Creo EUROPE PRODUCT SUPPORT

Service Processor dial-in set-up
For F50/44P/6F1 machines

Frank Conrad
Creo Europe
Waterloo Office Park
Drève Richelle 161
Building E-F
1410 Waterloo

Phone +32 2 352 2723
Fax +32 2 352 2592
E-mail frank.conrad@creo.com

Table Of Contents

Summary

Diagnostic tips……3-11

Background:

For advanced Maintenance on Brisque/Server machines of types F50/6F1/44P.
The dial-in option into service processor set-up should be enabled.
This will allow remote activity even without a customer on-site or having to touch the machine.
To do so, a modem need to be connected directly to the machine.
This is because telnet will not work if a machine is down/crashed.

Whats the benefit of this option?
If a machine crashes with 888 and is stuck, remote support could dial in and look for the problem. This will be possible if the dial-in option is enabled.
Connecting via modem will automatically connect to the service processor.
See below the setup to be done, assuming the connection uses serial port 1:

a. Connect a serial cable to port 1 and your laptop and open Hyperterminal or whatever terminal application.
b. Set-up the Baud rate to 9600, 8 bit, 1 stop bit, Hardware.
c. Press enter to connect to the service processor, for sure the machine need to be **off.**
d. The following menu will show up:

Service Processor Firmware
Firmware level: wc990831
Copyright 1998, IBM Corporation

MAIN MENU

1. Service Processor Setup Menu

2. System Power Control Menu

3. System Information Menu

4. Language Selection Menu

5. Call-In/Call-Out Setup Menu

6. Set System Name

99. Exit from Menus

> 5 (cr)

CALL-IN/CALL-OUT SETUP MENU

1. Modem Configuration Menu

2. Serial Port Selection Menu

3. Serial Port Speed Setup Menu

4. Telephone Number Setup Menu

5. Call-Out Policy Setup Menu

6. Customer Account Setup Menu

7. Call-Out Test

8. Ring Indicate Power-On Menu

98. Return to Previous Menu

99. Exit from Menus

✍✍**2 (cr)**

Reading and writing non-volatile data. Please wait...

Serial Port Selection Menu

1. Serial Port 1 Call-Out:
   Currently Disabled

2. Serial Port 2 Call-Out:
Currently Disabled

3. Serial Port 1 Call-In:
   Currently Disabled

4. Serial Port 2 Call-In:
   Currently Disabled

98. Return to Previous Menu

```
> 2  (cr)
```

Reading and writing non-volatile data. Please wait...

Serial Port Selection Menu

1. Serial Port 1 Call-Out:
   Currently Disabled

2. Serial Port 2 Call-Out:
   Currently Enabled

3. Serial Port 1 Call-In:
   Currently Disabled

4. Serial Port 2 Call-In:
   Currently Disabled

98. Return to Previous Menu

> 98 (cr)

Exit the service processor set-up by typing 99.

For full details on the use and commands available, please refer to the IBM Guide:

RS/6000 Enterprise Server Model F80
PSeries 620 Models 6F0 and 6F1 Service Guide