



General Questionnaire

To determine what you need to collect you can ask the customer the following questions:

- What is the customer's platform? (Z-series, P-series, I-series, X-series, Linux, HP,?)
- Which platform has the problem or is it a general problem?
- Is the problem on one or on more servers?
- Is it a solid or an intermittent problem?
- Did the customer fix the problem and if yes how? (reboot a component, enable/disable a path,....)
- What components are in the SAN fabric? (2109, 2005, 2006, 2026, 2027,....., long distance solution, data gateway,.....)
- Is the problem on one component, on more or do not know? (Data needed from one, more or every SAN component).
- What kind of I/O has the problem? (DS4000, 2105, NAS, Tape)
- A complete SAN layout as described below.
- Detailed history of the problem giving dates and times when known or estimated
- Support actions already taken
- Time difference between SVCs, hosts, SAN, etc... Drawing of his SAN layout Including the following information:
 - Cabling diagram including cabling from Host to Switch/Gateway to the ESS/Tape
 - Port numbers and Domain-id of the switches
 - WWNN or WWPN
 - Number of cables connect to each of the components
 - Are certain servers used in a clustered environment?
 - Volume assignment
 - How many volumes should each host see?
 - Do any of the hosts share volumes?
 - Zoning information (if used)

Note: Upload all data to the IBM EcUREP Server.
Please read the file "[Data Transfer to IBM.Pdf](#)" for more details.