Introduction to z Systems
Report a Problem (RaP)
Document purpose:
To guide you through the steps to open a problem with just a few mouse clicks on the HMC work place.

Report a Problem is used to report problems electronically to IBM Technical Support that are not automatically detected and reported.

To also test that the HMC or SE can open a Hardware Problem Management Record. End to End test from the client, through the Remote Support Center and to the IBM SSR.

HMC = Hardware Management Console
SE = Support Element Console
CPC = Central Processor Complex
RaP Usage requirements:

RSF Enabled - See your IBM Service provider to ensure the HMC and SE, Customize Remote Service panels are setup correctly as shown below.
Why use Report a Problem (RaP)?

1) Used to report problems that were not automatically reported.
2) Fast path to report a problem to IBM Remote Technical Support.
3) Phone call not necessary to open and entitle a service call.
4) 1 hour response callback from IBM Remote Technical Support.
5) The HMC or SE data is sent to IBM support when the RaP is done.
6) RaP can be done locally or remotely, with proper access to the HMC.
7) User appends brief description electronically to the service call.
8) Future direction for problem reporting and error data capture.
9) Time savings, no waiting for IBM SSR to come onsite for initial call.
10) IBM Remote Technical Support will work with you over the phone.
11) Complete problem tracking, RaP’s are logged in the HMC & SE.
12) It is the best way to open a problem with IBM z Systems support.
HMC Report a Problem panels.

2 types of User Interface (UI) views can be configured.

Tree View
or
Classic View

The following pages show examples for both of these UI views for the HMC and SE, Report a Problem panels.

Use HMC RaP if the undetected problem is on the HMC.
Use SE RaP if the undetected problem is on the CPC.
Select Service Management. In Service Management work area select Report a Problem. Use this combination to report an HMC type problem.
In the Views area select Console Actions. In Console Actions Work Area select Report a Problem. Use this combination to report an HMC type problem.
HMC Report a Problem panel

In the first panel above, select 1 of the 4 possible selections. Enter your full name, call back phone number & brief problem description. Then select the Request Service button.

On the 2nd panel below, again change it, to your name and call back phone #. This will ensure that Support calls you back on the correct phone number. Then select Request Service. Now check H/W messages & verify problem was sent.
Tree Style View for SE Report a Problem

Expand Systems Management and then Select a Specific System. In System Tasks work area expand Service and select Report a Problem. Use this combination to report an SE (CPC) type problem.
In the Views area select Groups, in the Groups Work Area, select Defined CPCs. In Defined CPCs Work Area select a specific CPC. In the Service Task view, select Report a Problem. Use this combination to report an SE (CPC) type problem.
In the first panel above, select 1 of the 9 possible selections. Enter your full name, call back phone number & brief problem description. Then select the Request Service button.
SE Report a Problem panel

On the 2nd panel below, again change it, to your name and call back phone #. This will ensure that Support calls you back on the correct phone number. Then select the Request Service button. Now check H/W messages & verify the problem was correctly sent.

Additional References:
SE Operations Guide on the SE or Resource Link.
HMC Operations Guide on the HMC or Resource Link.