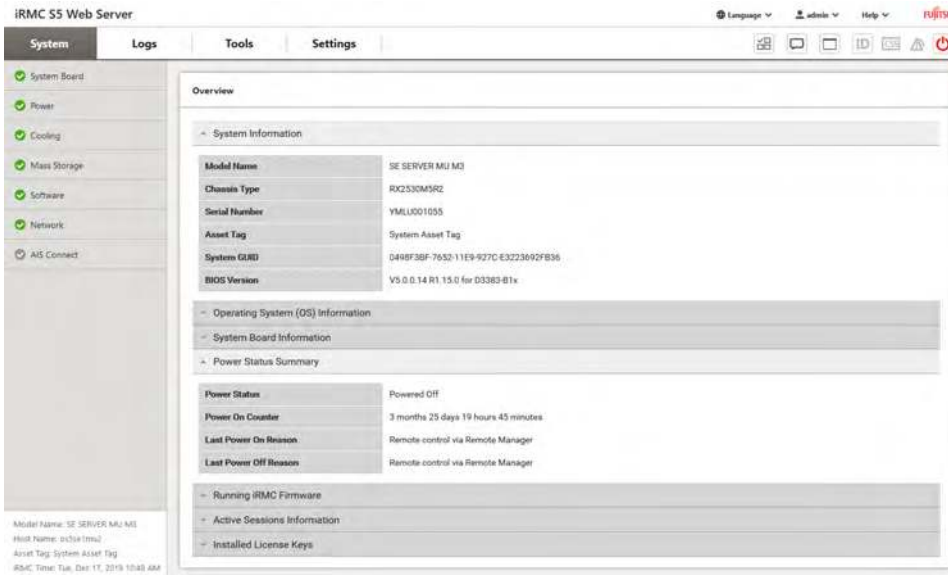


The screenshot shows the login interface for the FUJITSU ServerView iRMC S5 Web Server. At the top right is the FUJITSU logo. The main heading reads "FUJITSU ServerView iRMC S5 Web Server". Below this, there are two input fields: "Username" and "Password". To the right of the "Password" field is a "Login" button. At the bottom left, the text "Copyright 2019 FUJITSU LIMITED" is visible.

- > Enter the iRMC account *admin* (or another administrator account) as *Username* and the current password and click *Login*.

i Change the initial password for the iRMC account *admin* immediately after the first login (see also information in chapter "Introduction").

After a successful login the browser window displays the *System Overview* of the iRMC's graphical user interface. The *Power Status Summary* group shows that the MU is shut down.



- > Click on the *Launch AVR* icon in the upper right corner and then on *Start Video Redirection*.



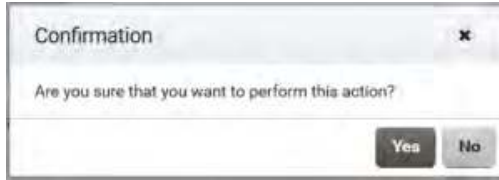
i If the browser now displays a warning about the security certificate, click *Continue to this website*.

A window opens to display the console. As the MU has not yet been powered on, the console window is empty.

- > In the iRMC window, click on the *System power button* icon in the upper right corner and then on *Power on*.



- > Answer the question *Are you sure that you want to perform this action?* by clicking **Yes**.



The MU powers itself on and starts up. Some minutes will pass before it is possible to log in on the SE Manager. In the console window, the appearance of a login request indicates that the system has started up.

- > Close the console and log out from the iRMC Web GUI.

For logging in on the SE Manager see ["How do I log in on the SE Manager?"](#).

3 Powering on, starting up BS2000, powering off

The description is divided into the following sections:

- [How do I power on Server Units and other units via the SE Manager?](#)
- [How can I boot the BS2000 on an SU /390?](#)
- [How can I boot the BS2000 on an SU x86?](#)
- [How can I boot the BS2000 via the SE Manager?](#)
- [How do I open or close a BS2000 dialog?](#)
- [How do I open a BS2000 console?](#)
- [How can I shut down the BS2000 via the BS2000 console?](#)
- [How do I power off Server Units and other Units?](#)

3.1 How do I power on Server Units and other units via the SE Manager?

Powering on the Server Unit

Requirement

Login into the SE Manager as administrator, BS2000 administrator or authorized BS2000 operator.

The unit is powered off (power status OFF).

In case of an SU /390, an existing connection to the hardware interface is required.

Procedure

- > In the *Units* table, click the *Power on* icon for the desired Server Unit (in this example an SU330) and confirm this action in the following dialog with *Execute*:

Name	HW-Modell	Chassis	Server	Power-Status	System-Status	HW-Status	Gesamtstatus	
EM1	SU730	-	abgse4	ON	RUNNING	NORMAL	NORMAL	⏻
abgse4mu1-1	MU M5	-	abgse4	ON	RUNNING	NORMAL	NORMAL	⏻
abgse4mu2-1	MU M4	-	abgse4	ON	RUNNING	NORMAL	NORMAL	⏻
hnc1-se4	HNC M5	-	abgse4	ON	RUNNING	NORMAL	NORMAL	⏻
hnc2-se4	HNC M5	-	abgse4	ON	RUNNING	NORMAL	NORMAL	⏻
hnc3-se4	HNC M4	-	abgse4	ON	RUNNING	NORMAL	NORMAL	⏻
hnc4-se4	HNC M3	-	abgse4	ON	RUNNING	NORMAL	NORMAL	⏻
su1-se4	SU330	-	abgse4	OFF	STOPPED	NORMAL	STOPPED	⏻

The powered-off Server Unit is powered on. As soon as the *Power status* for the Server Unit is *ON* and the monitor or Native BS2000 system have reached the status *INIT_ONLY*, you can boot the BS2000.

i After a Server Unit has been powered on, depending on the operating mode set, the Native BS2000 system or the monitor system are started up if an automatic startup (auto IPL) has been configured for this purpose.

Powering on additional units (redundant MU, HNC)

For BS2000 operation on an SU /390 the following units should also be powered on:

- In the case of MU redundancy the second MU should also be powered on. Only in this way will it remain possible to continue operating the SVP of the SU /390 if the first MU crashes. The SE Manager on the second MU will also remain available.
- To enable the BS2000 systems to communicate over the IP network and ensure access to Net-Storage is possible, the HNC must be powered on. Redundant existing HNCs should also be powered on.

3.2 How can I boot the BS2000 on an SU /390?

Requirement

Login into the SE Manager as administrator, BS2000 administrator or authorized BS2000 operator.

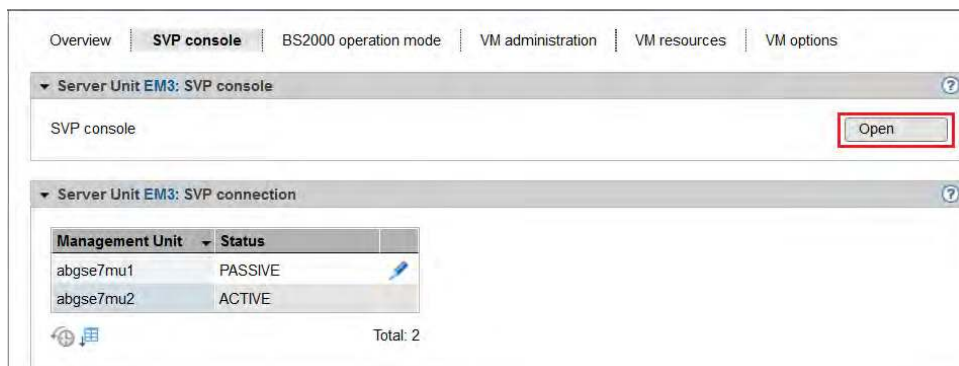
The *Power status* of the SU /390 shows the value *ON*.

Procedure

- > Switch to the *SVP console* tab of the SU /390:

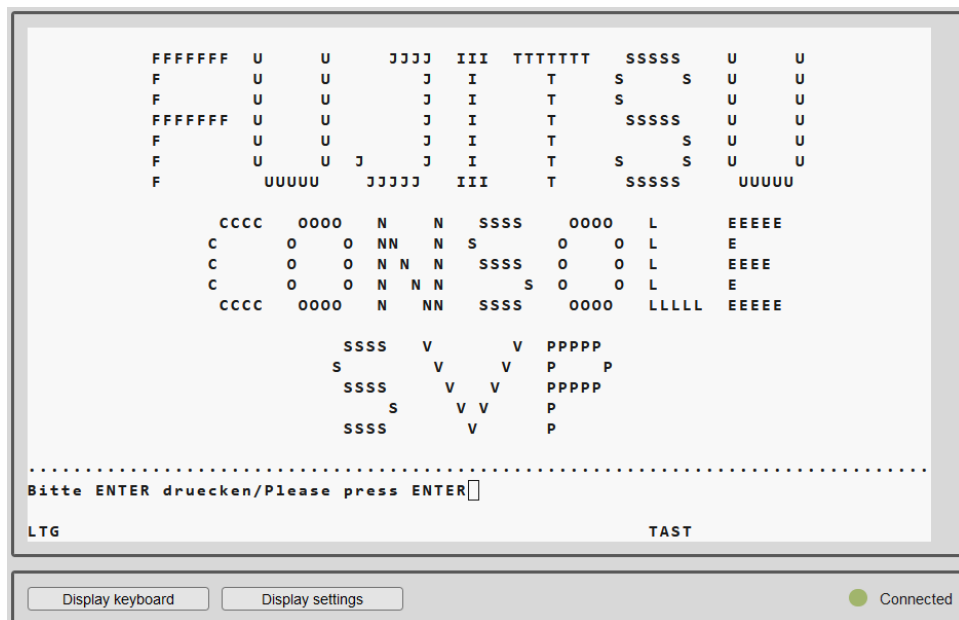


- > Click *Open* in the *SVP console* group:



i If the browser now displays a warning about the security certificate, click *Continue to this website*.

The SVP console window opens.



As soon as the message NSI0000 displays "System ready", startup of BS2000 has already been largely completed. You can continue to observe the current BS2000 session on the console and, when necessary, react to system messages (e.g. reply to a mount message).

For more extensive administration tasks in BS2000, you must log in on BS2000, see [section "How do I open or close a BS2000 dialog?"](#).

As an alternative to the procedure described above, you can also boot a BS2000 system in the SE Manager with the *BS2000 IPL* action. See the description in [section "How can I boot the BS2000 via the SE Manager?"](#).

3.3 How can I boot the BS2000 on an SU x86?

Requirement

Login into the SE Manager as administrator, BS2000 administrator or authorized BS2000 operator.

The *Power status* of the SU x86 shows the value *ON*.

Procedure

- > Switch to the BS2000 system's *Operation* mode tab of the SU x86:
 - in native BS2000 mode to the native BS2000 system:



- in VM2000 mode to the monitor system:



- > In the *Console and dialog* group, click *Open* by the BS2000 console function:



i The console (console mnemonic) must be configured in the BS2000 parameter file; in the default case, the consoles *C0* and *C1* are defined.

If the browser now displays a warning about the security certificate, click *Continue to this website*.

A BS2000 console window opens. The console is loaded. As BS2000 is not yet active, no console messages can yet be seen.

- > Open the KVP menu with the function key F2 (on the keyboard or on a virtual keyboard on the console window):

```
Main KVP Function Menu
```

```
=====
```

```
0 - Exit  
4 - View last messages  
5 - Show logging files  
6 - SVP commands  
7 - Programmable function keys  
8 - Help
```

```
=====
```

```
Please enter value:
```

- > Click behind *Please enter value:* and enter the value **6** to display the menu with the SVP commands:

```
SVP commands
```

```
=====
```

```
0 - Back to main menu  
1 - Start BS2000  
2 - Start BS2000 dump IPL  
3 - Dump IOH memory  
4 - Report actual default parameters for IPL
```

```
=====
```

```
Please enter value:
```

- > Enter the value **1** to display the menu containing the IPL functions for starting BS2000:

```

Start BS2000

=====

0 - Back to main menu
1 - Execute with current parameters
2 - Execute with preset parameters
3 - Execute with current parameters and save into preset parameters

Change params:
a - IPL load device:          current      preset parameters
b - Consol device:           9908        9908
c - Startup mode [a|d|f]:    Z0          Z0
d - BS2000 systemname:      a           f
e - Clear BS2000 memory [y|n]: ABGAFR01    ABGAFR01
                              n             n

=====

Please enter value:

```

The menu shows, among other things, the (current and preset) load disk (also called IPL or boot disk) of BS2000. As the Server Unit was rebooted, the boot disk from the auto IPL configuration is set. This can differ from the boot disk of the last IPL. If necessary, use menu item **a** to select a different boot disk.

i Initial startup from the boot disk requires a DIALOG startup. For this purpose the value *d* must be set for the IPL parameter **Startup mode**. If necessary, select this value using menu item **c**.

- > Enter the value **1** to save the settings and start the IPL. This action closes the KVP menu and the current console messages are displayed.
- > Take note of the console messages and answer the question messages.

As a large number of messages are output one after the other, question messages can also quickly “disappear”. The `/SHOW-PENDING-MSG` (or `/STATUS MSG`) command enables you to have all the open question messages displayed again.

As soon as the message NSI0000 displays “System ready”, startup of BS2000 has already been largely completed. You can continue to observe the current BS2000 session on the console and, when necessary, react to system messages (e.g. reply to a mount message).

The F3 and F4 keys enable you to scroll backward and forward in the history of the console inputs. Pressing Ctrl + d or entering `::c` terminates the console.

For more extensive administration tasks in BS2000, you must log in on BS2000, see [section "How do I open or close a BS2000 dialog?"](#).

As an alternative to the procedure described above, you can also boot a BS2000 system in the SE Manager with the *BS2000 IPL* action. See the description in [section "How can I boot the BS2000 via the SE Manager?"](#).

3.4 How can I boot the BS2000 via the SE Manager?

Requirement

Login into the SE Manager as administrator, BS2000 administrator or authorized BS2000 operator.

The *Power status* of the SU shows the value *ON*.

Procedure

- > Switch to the BS2000 system's *Operation* tab of the SU:
 - in native BS2000 mode to the native BS2000 system:



- in VM2000 mode to the monitor system:



- > In the *Actions* group, select *BS2000 IPL* and click *Execute*:



- > Subsequently the tab displays the status *STARTING* for the system.

You can open a BS2000 console to observe the startup:

To do this, click *Open* in the *Console and dialog* group by the *BS2000 Console* function. A BS2000 console window opens and the console is loaded. There you will see the messages issued during BS2000 IPL. When the NSI0000 message displays "System ready", BS2000 boot is essentially complete. At the console, you can continue to monitor the running BS2000 session and react to system messages if necessary (e.g. answer a mount message).

Use the F3 and F4 keys to scroll backwards and forwards in the console input history. With the keys `Ctrl + d` or by entering `: :c` you end the console.

For further administration tasks in BS2000, you must log on to BS2000, see [section "How do I open or close a BS2000 dialog?"](#).

3.5 How do I open or close a BS2000 dialog?

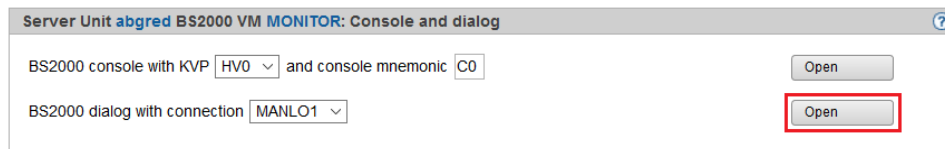
Requirement

Login into the SE Manager as administrator, BS2000 administrator or authorized BS2000 operator.

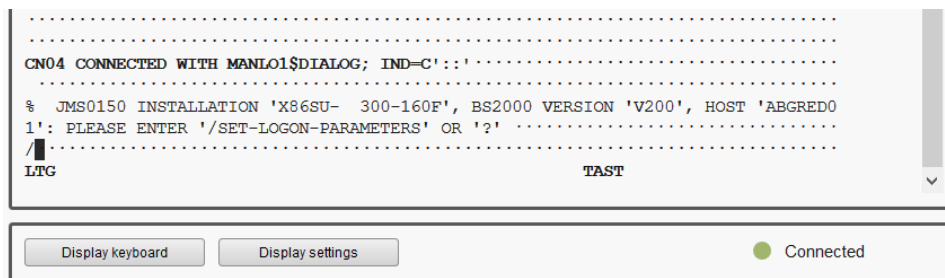
The BS2000 system has started up and BS2000's data communication system has started.

Procedure

- > Iconize the opened console window and switch once more to the main window of the SE Manager. That is where the *Operation* tab of the BS2000 system which was previously started was most recently opened (take note of "[Logging out because of a session timeout](#)").
- > In the *Console and dialog* group, click *Open* by the *BS2000 dialog* function.



A BS2000 dialog window opens and requests the login to the BS2000 system:



After you have logged in successfully using the `/SET-LOGON-PARAMETERS` command, you can enter commands and perform your tasks in BS2000.

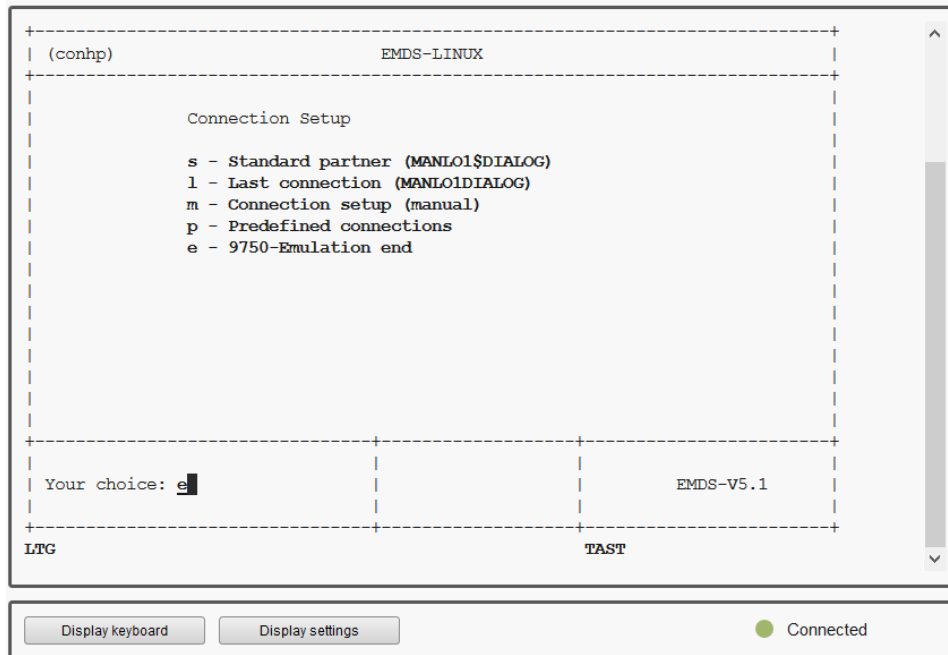
- i** To complete an entry, click the DUE1 key in the key panel of the virtual keyboard or press the Enter key on your keyboard.

Terminating a BS2000 dialog and closing the dialog window

Proceed as follows to close the dialog window:

- > Terminate your dialog task using the `/EXIT-JOB` command (or `/LOGOFF`).
BS2000 terminates your task and the connection to BS2000 is cleared.
- > Respond to the request *PLEASE ACKNOWLEDGE* by pressing the Enter key.

- > The main window of the terminal emulation opens.



- > Enter **e** and press the Enter key to terminate the terminal emulation.

The window is closed.

3.6 How do I open a BS2000 console?

Requirement

Login into the SE Manager as administrator, BS2000 administrator or authorized BS2000 operator.

The BS2000 system has started up and BS2000's data communication system has started.

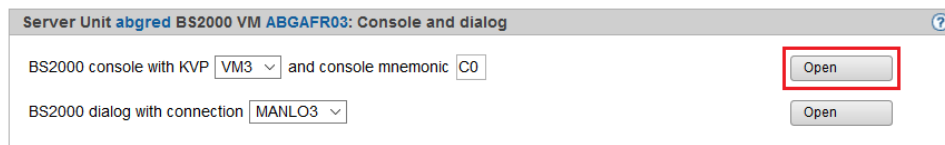
Procedure

- > Click on the name of the desired BS2000 system in the system overview:



The system overview lists all the systems which exist on the SE server. BS2000 systems are either of the type *Native BS2000* or of the type *VM2000*.

- > In the *Operation* tab in the *Console and dialog* group, click *Open* by the *BS2000 console* function.



A BS2000 console window opens. The console is loaded.

3.7 How can I shut down the BS2000 via the BS2000 console?

Requirement

Login into the SE Manager as administrator, BS2000 administrator or authorized BS2000 operator.

The BS2000 system has started up and BS2000's data communication system has started.

Procedure

- > Open the BS2000 console for the BS2000 system you want to shut down (see [section "How do I open a BS2000 console?"](#)).

A BS2000 console window opens. The console is loaded.

- > Enter the /SHUTDOWN command (if necessary with specifications for the MODE and MESSAGE operands to warn the participants in the BS2000 dialog).
- > Take note of the console messages and answer any question messages which are issued.

Output of the message *EXC0557 SHUTDOWN PROCESSING COMPLETED* indicates that shutdown of BS2000 has been completed.

- > Close the console window.

i When you shut down the monitor system of a Server Unit operated in VM2000 mode, VM2000 operation is also terminated, i.e. all BS2000 VMs are shut down. Provision should therefore be made beforehand in the monitor system to ensure that VM2000 operation is terminated correctly so that all guest systems can be shut down properly.

As an alternative to the procedure described above, you can also shut down a BS2000 system in the SE Manager with the *BS2000 shutdown* action. See the description in [section "How can I boot the BS2000 via the SE Manager?"](#) and proceed correspondingly.

3.8 How do I power off Server Units and other Units?

Shutting down the Server Unit or immediately powering it off

Requirement

Login as administrator, BS2000 administrator or BS2000 operator

The unit is powered on (*Power status* displays the value *ON*).

i The possible actions depend on the situation and unit. If no action is possible, the tooltip shows the reason.

Procedure

- > In the *Units* table click the *Power off* icon for the desired SU:

Name	HW model	Power status	System status	HW status	Status summary	
Filter	Filter	All	All	All	All	
su390-se4	SU730	ON	RUNNING	WARNING	WARNING	
abgse4mu1-1	MU M4	ON	WARNING	NORMAL	WARNING	
abgse4mu2-1	MU M4	ON	RUNNING	NORMAL	NORMAL	
hnc1-se4	HNC M4	ON	RUNNING	NORMAL	NORMAL	
hnc2-se4	HNC M4	ON	RUNNING	NORMAL	NORMAL	
hnc3-se4	HNC M4	ON	RUNNING	NORMAL	NORMAL	
su1-se4	SU330	ON	RUNNING	NORMAL	NORMAL	

- > In the dialog box which then appears, select the option *Shut down* or *Power off immediately* and confirm the action with *Execute*. When shutting down, the BS2000 systems on the SU x86 are shut down gracefully and the system waits for termination, if configured.

i Only *Power off immediately* is available for an SU /390. In this case shut down is possible only via the BS2000 console (see [section "How do I open a BS2000 console?"](#)) or via the action *BS2000 shutdown* on the *Operation* tab of the SE Manager.

The Server Unit is shut down or powered off immediately.

Shutting down additional units or immediately powering them off

Additional units such as Management Units (also redundant MUs), HNCs (only for SU /390) and Application Units are powered off in the same way as the Server Unit.

Requirement

Login as administrator, BS2000 administrator (MU, HNC only), BS2000 operator (MU, HNC only) or AU administrator (AU only)

The unit is powered on (*Power status* displays the value *ON*).

i The possible actions depend on the situation and unit. If no action is possible, the tooltip shows the reason.

Procedure

- > In the *Units* table click the *Power off* icon by the desired unit:
- > In the dialog box which then appears, select the option *Shut down* or *Power off immediately* and confirm the action with *Execute*.

For an Application Unit see also [section "How do I power on/off an AU via the SE Manager?"](#).

4 Powering on/off Application Units

As a rule an operating system of another vendor (Windows, Linux or Unix systems) runs on an Application Unit. The scope of the setting and display options thus depends on the operating system concerned.

Application Units are displayed in the tree structure as *<unit name> (AU<model>)*.

i When a partitionable AU is supported as an appliance delivery on the basis of Oracle VM Server from Fujitsu, it is displayed as a Database Unit with the short name DBUxxx (e.g. DBU87 or DBU38E). Otherwise the short name AUxxx is displayed (e.g. AU87 or AUQ38E).

There are two ways to power on/off an Application Unit:

- [How do I power on/off an AU via iRMC?](#)
- [How do I power on/off an AU via the SE Manager?](#)

4.1 How do I power on/off an AU via iRMC?

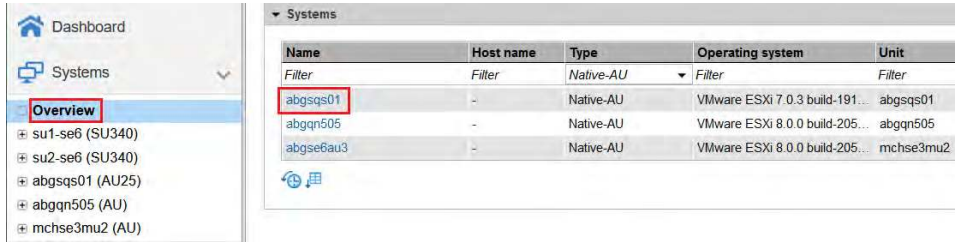
Requirement

Login as administrator or AU administrator

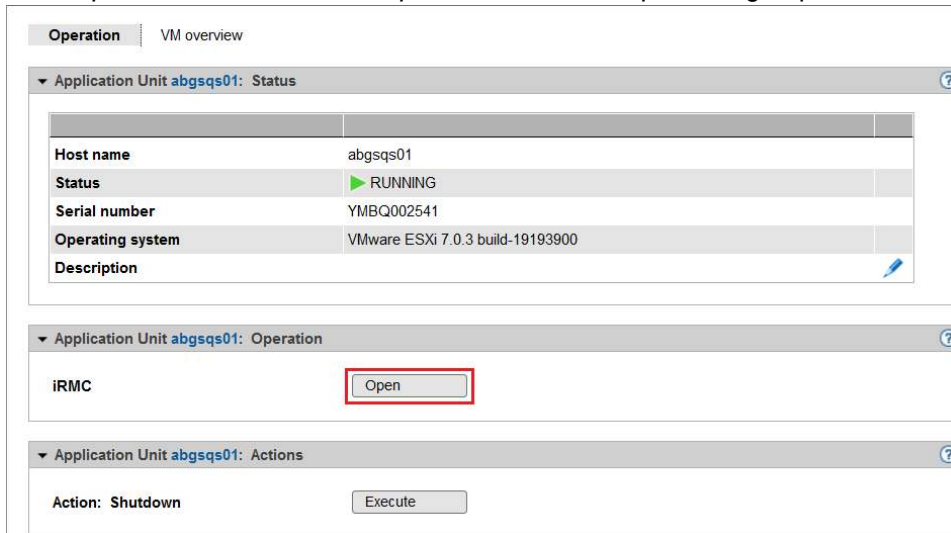
Procedure

You operate a native system via the *Operation* tab.

- > Click on the name of the desired AU in the system overview to call its *Operation* tab.



- > Click *Open* next to *iRMC* in the *Operation* tab in the *Operation* group.



i In the case of a partitionable AU (an AU PQ, e.g. AU87), systems run on the individual partitions of the AU. You operate a partition via the Management Board.

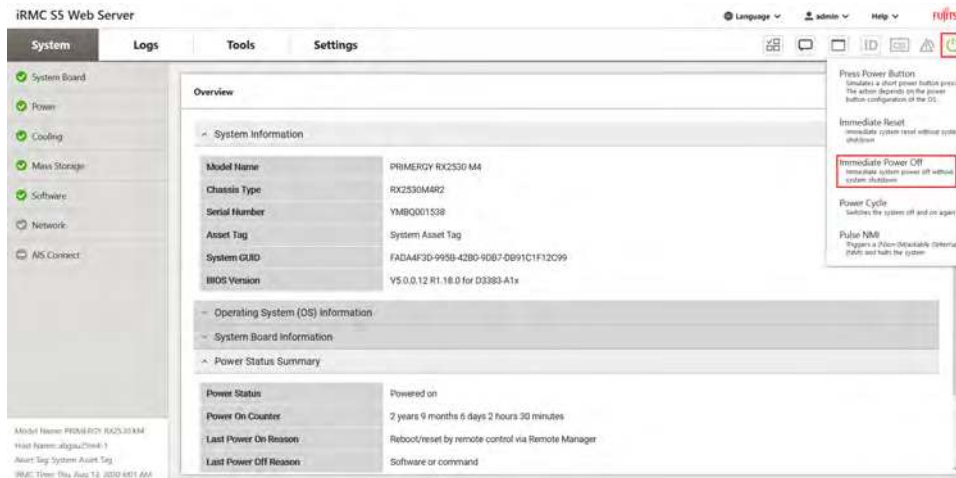
Open the web interface of the Management Board in the *Operation* group instead of the iRMC:



- > Click *Login* in the window of the iRMC's web interface, enter user name and password in the login window and click *OK*.

After a successful login the browser window displays the *System Overview* menu item of the iRMC's graphical user interface. The *Power Status Summary* group shows that the AU is powered on.

- > Click the *System power button* in the upper right corner. From the displayed menu select the desired option (*Immediate Power Off* in the example) and confirm it:



You can observe the status of the AU in the SE Manager in the overview of the units.

4.2 How do I power on/off an AU via the SE Manager?

Requirement

Login as administrator or AU administrator

Procedure

- > In the *Units* table click the *Power on/off* icon by the desired AU:

Name	HW model	Power status	System status	HW status	Status summary	
abgse6mu1	MU M2	ON	RUNNING	NORMAL	NORMAL	Power icon
abgse6mu2	MU M2	ON	RUNNING	NORMAL	NORMAL	Power icon
su1-se6	SU310 M1	ON	WARNING	NORMAL	WARNING	Power icon
abgsqs01	AU25 M4	ON	RUNNING	NORMAL	NORMAL	Power icon
abgqn505	AU25 M6	ON	RUNNING	NORMAL	NORMAL	Power icon (circled in red)

- > In case of powering off, click *Shut down system* and then *Execute*:

Power off unit

Shut down or power off Application Unit **abgse1au1-0**.

Shut down system
 Power off immediately

Execute Cancel

i For a partitionable AU PQ the partitions are powered on/off individually (not the entire unit):

auc8-se1	DBU87	1541517004	SE-Server-1	ON		NORMAL	
abgse1au87-3	AU87-P	1541517004	SE-Server-1	ON	RUNNING	NORMAL	Power icon (circled in red)
unknown	AU87-P	1541517004	SE-Server-1	ON	RUNNING	NORMAL	Power icon

5 Working with AIS Connect (remote service)

This chapter covers the following topics:

- [How do I change the AIS Connect Service access?](#)
- [How do I open a shadow terminal?](#)
- [How do I restart the AIS Connect Service Agent?](#)
- [How do I delete the AIS session logging files?](#)

5.1 How do I change the AIS Connect Service access?

Requirement

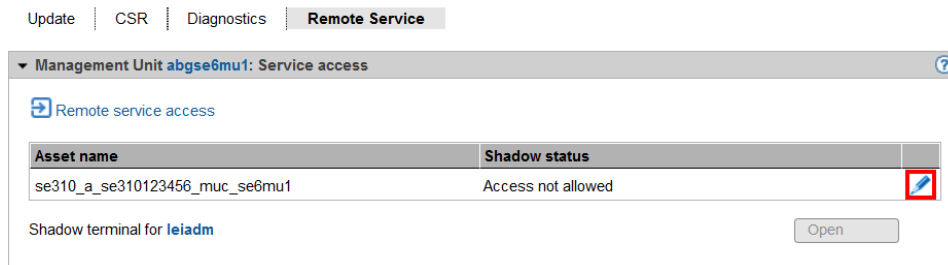
Login as administrator

Procedure

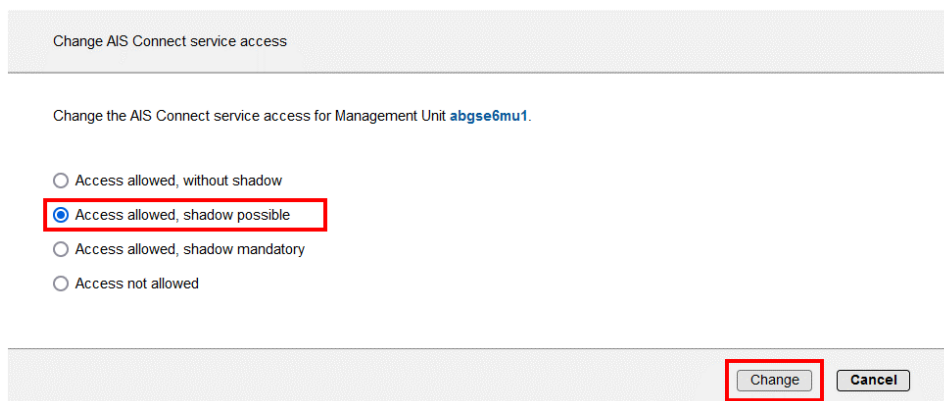
- > Select the *Remote Service* tab next to the MU in the *Service* menu:



- > Click the *Change* icon in the *Service access* group:



- > Select the required setting for the service access (here: *Access allowed, shadow possible*) and click *Change*:



5.2 How do I open a shadow terminal?

Requirement

Login as administrator, BS2000 administrator or Shadow terminal operator

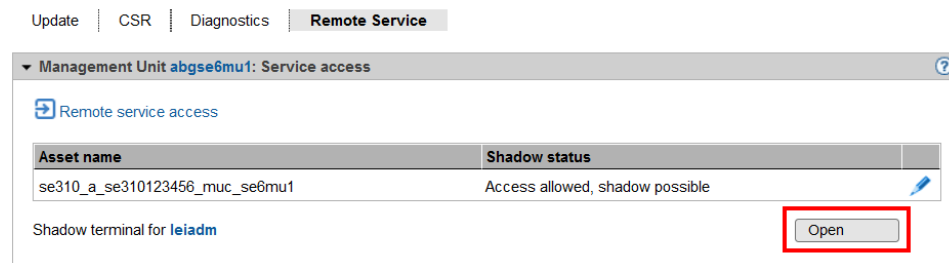
Service access is allowed.

Procedure

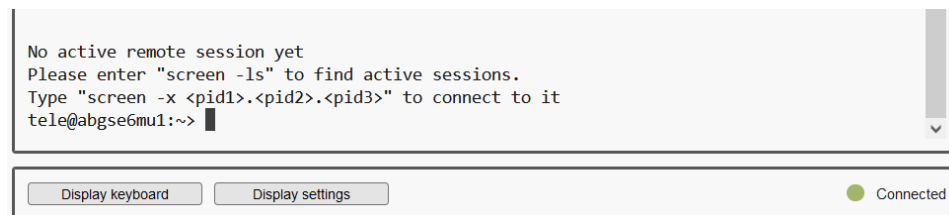
- > Select the *Remote Service* tab next to the MU in the *Service* menu:



- > Click *Open* for the shadow terminal:



A window with the shadow terminal opens:



- > Enter **screen -ls** to find active sessions (displayed in the format <pid1>.<pid2>.<pid3>).
- > Enter **screen -x < pid1 >.< pid2 >.< pid3 >** to connect the shadow terminal with the required service session and to follow the session.

5.3 How do I restart the AIS Connect Service Agent?

Requirement

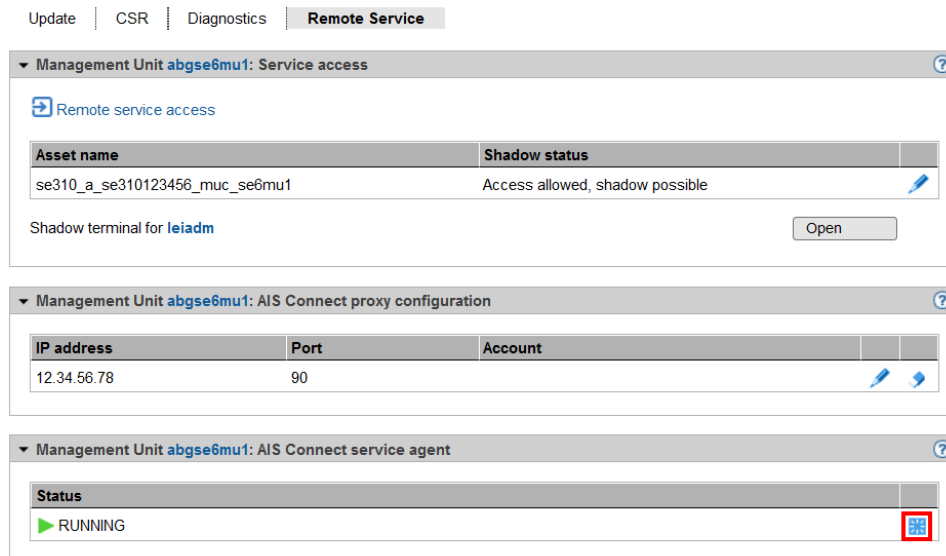
Login as administrator

Procedure

- > Select the *Remote Service* tab next to the MU in the *Service* menu:



- > Click the *Restart* icon in the *AIS Connect Service agent* group:



5.4 How do I delete the AIS session logging files?

Requirement

Login as administrator

Procedure

In the SE Manager, open the *Sessions and Files* tab in the *Service -> Remote Service Sessions* menu and delete the desired logging files or all logging files there:

Sessions and files

▼ AIS Connect sessions ?

Date	Asset	MU	Type	Session ID	Account
No data available					

Total: 0

▼ AIS Connect logging files ?

Delete all logging files

Timestamp	Date	Size [KB]	MU	Type	Session ID	Account
Filter	Filter	Filter	Filter	Filter	Filter	Filter
2023-02-08 09:45:07	2023-02-08 09:44:54	0	biel	ssh	55316	aldabaghb
2023-02-03 09:54:21	2023-01-25 12:29:09	7529136	biel	vnc	none	none
2023-01-25 15:09:05	2023-01-25 12:26:03	848496	locarno	vnc	none	none
2023-01-25 12:29:11	2023-01-25 12:28:24	1	biel	ssh	51688	aldabaghb
2023-01-25 12:27:42	2023-01-25 12:27:19	2436	biel	vnc	51687	aldabaghb
2023-01-25 12:25:49	2023-01-25 12:25:43	830	locarno	vnc	none	none
2023-01-25 12:24:26	2023-01-25 12:23:29	1	biel	ssh	51686	aldabaghb
2023-01-25 12:22:42	2023-01-25 12:22:19	2447	biel	vnc	51685	aldabaghb
2023-01-25 12:15:42	2023-01-25 12:13:49	10280	biel	vnc	51683	aldabaghb
2023-01-25 08:49:32	2023-01-25 08:38:07	625	lugano	ssh	51618	aldabaghb
2023-01-25 08:35:42	2023-01-25 08:06:26	1584	lugano	ssh	51592	aldabaghb

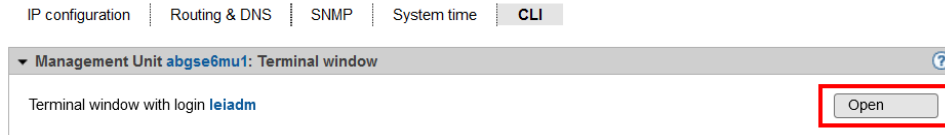
Total: 11

Alternatively, you can also use the command line interface to delete logging files:

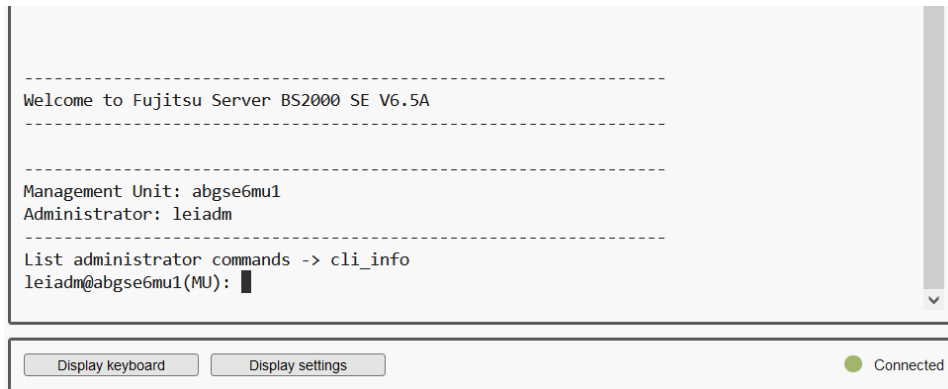
- > Select the *CLI* tab next to the desired MU in the *Management* menu:



- > Click *Open* in the *Terminal window* group:



The terminal window opens:



- > Optional: Enter `aisLog -l` to list the existing AIS session logging files.
- > Enter `aisLog -r` to delete the existing AIS session logging files.

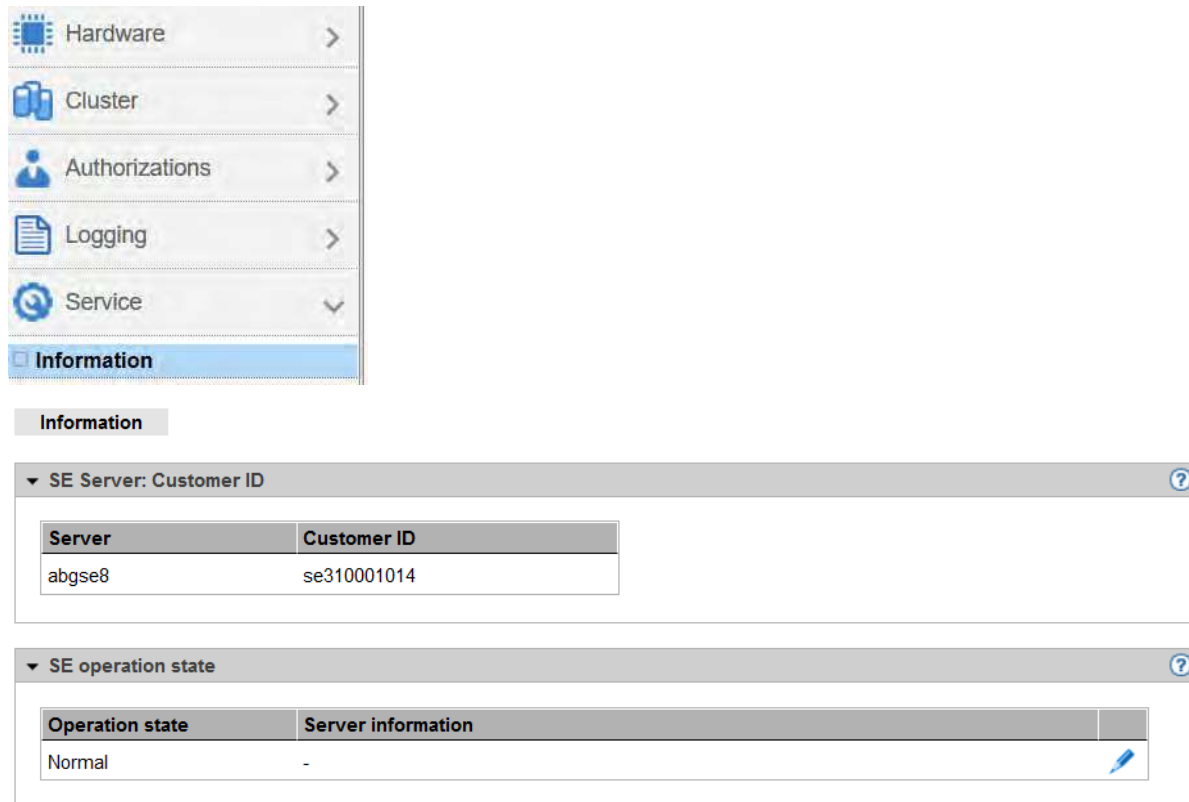
6 Notes for error situations

In case error situations occur, you may have to take screenshots of the SE Manager, generate diagnostic data within a timely manner and deploy them to the Service Center.

Customer ID

Please note that you must provide your customer ID each time you communicate with the Service Center. The customer ID can be found in the *Service* main menu on the *Information* tab.

Example:



The screenshot shows the SE Manager interface. On the left, a navigation menu lists: Hardware, Cluster, Authorizations, Logging, Service, and Information (selected). The main content area is titled 'Information' and contains two sections:

- SE Server: Customer ID**: A table with two columns: 'Server' and 'Customer ID'. The data row shows 'abgse8' for the server and 'se310001014' for the customer ID.
- SE operation state**: A table with two columns: 'Operation state' and 'Server information'. The data row shows 'Normal' for the operation state and '-' for the server information.

The following issues are dealt with below:

- [How do I generate diagnostic data?](#)
- [How do I deploy diagnostic data for the Customer Support?](#)

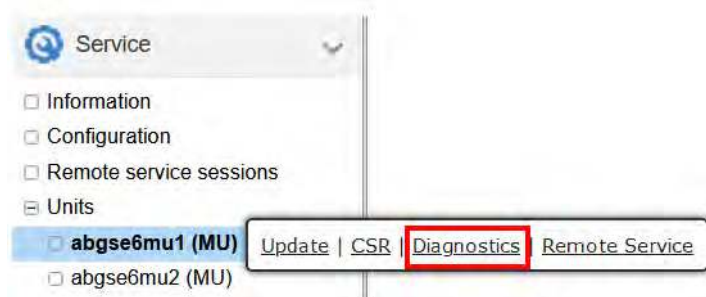
6.1 How do I generate diagnostic data?

Requirement

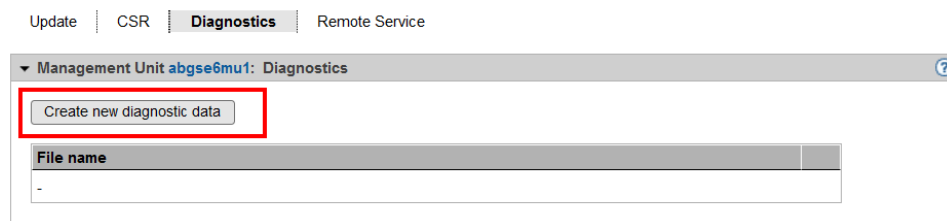
Login as administrator, BS2000 administrator or BS2000 operator (SU x86 only)

Procedure

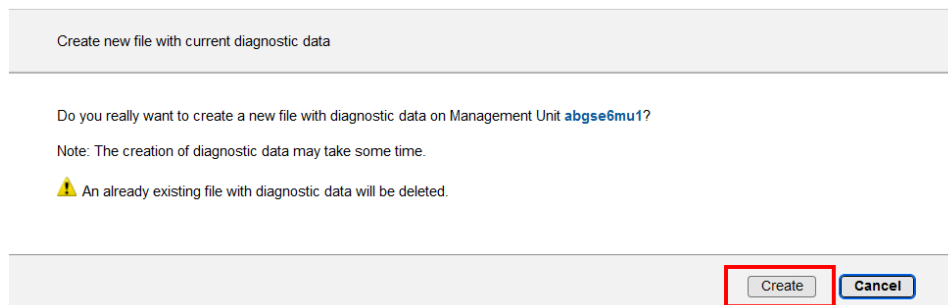
- > Select the *Diagnostics* tab in the *Service -> Units* menu by the requested unit (MU, SU x86 or HNC):



- > In the *Diagnostics* group click *Create new diagnostic data*:



Confirm the request with *Create*:



! CAUTION!

Any existing diagnostic file is overwritten. If necessary, download the existing file to your local system first.

6.2 How do I deploy diagnostic data for the Customer Support?

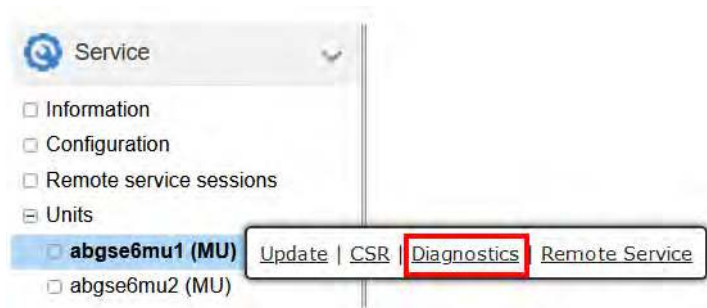
Unit-specific diagnostic data

Requirement

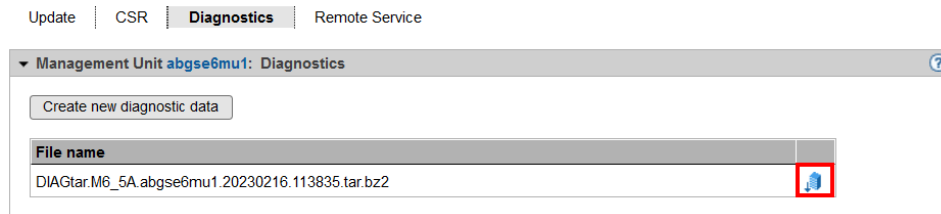
Login as administrator

Procedure

- > Select the *Diagnostics* tab in the *Service* -> *Units* menu by the requested unit (MU, SU x86 or HNC):



- > Click the *Download* icon on the *Diagnostics* tab:



The download starts depending on the browser settings.

- > Deploy the diagnostic data in agreement with the Service Center: send the diagnostic file to Service Center, e.g. by email.

Further diagnostic data

Further files with diagnostic data, which are available and accessible on the MU, can be transferred to the server of the Service Center by the administrator with the command `aisTransfer`.

A description of the `aisTransfer` command can be found in the online help.

Screenshots and browser console

In the case of problems that are visible in the SE Manager, the following diagnostic data can also be created depending on the situation and sent to Customer Support, e.g. by email:

- meaningful screenshots
- relevant browser console output (copies or screenshots)