



# Data Transfer to IBM

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**Note:** This instruction tells you how to transfer data to IBM for problem determination related to IBM Storage Systems.

For detailed instructions for collecting logs from IBM Storage Systems or from third party systems, ask your local IBM support for the related data collection guidelines.

## 1. Data Transfer to IBM

*Finally the data needs to be transferred to Ecurep server via FTP or HTTP.*

**HTTP upload via Browser :** <http://www.ecurep.ibm.com/app/upload>

1. Select ticket type first (PMR, RCMS or CROSS)
2. Enter ticket number (consider correct format)
3. Select **Hardware** , then press **Continue**
4. Drag&Drop or Select Files and press **Upload**



ECuRep	Standard Upload	Secure Upload	Terms of use	Help
<b>PMR</b>	RCMS	CROSS	Machine Type/Serial (No case)	
<p>The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. If you want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.</p>				
PMR number:*	<input type="text" value="12345,678,999"/>			
Upload is for:*	Hardware			
Email address:	<input type="text" value="customer@company.com"/>			

**Usage information**

Enter the PMR number you got from the IBM support (e.g. **12345,789,002**) and select the upload directory.

If you specify an email address, an email will be sent on failure or success.

PMR	<b>RCMS</b>	CROSS	Machine Type/Serial (No case)
<p>The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. If you want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.</p>			
RCMS ticket id:*	<input type="text" value="A1B1C1D"/>		
RCMS country:*	<input type="text" value="724"/>		
Email address:	<input type="text" value="customer@company.com"/>		

**Usage information**

This webpage is for files related to hardware problems.

Please notice - for HW problem reported to IBM via SR you will receive an IBM problem number. This problem number is representing the requested information in form of cccxxxxxxx - where ccc is the RCMS country code and xxxxxxx represents the RCMS ticket id - e.g. **724011HZ99** is county **724** - ticket **011HZ99** "

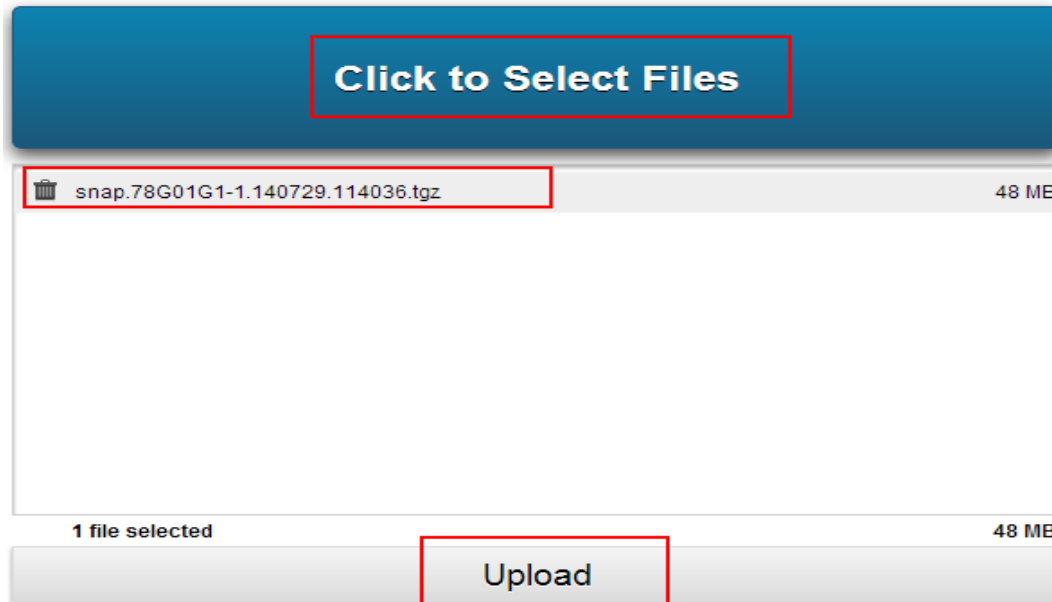
PMR	RCMS	<b>CROSS</b>	Machine Type/Serial (No case)
<p>The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. If you want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.</p>			
Service request number (srn):*	<input type="text" value="011H567"/>		
Email address:	<input type="text" value="customer@company.com"/>		

**Usage information**

This webpage is for files related to hardware problems in North America.

Enter the cross service request number (srn), e.g. **011H567**, you got from the IBM support.

If you specify an email address, an email will be sent on failure or success.



### FTP upload to ECUREP via CLI

FTP to 'ftp.emea.ibm.com' login as 'anonymous' enter the email ID as password

```
> bin
> cd toibm
> cd hw
> put xxxxx.bbb.ccc.yyy.yyy
```

**Note:** Customers has to use the appropriate naming convention as shown in the examples below: xxxxx.bbb.ccc.yyy.yyy



where the parts have the meaning:

xxxxxx = PMR number  
bbb = Branch Office (if known)  
ccc = IBM Country Code (e.g. Germany 724)  
yyy.yyy =filename (e.g. snap.78G01G1-1.140729.114036.tgz)

**Note:** An automatic update to the PMR will only work with a correct file name.

## 2. Gather diagnostic data

- Your IBM SSR will inform you what diagnostic data is required.
- Your IBM SSR will provide you with a Problem Management Record number (PMR). Write this down.

## 3. Compress data

- All diagnostic data delivered electronically to IBM must be in a compressed or packed format following the IBM file naming conventions.
- A problem record is identified by its ID which is built out of the PMR <xxxxxx> or RCMS/CROSS number <xxxxxxx> , the branch office <bbb> (only mandatory for PMR ticket IDs), and the country code <ccc>.
  - **File naming convention for PMR tickets:**
  - **File naming convention for RCMS tickets:**
  - **File naming convention for CROSS tickets:**



#### Naming convention details instancing a PMR ticket:

Field	Description	Sample
xxxxx	PMR number	34123
bbb	Branch office number	55
ccc	<i>IBM country code</i>	724
yyy.yyy	Short description of the file	Filename.zip

## 4. Send data

- *Send data* to IBM using the most appropriate method. The preferred method is *FTP*.
- Your IBM SSR will inform you what directory to use.

Available methods	If your file size is...	
	Greater than 2 gigabytes	Less than 2 gigabytes
FTP	Yes, both regular and secure <a href="#">FTP</a> methods are supported. <a href="#">Faster</a>	Yes, both regular and secure <a href="#">FTP</a> methods are supported. <a href="#">Faster</a>
HTTPS	Only when using the widget on <a href="http://www.secure.ecurep.ibm.com">www.secure.ecurep.ibm.com</a> .	We strongly encourage a file limit of 200 megabytes when transmitting data via <a href="#">HTTPS</a> .
Java utility	Yes, all data is transmitted securely using the <a href="#">Java utility</a> . <a href="#">Faster</a>	Yes, all data is transmitted securely using the <a href="#">Java utility</a> . <a href="#">Faster</a>
z/OS utility	Yes, all data is transmitted securely using the <a href="#">z/OS utility</a> . <a href="#">Faster</a>	Yes, all data is transmitted securely using the <a href="#">z/OS utility</a> . <a href="#">Faster</a>
Email	No.	No.

**Note:** For files up to 20MB, email transfer can be used as well.

The easiest way to quickly send small problem documentation files (recommendation: 200MB maximum) to IBM is via your Web browser:

- [HTTP upload](#)
- [HTTPS upload](#)

For uploading problem documentation files using "other methods" (like IBM Support Assistant (ISA), Service Request (SR), or ServiceLink / IBMLink), please have a look at our [help section](#) or refer to the [IBM Electronic Support page](#).