

# iCare Console

## User's Guide



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# iCare Console

## User's Guide

### Hardware

November 2011

Bull Cedoc  
357 avenue Patton  
BP 20845  
49008 Angers Cedex 01  
FRANCE

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## Legal Information

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### Regulatory Declarations and Disclaimers

#### Declaration of the Manufacturer or Importer

We hereby certify that this product is in compliance with:

- European Union EMC Directive 2004/108/EC, using standards EN55022 (Class A) and EN55024 and Low Voltage Directive 2006/95/EC, using standard EN60950
- International Directive IEC 60297 and US ANSI Directive EIA-310-E

#### Safety Compliance Statement

- UL 60950 (USA)
- IEC 60950 (International)
- CSA 60950 (Canada)

#### European Community (EC) Council Directives

This product is in conformity with the protection requirements of the following EC Council Directives:

##### Electromagnetic Compatibility

- 2004/108/EC

##### Low Voltage

- 2006/95/EC

##### EC Conformity

- 93/68/EEC

##### Telecommunications Terminal Equipment

- 1999/5/EC

Neither the provider nor the manufacturer can accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product.

Compliance with these directives requires:

- An EC declaration of conformity from the manufacturer
- An EC label on the product
- Technical documentation

##### Mechanical Structures

- IEC 60297
- EIA-310-E

## FCC Declaration of Conformity

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Federal Communications Commission (FCC) Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Neither the provider nor the manufacturer are responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the manufacturer may cause harmful interference and void the FCC authorization to operate this equipment. An FCC regulatory label is affixed to the equipment.

## Canadian Compliance Statement (Industry Canada)

This Class A digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

This product is in conformity with the protection requirements of the following standards:

- ICES-003
- NMB-003

## VCCI Statement

This equipment complies with the VCCI V-3/ 2008-4 requirements.

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用する  
と電波妨害を引き起こすことがあります。この場合には使用者が適切な対策  
を講ずるよう要求されることがあります。 **VCCI- A**

This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may arise. When such trouble occurs, the user may be required to take corrective actions. A VCCI regulatory label is affixed to the equipment.

## Laser Compliance Notice (if applicable)

This product that uses laser technology complies with Class 1 laser requirements.

A CLASS 1 LASER PRODUCT label is affixed to the laser device.

Class 1 Laser Product  
Luokan 1 Laserlaite  
Klasse 1 Laser Apparat  
Laser Klasse 1

---

## Safety Information

### Definition of Safety Notices



#### **DANGER**

A *Danger* notice indicates the presence of a hazard that has the potential of causing death or serious personal injury.



#### **CAUTION**

A *Caution* notice indicates the presence of a hazard that has the potential of causing moderate or minor personal injury.



#### **WARNING**

A *Warning* notice indicates an action that could cause damage to a program, device, system, or data.

### Electrical Safety

The following safety instructions shall be observed when connecting or disconnecting devices to the system.



#### **DANGER**

The Customer is responsible for ensuring that the AC electricity supply is compliant with national and local recommendations, regulations, standards and codes of practice. An incorrectly wired and grounded electrical outlet may place hazardous voltage on metal parts of the system or the devices that attach to the system and result in an electrical shock. It is mandatory to remove power cables from electrical outlets before relocating the system.



#### **CAUTION**

This unit has more than one power supply cable. Follow procedures for removal of power from the system when directed.

## Laser Safety Information (if applicable)

The optical drive in this system unit is classified as a Class 1 level Laser product. The optical drive has a label that identifies its classification.

The optical drive in this system unit is certified in the U.S. to conform to the requirements of the Department of Health and Human Services 21 Code of Federal Regulations (DHHS 21 CFR) Subchapter J for Class 1 laser products. Elsewhere, the drive is certified to conform to the requirements of the International Electrotechnical Commission (IEC) 60825-1: 2001 and CENELEC EN 60825-1: 1994 for Class 1 laser products.



### CAUTION

**Invisible laser radiation when open. Do not stare into beam or view directly with optical instruments.**

Class 1 Laser products are not considered to be hazardous. The optical drive contains internally a Class 3B gallium-arsenide laser that is nominally 30 milliwatts at 830 nanometers. The design incorporates a combination of enclosures, electronics, and redundant interlocks such that there is no exposure to laser radiation above a Class 1 level during normal operation, user maintenance, or servicing conditions.

## Data Integrity and Verification



### WARNING

**Products are designed to reduce the risk of undetected data corruption or loss. However, if unplanned outages or system failures occur, users are strongly advised to check the accuracy of the operations performed and the data saved or transmitted by the system at the time of outage or failure.**

## Waste Management

This product has been built to comply with the Restriction of Certain Hazardous Substances (RoHS) Directive 2002/95/EC.

This product has been built to comply with the Waste Electrical and Electronic (WEEE) Directive 2002/96/EC.

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## Preface

This guide explains how to use the iCare Console to monitor and maintain Bull Systems. The iCare Console runs on the following operating systems:

- Windows XP, Vista (or later)
- Windows Server 2003, 2008 (or later)
- Linux Fedora Core 12 (or later)
- Linux RedHat 5 (or later)

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**Note** The Bull Support Web site may be consulted for product information, documentation, updates and service offers:

<http://support.bull.com>

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**Note** The iCare Console monitors and maintains different Bull Systems. The screenshots in this guide are therefore not specific to a particular system.

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## Intended Readers

This guide is intended for use by Bull System Hardware Administrators and Operators and qualified support personnel.

---

## Highlighting

The following highlighting conventions are used in this guide:

<b>Bold</b>	Identifies the following: <ul style="list-style-type: none"><li>• Interface objects such as menu names, labels, buttons and icons.</li><li>• File, directory and path names.</li><li>• Keywords to which particular attention must be paid.</li></ul>
<i>Italics</i>	Identifies references such as manuals or URLs.
<code>monospace</code>	Identifies portions of program codes, command lines, or messages displayed in command windows.
< >	Identifies parameters to be supplied by the user.
	Identifies the FRONT of a component.
	Identifies the REAR of a component.

---

## Related Publications

Please refer to the documentation delivered with the systems monitored and maintained via the iCare Console.





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## Chapter 1. Getting Started

This chapter explains how to install iCare Console software, start and stop the iCare Console from a web browser and view software version information. It also describes console features and outlines initial configuration tasks. It includes the following topics:

- Installing iCare Console Software, on page 1-2
- Displaying Software Version Information, on page 1-3
- Starting the iCare Console, on page 1-4
- iCare Console Overview, on page 1-6
- Initial Configuration, on page 1-9
- Stopping the iCare Console, on page 1-9

## 1.1. Installing iCare Console Software

The iCare Console is used to monitor and maintain Bull systems. The software is supplied on the *Resource and Documentation CD* and can be installed on any PC running:

- Linux Fedora Core 12 (or later)
- Windows XP, Vista (or later)
- Windows Server 2003, 2008 (or later)



**Important** Hardware resources can only be monitored and maintained by ONE iCare Console at a given time.

If you want to transfer the monitoring and maintenance of hardware resources to another iCare Console running on another PC, you **MUST** delete the hardware resources concerned from the current Resource tree before importing them into another Resource tree to ensure correct operation.

See **Deleting a Resource from the Tree**, on page 2-20 and **Importing Resources**, on page 2-2 for details.

### Prerequisites

Firewall	Opens the following network ports: TCP Port 80 or 8080: HTTP TCP Ports 20 and 21: FTP (Autocalls) UDP Ports 161 and 162: SNMP UDP Port 623: IPMITOOL
Firefox browser	Accepts cookies Allows access to online help: Tools > Options > Applications > Adobe Acrobat Document (application/pdf) > Use Adobe Acrobat (in Firefox)
Internet Explorer browser	Allows downloads: Tools > Internet Options > Security > Custom Level > Downloads. Check that the Automatic prompting for file downloads and File download parameters are Enabled
JRE	Installed
Adobe Reader	Installed (for online help)
Disk space	At least 140MB is available

### Procedure

1. From the *Resource and Documentation CD*, open the iCare folder.
2. Follow the instructions set out in the installation manual, according to the Operating System (Windows or Linux) required.

Once installed, users can connect remotely to the iCare Console using a Web browser.

## 1.2. Displaying Software Version Information

If needed for maintenance and troubleshooting operations, for example checking current software versions prior to an upgrade, you can display iCare Console and other software version information.

### Prerequisites

None

### Procedure

- From the Global Configuration tab, click **Miscellaneous > Software Versions** to display the Software Versions page.

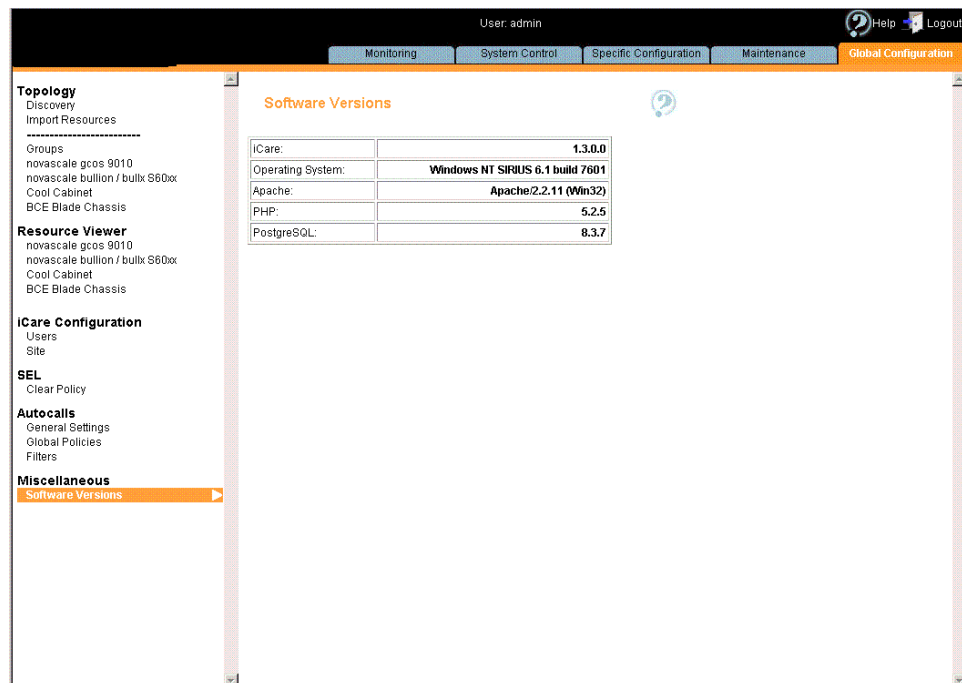


Figure 1-1. Software Versions page

## 1.3. Starting the iCare Console

Once the iCare Console has been installed, you can start the iCare Console using an Internet Explorer or Firefox browser.

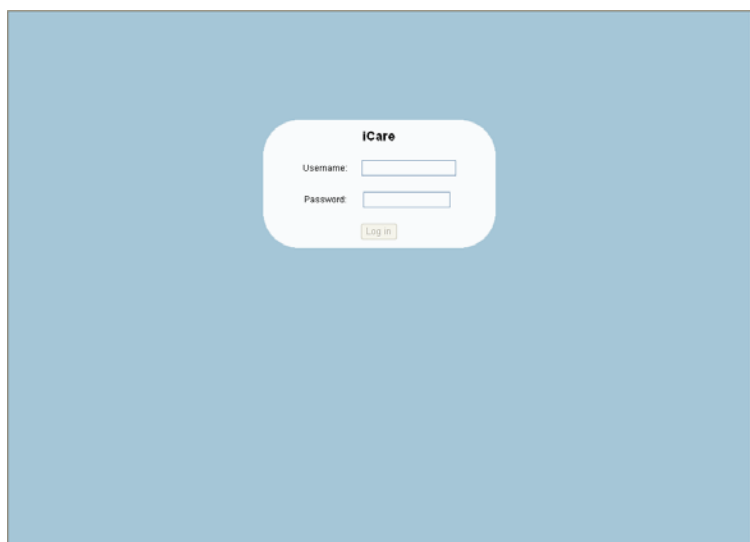
### Prerequisites

The PC hosting the iCare Console is running

The Web browser is configured to accept cookies and to allow file downloads

### Procedure

1. Double-click the iCare Console icon located on your desktop or launch your web browser and enter the iCare Console IP address or host name followed by /icare (http://xxx.xxx.xxx.xxx/icare). The login page opens.



iCare	
Username	Factory-default username: admin
Password	Factory-default password: pass

Figure 1-2. Login page description

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**Note** Internet Explorer:

If IIS is active, TCP Port 80 is not available and iCare will use TCP Port 8080.  
In this case you must add the port number to the IP address, as follows:  
http://xxx.xxx.xxx.xxx:8080/icare

---

2. Complete the Username and Password fields and click Log in. Once you are authenticated, the Monitoring tab opens.
- 



**Important** It is strongly recommended to change the factory-default admin user password once initial setup is completed, taking care to save a copy of your new account details for subsequent connections.

If you lose your account details and are unable to connect to the console, please contact your Customer Service Representative.

---

### What To Do if an Incident Occurs?

If you cannot connect to the console or if web pages are displayed incorrectly, one of the following problems may be the cause:

- Network failure
- Incorrect network settings
- Incorrect browser settings (proxy configuration)

## 1.4. iCare Console Overview

The iCare Console is a web-based hardware administration application which provides tools for the supervision and maintenance of hardware resources.

Once imported, monitored hardware resources are displayed in the iCare Console Resource tree which displays the status of each monitored resource using a color code.

Traps are sent by the hardware resources monitored by the iCare Console to the iCare Console database for easy consultation in the event of problems for the resources.

The console receives three types of traps:

- IPMI PET LAN traps with retry mechanism (ack) (Events)
- Non-IPMI platform specific SNMP Traps (Messages)
- BIOS logs

### Console Features

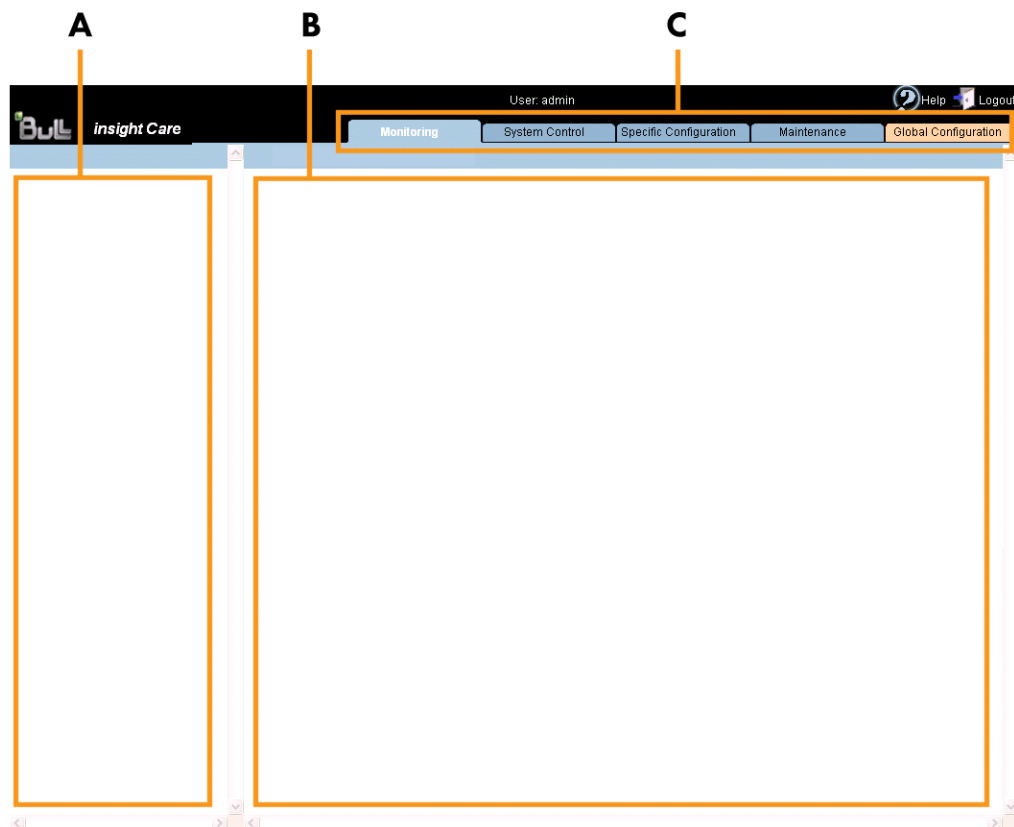
The following table lists the features available from the interface and their related sections in this guide.

Features
Importing, Managing and Monitoring Resources, on page 2-1 <ul style="list-style-type: none"><li>• Automatic discovery of hardware resources for resources in the same subnetwork</li><li>• Import of hardware resources using XML files</li><li>• Manual import</li><li>• Direct connection to resource Web consoles</li><li>• Serial Over LAN connection to managed host serial console</li></ul>
Building, Viewing and Managing Resource Logs, on page 4-1 <ul style="list-style-type: none"><li>• Severity color-based synthesis of alerts received</li><li>• Advanced analysis of trap content</li><li>• IPMI standard PET LAN, IPMI OEM PET LAN and platform specific SNMP trap decoding</li><li>• Platform specific trap data field decoding</li><li>• Simple or complex query options</li><li>• Query template and saving of result</li><li>• Collection of SEL, Board &amp; Security, BIOS and MCE status Logs</li><li>• Automatic Clear System Event Log option</li><li>• Automatic and manual resource heartbeat option</li></ul>
Managing Servicing Information, on page 5-1 <ul style="list-style-type: none"><li>• Comprehensive autocall transmission policy and filter options</li><li>• Autocall transmission to GTS application in XML format</li><li>• Intervention report generation and display</li><li>• Action Request Package generation</li></ul>
Managing iCare Users, on page 3-1

Table 1-1. Console features and related sections

## Interface Structure

The user interface is divided into three areas in the browser window: a Tree pane, a Work pane, and Tabs.

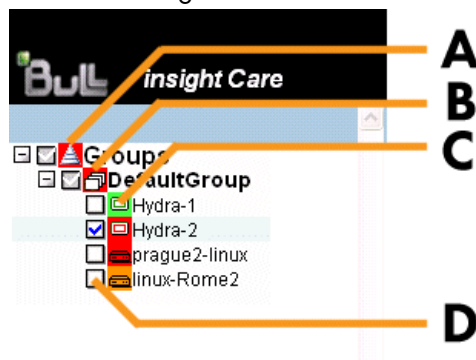


Interface Structure	
A: Tree pane	<p>The Tree pane is tab-dependent:</p> <ul style="list-style-type: none"> <li>When a <b>blue</b> tab is selected, the Tree pane displays the <b>Resource tree</b>.</li> <li>When the <b>orange</b> tab is selected, the Tree pane displays the <b>Navigation tree</b>.</li> </ul>
B: Work pane	<p>The Work pane is tab-dependent:</p> <ul style="list-style-type: none"> <li>When a <b>blue</b> tab is selected, the Work pane displays commands and information associated with the item selected in the <b>menu bar</b>.</li> <li>If the <b>orange</b> tab is selected, the Work pane displays commands and information associated with the item selected in the <b>Navigation tree</b>.</li> </ul>
C: Tabs	<p>Five tabs are available and are organized by color:</p> <ul style="list-style-type: none"> <li>The <b>Monitoring</b>, <b>System Control</b>, <b>Specific Configuration</b> and <b>Maintenance</b> tabs are blue. They provide access to features associated with the resource(s) selected in the <b>Resource tree</b>.</li> <li>The <b>Global Configuration</b> tab is orange. It provides access to configuration features (especially initial configuration) that apply to all monitored resources.</li> </ul>

Figure 1-3. Interface Structure

## The Resource Tree

The Resource tree appears in the Tree pane when a blue tab is selected. It displays a hierarchical view of monitored resources and their status. The Resource tree is automatically refreshed at regular intervals.



Resource Tree	
Each item in the Resource tree is associated with an icon that indicates the current status of the monitored hardware resource:	
• GREEN:	no significant events or event status is: <b>Concluded</b>
• BEIGE:	at least one <b>Warning</b> event and event status is: <b>In review</b>
• ORANGE:	at least one <b>Warning</b> event and event status is: <b>Received</b>
• PINK:	at least one <b>Critical</b> event and event status is: <b>In review</b>
• RED:	at least one <b>Critical</b> event and event status is: <b>Received</b>
A: Global status icon	<p>The Global status icon is located on the root node and allows you to check all monitored resources at a glance:</p> <ul style="list-style-type: none"> <li>• GREEN: all monitored resources are <b>operating correctly</b></li> <li>• BEIGE: at least one monitored resource has sent a <b>warning event</b> and event status is <b>In review</b></li> <li>• ORANGE: at least one monitored resource has sent a <b>warning event</b> and event status is <b>Received</b></li> <li>• PINK: at least one monitored resource has sent a <b>critical event</b> and event status is <b>In review</b></li> <li>• RED: at least one monitored resource has sent a <b>critical event</b> and event status is <b>Received</b></li> </ul>
B: Group status icon	<p>The Group status icon allows you to check all the monitored resources in the group at a glance:</p> <ul style="list-style-type: none"> <li>• GREEN: all resources in the monitored group are <b>operating correctly</b></li> <li>• BEIGE: at least one resource in the monitored group has sent a <b>warning event</b> and event status is <b>In review</b></li> <li>• ORANGE: at least one resource in the monitored group has sent a <b>warning event</b> and event status is <b>Received</b></li> <li>• PINK: at least one resource in the monitored group has sent a <b>critical event</b> and event status is <b>In review</b></li> <li>• RED: at least one resource in the monitored group has sent a <b>critical event</b> and event status is <b>Received</b></li> </ul>
C: Resource status icon	The Resource status icon indicates the current status of the selected monitored resource.
D: Check box	A check box is associated with each item in the Resource tree, allowing you to select the resource(s) for which you want to perform the action displayed in the Work pane (blue tab only).

Figure 1-4. Resource tree



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**Note** See Monitoring Resources, on page 2-30 for more details about managing resource status.

---

### Menu Bar

When a blue tab is selected, the Work pane displays a menu bar.

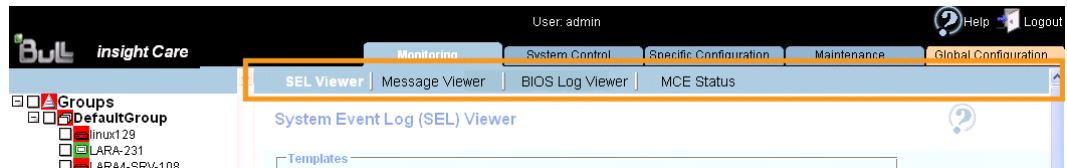


Figure 1-5. Menu Bar location

## 1.5. Initial Configuration

When you start the iCare Console for the first time, just after installation, you need to perform a few preliminary configuration tasks to ensure correct operation. These configuration tasks are listed below, in order of priority:


- Importing Resources, on page 2-2
- Completing the Site Form on page 5-2 and Configuring Autocalls, on page 5-3, if you have subscribed to Bull's Remote Maintenance service offer.

---

**Note** Other configuration tasks can be performed when required.

---

## 1.6. Stopping the iCare Console

You can stop the iCare Console at any time by clicking the Logout link (  Logout ) in the upper-right corner of the console.



---

## Chapter 2. Importing, Managing and Monitoring Resources

This chapter explains how to import and manage hardware resources using the Resource tree which displays a hierarchical view of monitored resources and their status. It includes the following topics:

- Importing Resources, on page 2-2
- Managing Imported Resources, on page 2-14
- Managing Resource Custom Groups, on page 2-23
- Monitoring Resources, on page 2-30
- Viewing Resource Details, on page 2-34
- Connecting to a Resource Console, on page 2-35
- Testing Connections to Resources, on page 2-36

## 2.1. Importing Resources

The Resource tree displays a hierarchical view of resource status icons and is automatically refreshed at regular intervals. It appears in the left frame of the iCare Console when a blue tab is selected.

When you first set up the iCare Console to monitor resources or when you want to add or remove resources to or from the iCare Console perimeter, you must build and/or update the Resource tree.

Once a hardware resource has been imported into the Resource tree, it is automatically monitored and SEL and Board and Security Message logs are enabled.



**Important** Hardware resources can only be monitored and maintained by ONE iCare Console at a given time.

If you want to transfer the monitoring and maintenance of hardware resources to another iCare Console running on another PC, you **MUST** delete the hardware resources concerned from the current Resource tree before importing them into another Resource tree to ensure correct operation.

See [Deleting a Resource from the Tree](#), on page 2-20 and [Importing Resources](#), on page 2-2 for details.

The following tasks are explained in this section:

- Automatically Importing Resources, on page 2-3
- Manually Importing Multiple Resources, on page 2-6
- Manually Importing a Single Resource, on page 2-10

**Note** For a graphical description of Resource tree features, see [Figure 1-4. Resource tree](#), on page 1-8.



**Important** According to the embedded management controller firmware version of imported hardware resources, you may need to perform a management controller reset to synchronize with the iCare Console to ensure that alert transmission functions correctly.

- Check embedded management controller firmware version for a resource by connecting to the resource's Hardware Console.
- From the **Maintenance** tab, select **Hardware Information > Management Board/Controller > Firmware Version**:
  - if the first two digits are >10, synchronization is automatic,
  - if the first two digits are <10, you must perform a reset to synchronize with the iCare Console.
- If required, reset the resource by selecting **Maintenance Operations > Unit Reset > Reset Management Controller > Reset**.

### 2.1.1. Automatically Importing Resources

The automatic discovery feature scans the subnetwork, detects any hardware resources that can be monitored by the iCare Console and adds them to the Resource tree.

---



**Important** You are strongly advised to use the automatic discovery feature to import compatible resources on the same subnetwork as the iCare Console. The manual import features are reserved for non-compatible resources or for resources on a different subnetwork to the iCare Console.

---

To import hardware resources outside the subnetwork or non-compatible with the automatic discovery feature, see the following sections:

- Manually Importing Multiple Resources, on page 2-6
- Manually Importing a Single Resource, on page 2-10

#### Prerequisites

The hardware resources you want to discover and monitor are on the same subnetwork as the iCare Console.

The hardware resources you want to discover and monitor are compatible with the automatic discovery feature.

The user account you want to use to connect to the hardware resource BMC is created on the hardware resource BMC.

The hardware resources you want to discover and monitor are not already monitored and maintained by another iCare Console. If this is the case, delete them from that console as explained in *Deleting a Resource from the Tree*, on page 2-20 before importing them into the current console.

---

**Note** **RESTRICTION:**  
When the iCare Console is installed on a Linux 64-bit Operating System, automatic discovery does not work. Resources must be declared using manual import or import using an XML template. See:  
Using an XML File to Import Multiple Resources, on page 2-8  
Manually Importing a Single Resource, on page 2-10

---

## Procedure

1. From the Global Configuration tab, click Topology > Discovery. The Discovery page appears.

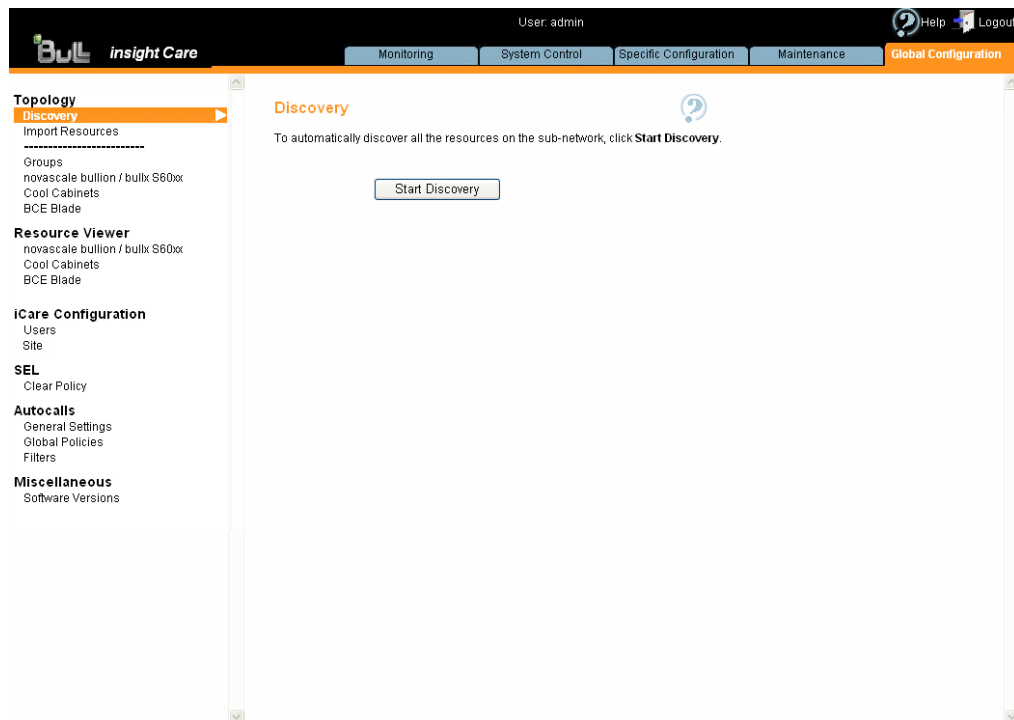


Figure 2-1. Discovery page

2. Click Start Discovery. The Network Discovery Results page appears.

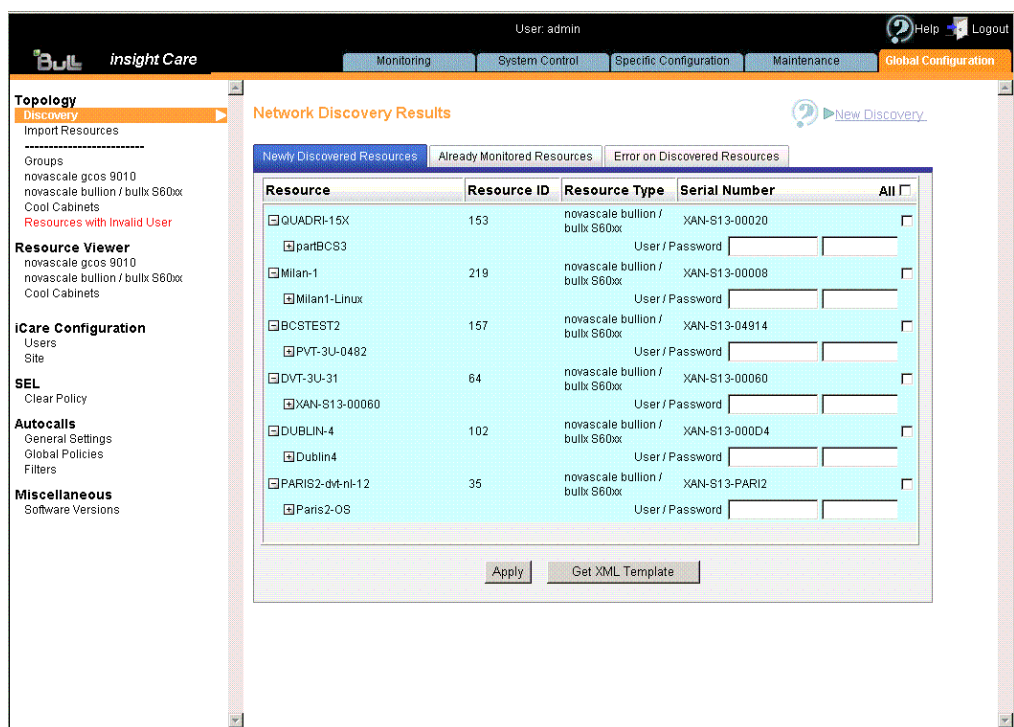


Figure 2-2. Network Discovery Results page - Multiple Resources

3. From the Newly Discovered Resources tab, select the resources you want to monitor, complete the User / Password fields and click Apply.

- 
- Notes**
- The User / Password fields are mandatory.
  - For more information about the Network Discovery Results page, see Managing Imported Resources, on page 2-14.
- 

4. Click a blue tab to display the updated Resource tree.
- 



**Important**

According to the embedded management controller firmware version of imported hardware resources, you may need to perform a management controller reset to synchronize with the iCare Console to ensure that alert transmission functions correctly.

- Check embedded management controller firmware version for a resource by connecting to the resource's Hardware Console.
  - From the Maintenance tab, select Hardware Information > Management Board/Controller > Firmware Version:
    - if the first two digits are >10, synchronization is automatic,
    - if the first two digits are <10, you must perform a reset to synchronize with the iCare Console.
  - If required, reset the resource by selecting Maintenance Operations > Unit Reset > Reset Management Controller > Reset.
-

## 2.1.2. Manually Importing Multiple Resources

When you want to import multiple hardware resources and these resources are not on the same subnetwork as the iCare Console or are not supported by the automatic discovery feature, you can create and use an XML import file.

You must first download the XML file template from the console and complete it with the required values.



**Important** If the hardware resources you want to import are on the same subnetwork as the iCare Console and are compatible, you are strongly advised to use the automatic discovery feature.  
For details, see *Automatically Importing Resources*, on page 2-3.

### 2.1.2.1. Creating a Hardware Resource XML Import File

Hardware resource XML import files are created by downloading the appropriate template(s) from the iCare Console and adding the information indicated in the file.

Although different templates are available according to hardware resource type, the resulting XML import files can either be used separately or merged into a single XML import file when you are ready to import resources.



**Important** The following procedure describes how to create an XML import file from the Import Resources page. Note that you can also get an XML import file using the automatic discovery feature.  
For details, see *Adding Newly Discovered Resources to the Tree*, on page 2-14.

#### Prerequisites

You have the information required to complete the XML import template file fields.

#### Procedure

1. From the Global Configuration tab, click **Topology > Import Resource**. The **Import Resources** page appears.
2. Check that the **XML File Import** tab is selected.

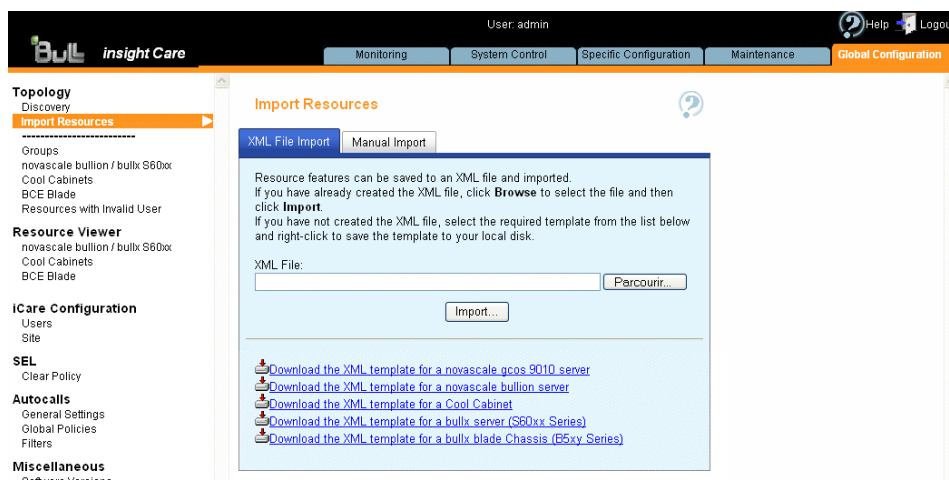


Figure 2-3. Import Resources page - XML File Import tab



3. Right-click the link corresponding to the XML template file you want to download and select **Save link as** (Firefox) or **Save target as** (Internet Explorer).
4. Open the saved XML template file with **Notepad**.
5. Edit the file by reading the XML comments (example: `<!-- DO NOT CHANGE this value -->`).

The information required to complete the file can be found by connecting to the corresponding resource Hardware Console.

For multi-module configuration, duplicate partition node according to the number of partitions in the server and duplicate module node according to the number of modules in the partition.

6. Save the XML import file.
7. Repeat this operation for each type of hardware resource that you want to import into the Resource tree. Once you have prepared all the required XML import files, you can use them separately or merge them into a single file to import resources, as detailed in *Using an XML File to Import Multiple Resources*, on page 2-8.

### 2.1.2.2. Using an XML File to Import Multiple Resources

Hardware resource XML import files are created by downloading the appropriate template(s) from the iCare Console and adding the information indicated in the file.

Although different templates are available according to hardware resource type, the resulting XML import files can either be used separately or merged into a single XML file when you are ready to import resources.

#### Prerequisites

The required hardware resource XML import file has been created, as explained in Creating a Hardware Resource XML Import File, on page 2-6.

The hardware resources you want to discover and monitor are not already monitored and maintained by another iCare Console. If this is the case, delete them from that console as explained in Deleting a Resource from the Tree, on page 2-20 before importing them into the current console.

#### Procedure

1. From the Global Configuration tab, click Topology > Import Resources. The Import Resources page appears.
2. Check that the XML File Import tab is selected.

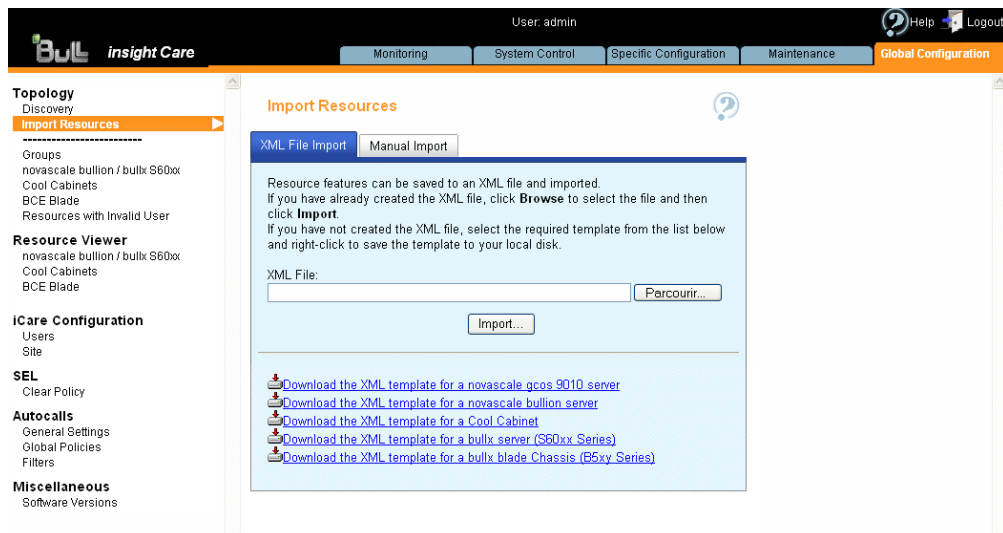


Figure 2-4. Import Resources page - XML File Import tab

3. Click Browse to locate and specify the required XML file path.

- Click Import. A consistency check is performed on the XML import file and the discovered hardware resources appear as shown in the following page:

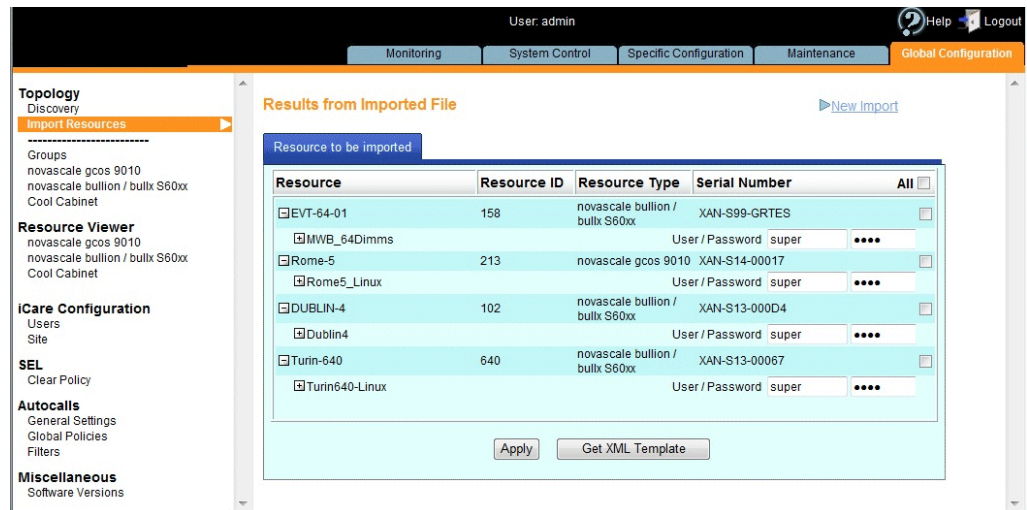


Figure 2-5. Results from Imported File page - XML File Import tab results

- From the list of importable hardware resources, select the resources you want to monitor and click Apply.
- Click a blue tab (Monitoring blue tab for example) to display the updated Resource tree.



**Important** According to the embedded management controller firmware version of imported hardware resources, you may need to perform a management controller reset to synchronize with the iCare Console to ensure that alert transmission functions correctly.

- Check embedded management controller firmware version for a resource by connecting to the resource's Hardware Console.
- From the Maintenance tab, select Hardware Information > Management Board/Controller > Firmware Version:
  - if the first two digits are >10, synchronization is automatic,
  - if the first two digits are <10, you must perform a reset to synchronize with the iCare Console.
- If required, reset the resource by selecting Maintenance Operations > Unit Reset > Reset Management Controller > Reset.

### 2.1.3. Manually Importing a Single Resource

The iCare Console includes a manual import feature that you can use to add a single resource on a different subnetwork to the iCare Console.



**Important** If the hardware resource you want to import is on the same subnetwork as the iCare Console and is compatible, you are strongly advised to use the automatic discovery feature. See [Automatically Importing Resources](#), on page 2-3.

#### Prerequisites

The hardware resources you want to discover and monitor are not already monitored and maintained by another iCare Console. If this is the case, delete them from that console as explained in [Deleting a Resource from the Tree](#), on page 2-20 before importing them into the current console.

#### Procedure

1. From the Global Configuration tab, click **Topology > Import Resources**. The **Import Resources** page appears.
2. Click the **Manual Import** tab and select the type of hardware resource you want to import from the **Resource Type** drop-down list.

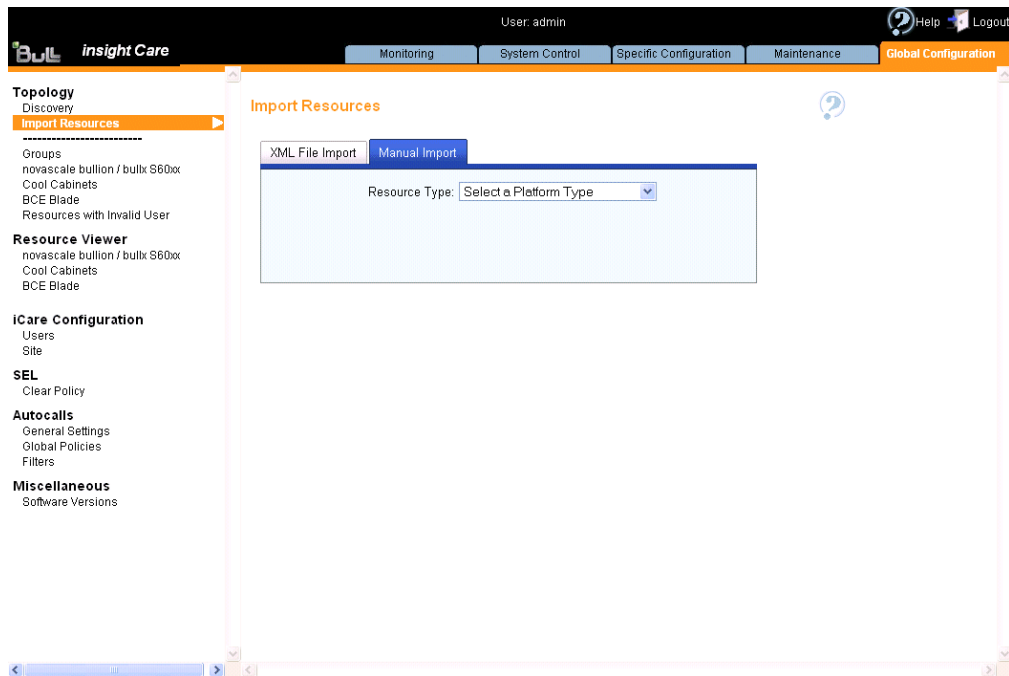


Figure 2-6. Import Resources page - Manual Import tab

3. Use the resource Hardware Console configuration data to complete the fields, as explained in the following table:

Manual Import - novascale gcos 9010	
Resource Name	novascale gcos 9010 name - 16 characters maximum
Resource Serial Number	novascale gcos 9010 serial number - 13 characters
Resource ID	novascale gcos 9010 ID - Value between 0 and 65535
Partition Name	Partition name - 16 characters maximum
User	User account name and password used to connect to the resource (this account is set up on the hardware resource).
Password	
Partition Composition	Reserved.
Serial Number	Module serial number - 13 characters
IP Address	BMC IP address - decimal values (example: 129.192.1.10)
MAC Address	Module MAC address - hexadecimal values (example: 5E:FF:56:A2:AF:15)
Manual Import - novascale bullion / bullx S6000	
Platform description	
Resource Name	Resource name - 16 characters maximum
Resource Serial Number	Resource serial number - 13 characters
Resource ID	Resource ID - Value between 0 and 65535
Module Count	Reserved. Automatically incremented.
Flexible	Reserved for future use.
Add Partition	Used to add partition(s) into the platform
Partition description	
Partition Name	Partition name - 16 characters maximum
User	User account name and password used to connect to the resource (this account is set up on the hardware resource).
Password	
Partition Composition	Reserved. Automatically updated. 4 digits indicating the presence or not of each module in the partition, 1 indicates presence, 0 indicates absence. The digits are arranged from module ID 0 on the right to module ID 3 on the left.
Master Module ID	Module ID of the partition used as the Master Module ID (the module IDs are set up on the hardware resource. You can use any module of the partition as the master module).
Add Module	Used to add module(s) into the partition
Module description	
Serial Number	Module serial number - 13 characters
IP Address	BMC IP address - decimal values (example: 129.192.1.10)
MAC Address	Module MAC address - hexadecimal values (example: 5E:FF:56:A2:AF:15)
Module ID	Module ID (single number inside the platform).

Manual Import - Cool Cabinets and bullx Blade Chassis	
Resource Name	Resource name - 16 characters maximum
Resource Serial Number	Resource serial number - 13 characters
IP Address	BMC static IP address - decimal values (example: 129.192.1.10)
MAC Address	BMC MAC address - hexadecimal values (example: 5E:FF:56:A2:AF:15)
User	User account name and password used to connect to the resource (this account is set up on the hardware resource).
Password	

Table 2-1. Manual import data

- Once you have completed all the fields, click Import. The Network Discovery Results page appears:

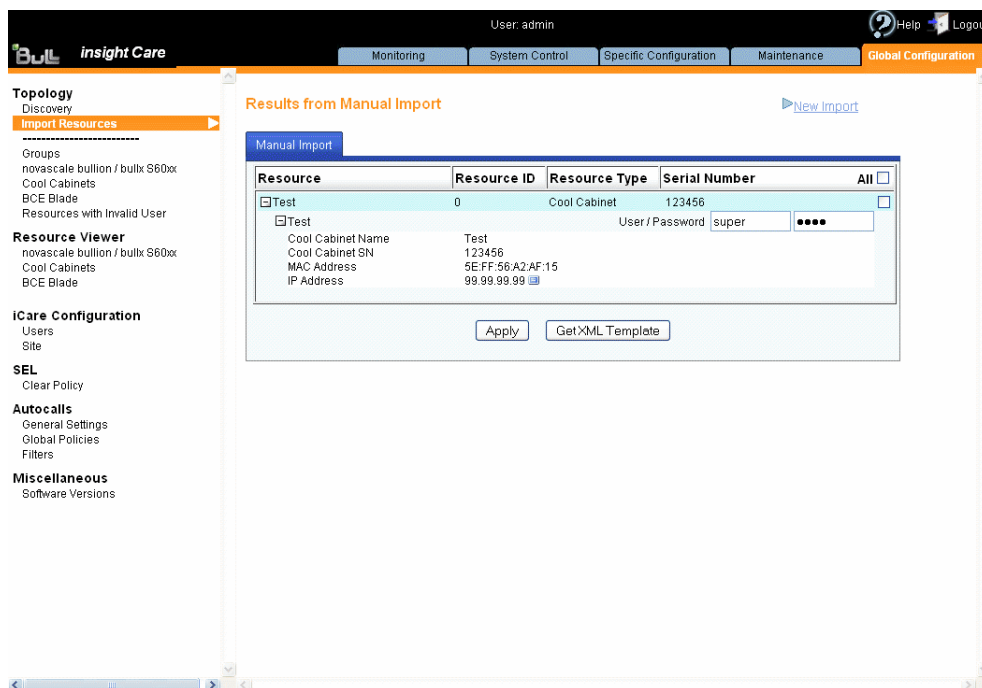


Figure 2-7. Network Discovery Results page - Single Resource

- Select the resource and click Apply.

**Note** For more information about the Network Discovery Results page, see Managing Imported Resources, on page 2-14

- Click a blue tab to display the updated Resource tree.

**Important**

According to the embedded management controller firmware version of imported hardware resources, you may need to perform a management controller reset to synchronize with the iCare Console to ensure that alert transmission functions correctly.

- Check embedded management controller firmware version for a resource by connecting to the resource's Hardware Console.
  - From the Maintenance tab, select Hardware Information > Management Board/Controller > Firmware Version:
    - if the first two digits are >10, synchronization is automatic,
    - if the first two digits are <10, you must perform a reset to synchronize with the iCare Console.
  - If required, reset the resource by selecting Maintenance Operations > Unit Reset > Reset Management Controller > Reset.
-

## 2.2. Managing Imported Resources

The Network Discovery Results page is automatically displayed when you build the Resource tree using one of the procedures described in:

- Automatically Importing Resources, on page 2-3
- Using an XML File to Import Multiple Resources, on page 2-8
- Manually Importing a Single Resource, on page 2-10

According to the results, this page can contain up to three tabs which are detailed in the following sections:

- Adding Newly Discovered Resources to the Tree, on page 2-14
- Displaying Monitored Resources, on page 2-16
- Troubleshooting Resource Discovery Errors, on page 2-17

### 2.2.1. Adding Newly Discovered Resources to the Tree

When new hardware resources are imported, they are displayed under the Newly Discovered Resources tab in the Network Discovery Results page, allowing you to select the new resources you want to add to the Resource tree and monitor.

---

**Note** If the automatic discovery feature does not detect any new resources, the message No resources discovered is displayed.

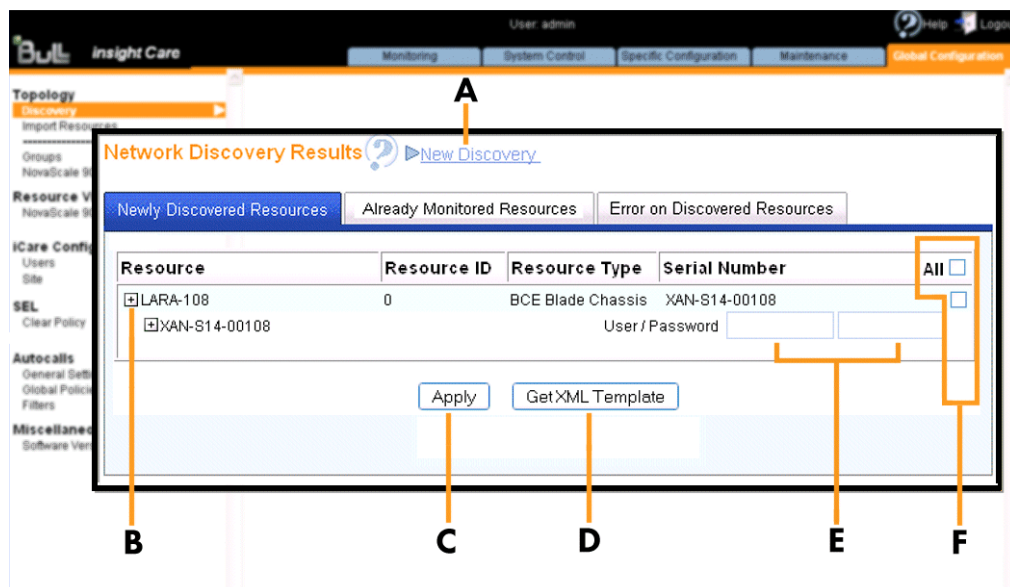
---

#### Prerequisites

You have imported hardware resources using one of the import methods explained in Importing Resources, on page 2-2

#### Procedure

1. When the Network Discovery Results page appears, displaying the results of the import procedure previously launched, open the Newly Discovered Resources tab.
2. Select the hardware resources you want to add to the Resource tree and monitor, as explained in the table below.





Newly Discovered Resources	
A: New Discovery link	Launches a new discovery.
B: Expand/Collapse button	Shows/hides detailed resource information.
C: Apply button	Imports the selected resources into the Resource tree.
D: Get XML Template button	Saves the selected resources to an XML file. Specify the user name and password before clicking. Use this button when you want to import automatically discovered resources that are not on the same subnetwork. See Using an XML File to Import Multiple Resources, on page 2-8.
E: User/Password fields	Name and password of the user account used to connect to the resource (this account is set up on the hardware resource).
F: Check boxes	Click All to select all the displayed resources, or select the individual check boxes corresponding to the specific resources you want to import.

Figure 2-8. Network Discovery Results page (Newly Discovered Resources tab)

## 2.2.2. Displaying Monitored Resources

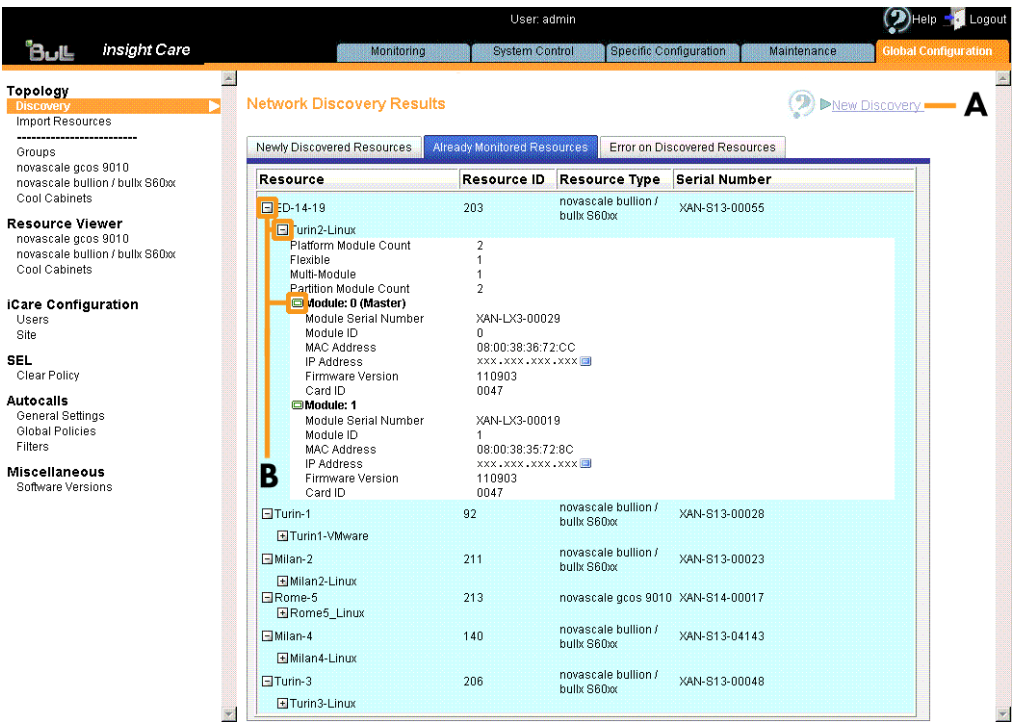
When hardware resources that are already monitored are re-discovered, they are displayed under the **Already Monitored Resources** tab in the **Network Discovery Results** page, allowing you to view detailed information about these resources.

### Prerequisites

You have imported hardware resources using one of the import methods explained in **Importing Resources**, on page 2-2

### Procedure

1. When the **Network Discovery Results** page appears displaying the results of the import procedure previously launched, open the **Already Monitored Resources** tab.
2. Select the hardware resources for which you want to view details and use the **Expand** button to display information, as explained in the table below.



Already Monitored Resources	
A: New Discovery link	Click this link to launch a new discovery
B: Expand/Collapse button	Click this button to show/hide detailed resource information

Figure 2-9. Network Discovery Results page (Already Monitored Resources tab)

## 2.2.3. Troubleshooting Resource Discovery Errors

When hardware resources are discovered but cannot be imported, they are displayed under the Error on Discovered Resources tab in the Network Discovery Results page, allowing you to easily troubleshoot discovery errors.

### Prerequisites

You have tried to import hardware resources using one of the import methods explained in Importing Resources, on page 2-2

### Procedure

1. When the Network Discovery Results page appears displaying the results of the import procedure previously launched, open the Error on Discovered Resources tab.
2. Select the hardware resources for which you want to view details and use the Expand button to display error messages, as explained in the table below.

The screenshot shows the 'Network Discovery Results' page with the 'Error on Discovered Resources' tab selected. The table lists resources with their IDs and error messages. A detailed view of a resource is expanded, showing its properties and the specific error message.

Resource	Resource ID	Resource Type	Error Message
DVT-NL-QuadriP2	159	novascale bullion / bulx S60xx	Duplicate platform_serial_number (XAN-S13-00017)
QuadriP2			
DVT-NL-Quadri-P2	159	novascale bullion / bulx S60xx	Invalid ip_address (I2)->partition[0]->module[0]->ip_address)
Quadri-P2			
BCS-WSM-B	63	novascale bullion / bulx S60xx	Duplicate platform_serial_number (XAN-S13-00055)
Bi-module3U-P2			
Turin2	203	novascale bullion / bulx S60xx	Duplicate platform_name (Turin2)
Turin2-Linux			
QUADRI-15X	153	novascale bullion / bulx S60xx	Duplicate platform_name (QUADRI-15X)
partBCS3			
DUBLIN-3	0	novascale bullion / bulx S60xx	Duplicate platform_serial_number (Unknown)
Unknown			
QUADRI-15X	153	novascale bullion / bulx S60xx	Duplicate platform_name (QUADRI-15X)
BiNLduP2			
DVT-NL-12	0	novascale bullion / bulx S60xx	Duplicate platform_serial_number (Unknown)
Paris2			
Error Message			Duplicate platform_serial_number (Unknown)
Module: 0 (Master)			
Module Serial Number		Unknown	
MAC Address		08:00:38:36:43:2C	
IP Address		xxx.xx.xx.xxx	
Error Message			Module Serial Number unknown
DVT-3U-29	203	novascale bullion / bulx S60xx	Duplicate module_serial_number (XAN-LX3-00029)

Error on Discovered Resources	
A: New Discovery link	Click this link to launch a new discovery
B: Expand/Collapse button	Click this button to show/hide detailed information about the error message
C: Error Message column	Displays the error message label

Figure 2-10. Network Discovery Results page (Error on Discovered Resources tab)

3. Use the following Discovery Error Messages and Troubleshooting Actions tables to resolve problems before launching a new discovery.

## Discovery Error Messages and Troubleshooting Actions

Message	Duplicate IP address
Description	2 (or more) resources use the same IP address
Actions	<ul style="list-style-type: none"> <li>• XML File Import - typing error: change the resource <code>&lt;ip_address&gt;</code> (platform or module) XML tag value, then re-import the XML file.</li> <li>• Manual Import - typing error: re-import the resource.</li> <li>• If this is not a typing error, contact your Network administrator.</li> </ul>

Table 2-2. Duplicate IP address error

Message	Duplicate MAC address
Description	2 (or more) resources use the same MAC address
Actions	<ul style="list-style-type: none"> <li>• XML File Import - typing error: change the resource <code>&lt;mac_address&gt;</code> (platform or module) XML tag value, then re-import the XML file.</li> <li>• Manual Import - typing error: re-import the resource.</li> <li>• If this is not a typing error, contact your Customer Service Engineer.</li> </ul>

Table 2-3. Duplicate MAC address error

Message	Duplicate module serial number
Description	2 (or more) resources use the same module serial number
Actions	<ul style="list-style-type: none"> <li>• XML File Import - typing error: change the resource <code>&lt;module_serial_number&gt;</code> XML tag value, then re-import the XML file.</li> <li>• Manual Import - typing error: re-import the resource.</li> <li>• If this is not a typing error, contact your Customer Service Engineer.</li> </ul>

Table 2-4. Duplicate module serial number error

Message	Duplicate partition name
Description	2 (or more) resources use the same partition name
Actions	<ul style="list-style-type: none"> <li>• Start the resource hardware console, check and if required, change the partition name value (Configuration tab, <b>Global Settings &gt; Managed Server</b> menu, <b>Managed Server Name</b> field), then re-import the resource.</li> <li>• XML File Import - typing error: change the resource <code>&lt;partition_name&gt;</code> XML tag value, then re-import the XML file.</li> <li>• Manual Import - typing error: re-import the resource.</li> </ul>

Table 2-5. Duplicate partition name error

<b>Message</b>	<b>Duplicate platform ID</b>
<b>Description</b>	2 (or more) resources use the same platform ID
<b>Actions</b>	<ul style="list-style-type: none"> <li>Start the resource hardware console, check and if required, change the platform ID value (Configuration tab, Global Settings &gt; Platform menu, Platform ID field), then re-import the resource.</li> <li>XML File Import - typing error: change the resource <code>&lt;platform_id&gt;</code> XML tag value, then re-import the XML file.</li> <li>Manual Import - typing error: re-import the resource.</li> </ul>

Table 2-6. Duplicate platform ID error

<b>Message</b>	<b>Duplicate platform name</b>
<b>Description</b>	2 (or more) resources use the same platform name
<b>Actions</b>	<ul style="list-style-type: none"> <li>Start the resource hardware console, check and if required, change the platform name value (Configuration tab, Global Settings &gt; Platform menu, Platform Name field), then re-import the resource.</li> <li>XML File Import - typing error: change the resource <code>&lt;platform_name&gt;</code> XML tag value, then re-import the XML file.</li> <li>Manual Import - typing error: re-import the resource.</li> </ul>

Table 2-7. Duplicate platform name error

<b>Message</b>	<b>Duplicate platform serial number</b>
<b>Description</b>	2 (or more) resources use the same platform serial number
<b>Actions</b>	<ul style="list-style-type: none"> <li>XML File Import - typing error: change the resource <code>&lt;platform_serial_number&gt;</code> XML tag value, then re-import the XML file.</li> <li>Manual Import - typing error: re-import the resource.</li> <li>If this is not a typing error, contact your Customer Service Engineer.</li> </ul>

Table 2-8. Duplicate platform serial number error

<b>Message</b>	<b>Module count does not match the number of modules</b>
<b>Description</b>	The number of <code>&lt;module&gt;</code> <code>&lt;\module&gt;</code> XML tags is not correct.
<b>Actions</b>	Change the number of <code>&lt;module&gt;</code> <code>&lt;\module&gt;</code> XML tags, then re-import the file.

Table 2-9. Module count does not match the number of modules error

<b>Message</b>	<b>Module serial number unknown</b>
<b>Description</b>	The module serial number may not be engraved.
<b>Actions</b>	Contact your Customer Service Engineer.

Table 2-10. Module serial number unknown error

<b>Message</b>	<b>Platform serial number unknown</b>
<b>Description</b>	The module serial number may not be engraved.
<b>Actions</b>	Contact your Customer Service Engineer.

Table 2-11. Platform serial number unknown error

## 2.2.4. Deleting a Resource from the Tree

When you no longer want to monitor a hardware resource from the iCare Console or if you want to transfer monitoring and maintenance to another iCare Console, you must delete it from the Resource tree.



**Important** Once a hardware resource is deleted, it disappears from the Resource tree and database entries are no longer accessible for this resource.

### Prerequisites

The hardware resource is present in the Resource tree

### Procedure

1. From the Global Configuration tab, select the hardware resource type under Topology. The resource management page appears.

**Note** The list of hardware resource types is generated dynamically. If the Resource tree is empty, no resource type is available for selection.

2. Select the hardware resource(s) you want to delete (a), click **Delete** (b) and then click OK in the displayed confirmation box (c). The selected hardware resource(s) is removed from the Resource tree.

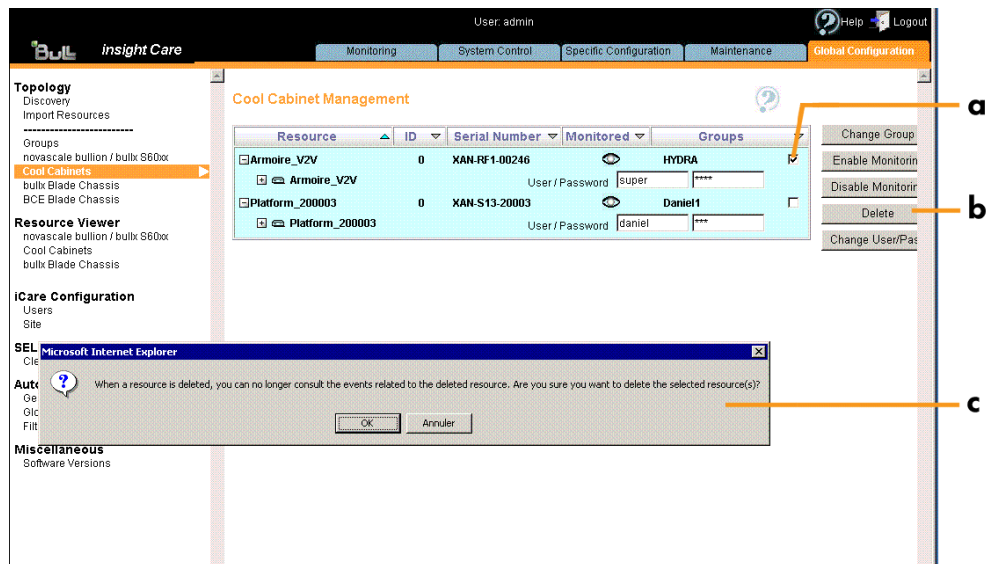


Figure 2-11. Deleting a Resource

3. Click a blue tab to display the updated Resource tree.

## 2.2.5. Changing a Resource User Account

The iCare Console connects to the hardware resource it monitors using a user account. This account is configured on the BMC embedded in the hardware resource through its Hardware Console. If this user account is updated, you must also update it through the iCare Console.

### Prerequisites

You have the updated user account information

### Procedure

1. From the Global Configuration tab, select the hardware resource type under Topology. The resource management page appears.

**Note** The list of hardware resource types is generated dynamically. If the Resource tree is empty, no resource type is available for selection.

2. Select the hardware resource for which you want to update the user account information (a), complete the User/Password fields (b) and click Change User/Pass (c). The user account of the selected resource is updated and a confirmation box appears.

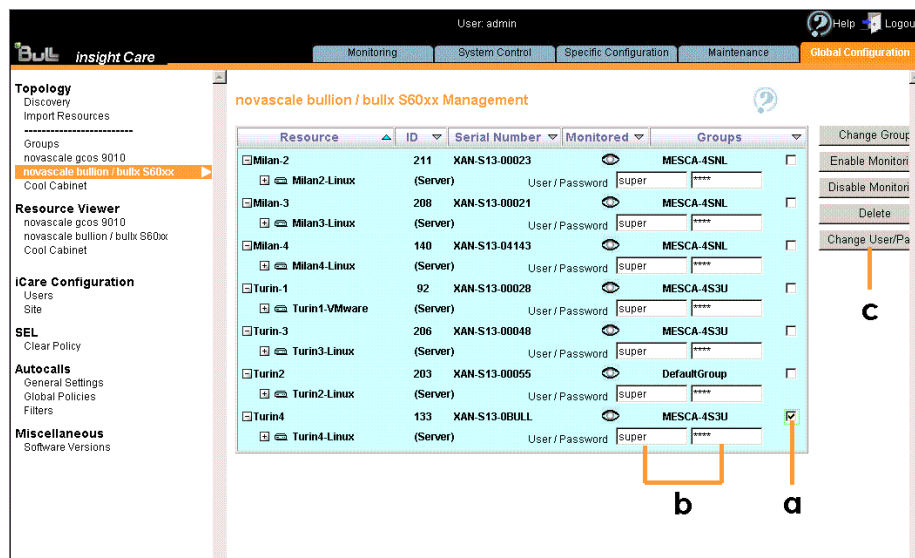


Figure 2-12. Changing a resource user account

## 2.2.6. Troubleshooting Resources with Invalid User Accounts

When user accounts used to connect to resources are not correctly configured in the iCare Console, they are listed in the Resources with Invalid User/Password page for easy troubleshooting.

**Note** The item Resources with Invalid User, located in the Tree pane and which allows you to display the Resources with Invalid User/Password page is generated dynamically. If the iCare Console does not detect any resources with invalid user account, the item Resources with Invalid User is not displayed.

### Prerequisites

Resources with invalid user accounts are detected.

User accounts set up for iCare Console are created in the resources.

### Procedure

1. From the Global Configuration tab, click Topology > Resources with Invalid User. The Resources with Invalid User/Password page appears.
2. Select the hardware resource for which you want to modify the user account data, complete the User/Password fields and click Change User/Pass. The selected resource is updated with the new user account values.

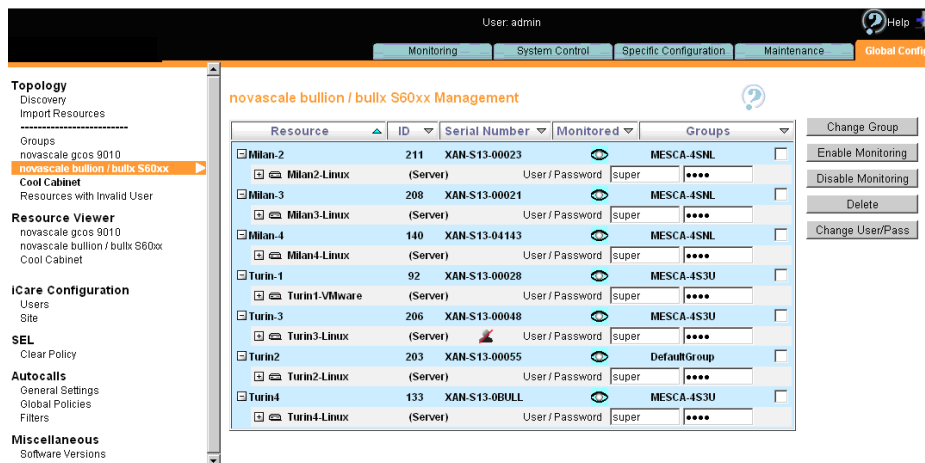


Figure 2-13. Troubleshooting resources with invalid user account.



## 2.3. Managing Resource Custom Groups

When hardware resources are imported into the Resource tree, they are automatically monitored and added to the predefined resource group called **DefaultGroup**, which is used by default to represent a set of hardware resources. This group cannot be renamed or deleted.

To allow you to organize and monitor your hardware resources according to your needs, you can create your own resource groups or **Custom Groups** and then edit, delete or move resources between groups.

The following tasks are explained in this section:

- Creating a Resource Custom Group, on page 2-24
- Editing Resource Custom Group Details, on page 2-26
- Deleting a Resource Custom Group, on page 2-27
- Switching a Resource to a Custom Group, on page 2-28

---

**Note** For a graphical description of Resource tree features, refer to Figure 1-4. Resource tree, on page 1-8.

---

### 2.3.1. Creating a Resource Custom Group

The iCare Console is delivered with one predefined group, **DefaultGroup**, which cannot be modified or deleted.

To allow you to organize your hardware resources to suit your needs, you can create your own resource groups or **Custom Groups**.

**Prerequisites**

None

**Procedure**

1. From the Global Configuration tab, click **Topology > Groups**. The **Groups Management** page appears.

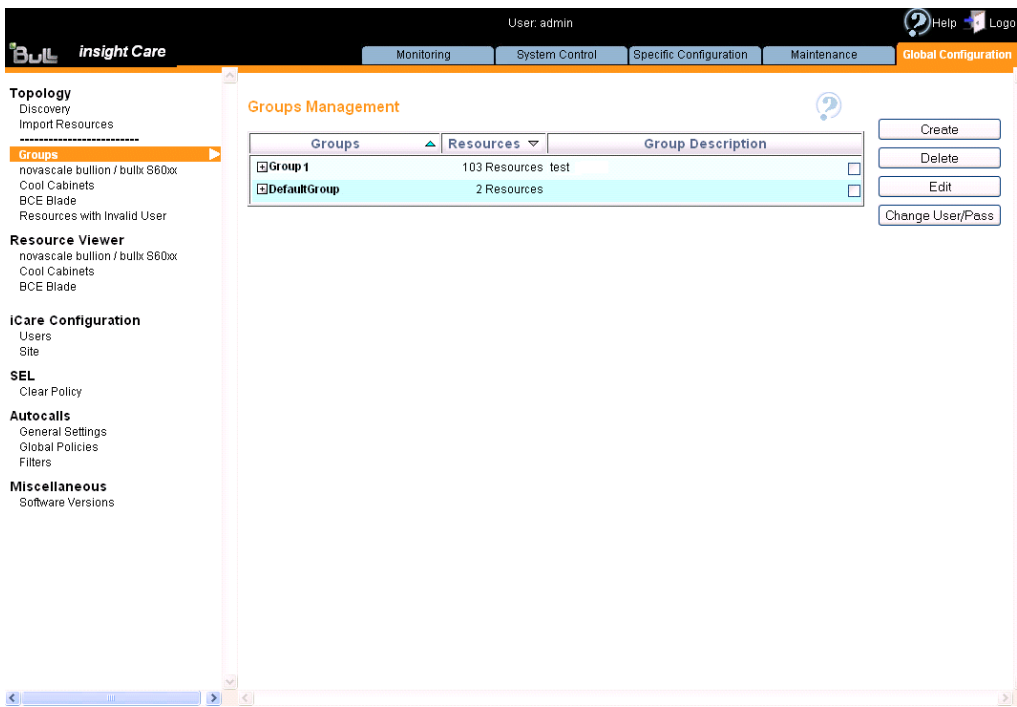
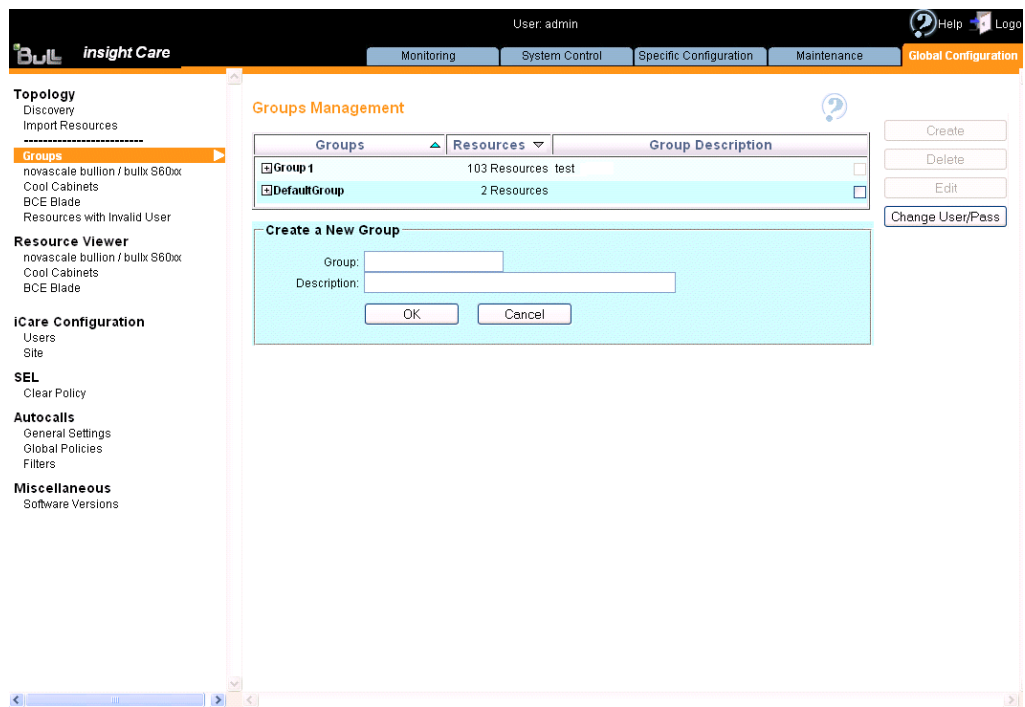


Figure 2-14. Groups Management page

2. Click **Create**. The **Create a New Group** box appears.



Create a New Group	
Group	Name given to the group. The group name is limited to 16 characters. The following characters are not allowed: /<^`&'+'*%=><:;!?,~  and space.
Description	(Optional) Additional information on the group

Figure 2-15. Create a New Group box

3. Click **OK**. The group appears in the **Groups Management** page.
4. You can now associate hardware resources with the new group. See [Switching a Resource to a Custom Group](#), on page 2-28.

---

**Note** The new group only appears in the Resource tree when a hardware resource has been associated with the group.

---

### 2.3.2. Editing Resource Custom Group Details

You can change a custom group name and/or description at any time to reflect changes in your working environment.

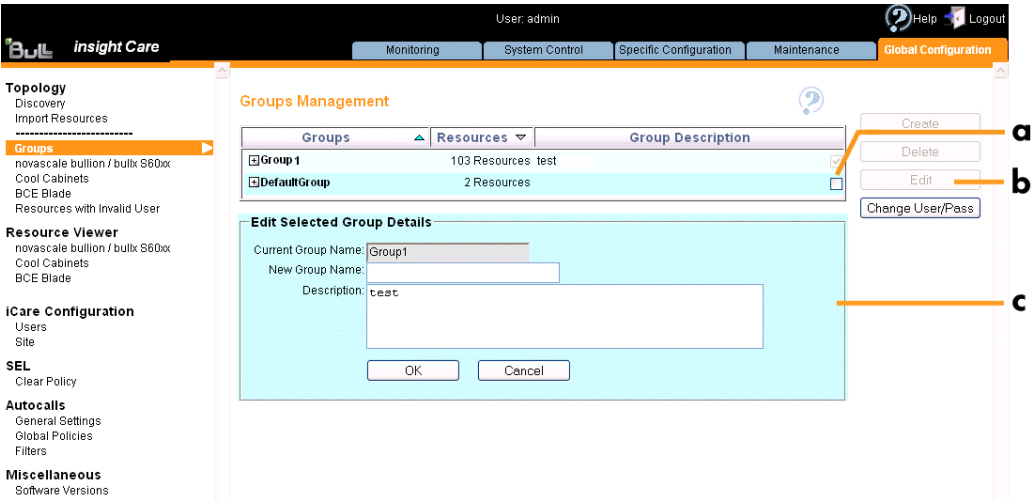
**Note** The predefined group DefaultGroup cannot be edited.

**Prerequisites**

None

**Procedure**

- 1. From the Global Configuration tab, click Topology > Groups. The Groups Management page appears.
- 2. Select the group you want to modify (a) and click Edit (b). The Edit Selected Group Details box appears (c).



Edit Selected Group Details	
Current Group Name	Read-only field
New Group Name	The new group name is limited to 16 characters. The following characters are not allowed: /\`&'+'*%=><:!?,~  and space.
Description	(Optional) Additional information about the group

Figure 2-16. Edit Selected Group Details box

- 3. Complete the box and click OK to apply changes.

### 2.3.3. Deleting a Resource Custom Group

Any custom groups that you no longer need due to changes in your working environment, for example, can be deleted at any time.

- Notes**
- The predefined group **DefaultGroup** cannot be deleted.
  - If you delete a group that still contains hardware resources, these resources are automatically associated with the predefined group **DefaultGroup**.

#### Prerequisites

None

#### Procedure

1. From the Global Configuration tab, click **Topology > Groups**. The Groups Management page appears.
2. Select the group you want to delete (a) and click **Delete** (b). A confirmation box appears (c).

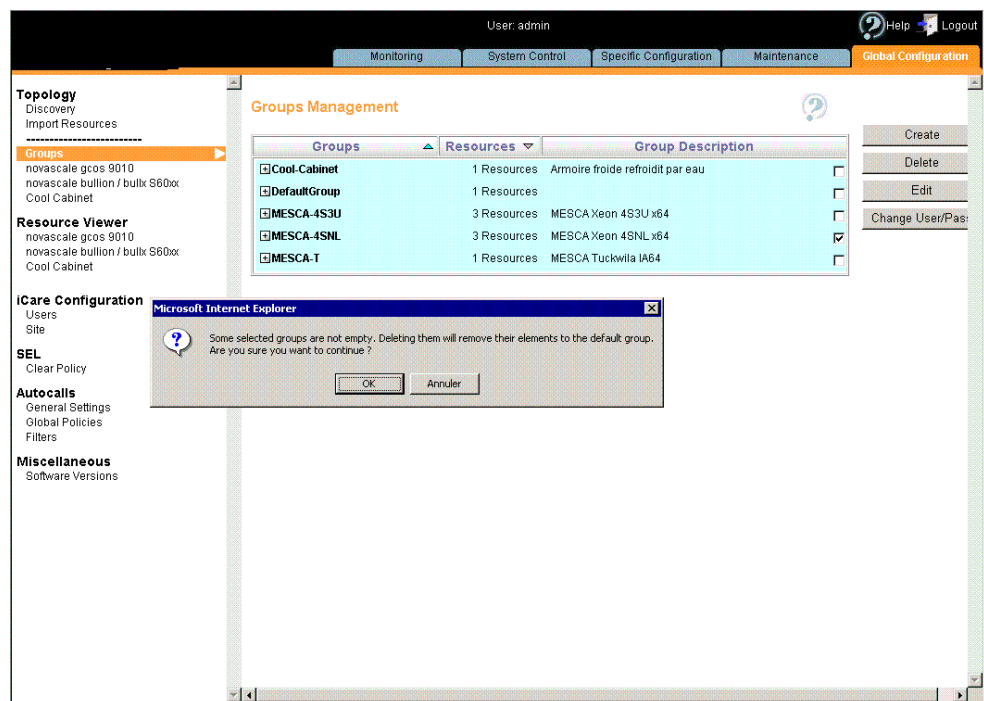


Figure 2-17. Groups Management page - Group deletion

3. Click **OK** to delete the custom group.

## 2.3.4. Switching a Resource to a Custom Group

Hardware resources can be freely moved to and from custom groups and/or the default group, according to your needs.

### Prerequisites

At least one custom group is created, as explained in Creating a Resource Custom Group, on page 2-24

### Procedure

1. From the Global Configuration tab, select the resource type under Topology. The resource management page appears.

**Note** The list of hardware resource types is generated dynamically. If the Resource tree is empty, no resource type is available for selection: if the resource tree is not built, no item is available.

2. Select the hardware resources you want to add to another group (a) and click Change Group (b). The Move Selected Resources to New Group box appears (c).

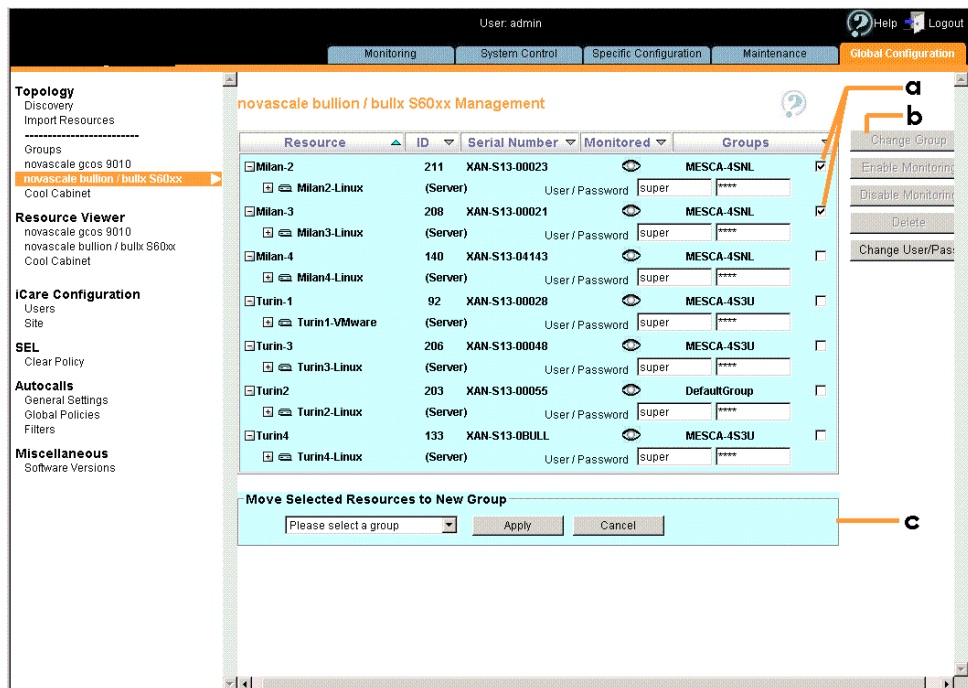


Figure 2-18. Moving Resources - example

3. From the drop-down list, select the group to which you want to add the selected resource(s) and click Apply.
4. Click a blue tab to display the updated Resource tree.

### 2.3.5. Changing the User Account for a Group of Resources

When a monitored resource user account is changed, it must also be updated on the iCare Console. If the same user account is used for several resources within the same group, instead of changing the user account resource by resource, you can declare the updated user account just once for the entire group.

#### Prerequisites

- You have the updated user account information
- The user account is the same for all the resources to be updated
- The resources that will be updated belong to the same group

#### Procedure

1. From the Global Configuration tab, click Topology > Groups. The Groups Management page appears.
2. Expand (a) and select (b) the group containing the hardware resources for which you want to update the user account information, complete the User and Password fields (c) and click Change User/Pass (d). The user accounts of all the resources associated with the selected group are updated and a confirmation box appears.

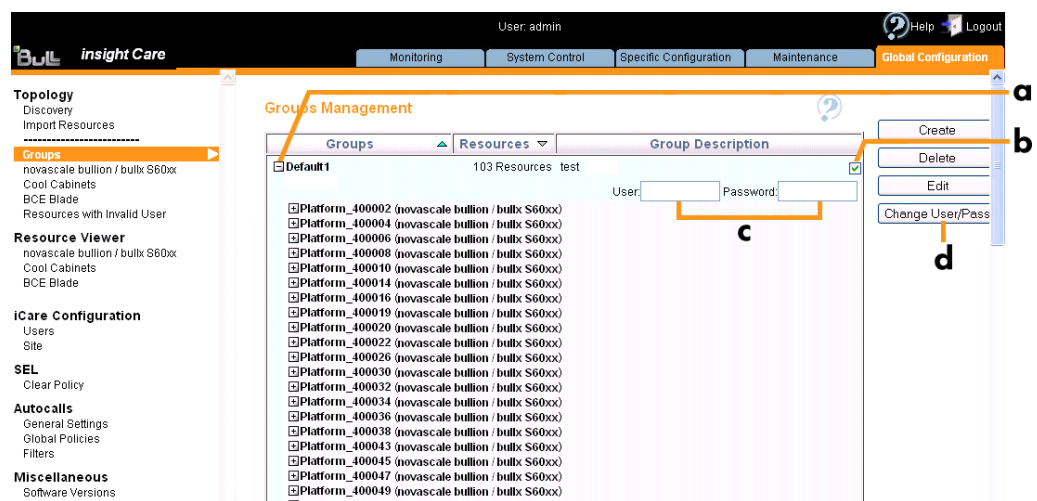


Figure 2-19. Changing the user account for a group of resources

## 2.4. Monitoring Resources

A hardware resource imported into the iCare Console is automatically monitored, which implies that:

- The resource appears in the Resource tree and is associated with an icon that indicates its status.
- The SEL event tracking feature is enabled.

### 2.4.1. Enabling/Disabling Resource Monitoring

You can enable or disable the monitoring feature for any imported hardware resource.

---



**important** When monitoring is enabled for a hardware resource, the BIOS logs already present on the hardware resource are transferred into the iCare Console database. New BIOS logs will be sent to the iCare Console database. See [Building and Checking BIOS Logs](#), on page 4-14. When monitoring is disabled for a hardware resource, it disappears from the Resource tree and events are no longer recorded for it. Events and BIOS logs recorded when the hardware resource was monitored remain in the iCare Console database. To consult them, you must re-enable monitoring for the hardware resource. If you want to permanently stop monitoring a hardware resource from the iCare Console, you are advised to delete the hardware resource from the Resource tree. For details, see [Deleting a Resource from the Tree](#), on page 2-20.

---

#### Prerequisites

The hardware resource is present in the Resource tree



## Procedure

1. From the Global Configuration tab, select the hardware resource type under Topology. The resource management page appears.

**Note** The list of hardware resource types is generated dynamically. If the Resource tree is empty, no hardware resource type is available.

2. Do one of the following:
  - a. To enable monitoring for one or more hardware resource(s), select the resource(s) (a), click Enable Monitoring (b) and then click OK in the displayed confirmation box (c). The selected resources re-appear in the Resource tree and event logging starts again.

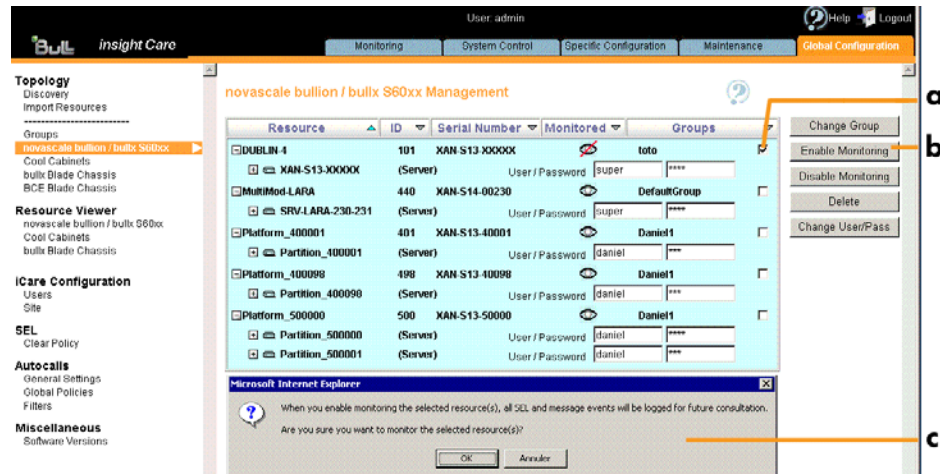


Figure 2-20. Enabling Resource Monitoring

- b. To disable monitoring for one or more hardware resource(s), select the resource(s) (a), click Disable Monitoring (b) and then click OK in the displayed confirmation box (c). The selected resources disappear from the Resource tree and event logging stops.

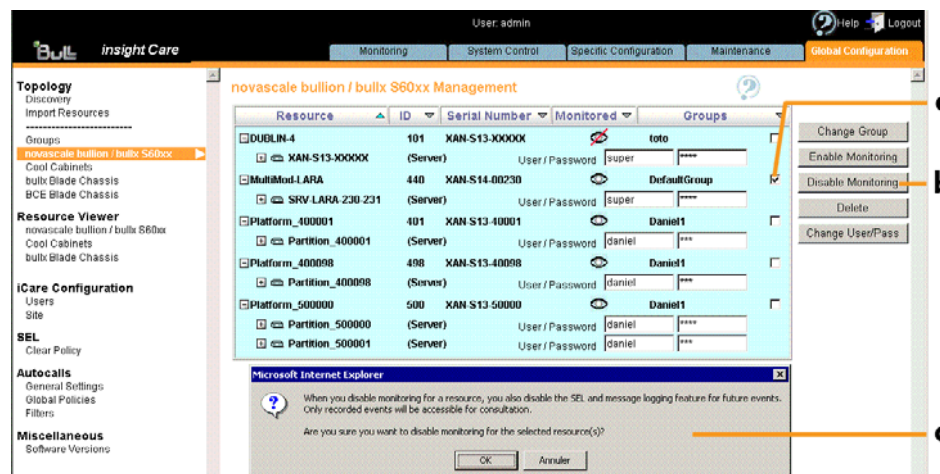


Figure 2-21. Disabling Resource Monitoring

3. Click a blue tab to display the updated Resource tree.

---



**Important**

According to the embedded management controller firmware version of imported hardware resources, you may need to perform a management controller reset to synchronize with the iCare Console to ensure that alert transmission functions correctly.

- Check embedded management controller firmware version for a resource by connecting to the resource's Hardware Console.
  - From the Maintenance tab, select Hardware Information > Management Board/Controller > Firmware Version:
    - if the first two digits are >10, synchronization is automatic,
    - if the first two digits are <10, you must perform a reset to synchronize with the iCare Console.
  - If required, reset the resource by selecting Maintenance Operations > Unit Reset > Reset Management Controller > Reset.
-

## 2.4.2. Understanding Monitored Resource Status

Monitored resource status can be easily viewed from the Resource tree, which is automatically refreshed at regular intervals.

Status indicators are available at three levels in the Resource tree:

- **Global status** icon, located on the root node
- **Group status** icon, associated with the monitored resource group node
- **Resource status** icon, associated with each monitored resource

When an event is received in the iCare Console database, the status icons change color to reflect event severity, as explained in Table 2-12. You can then query the database to view the event and analyze the problem, as explained in Building and Checking System Event Logs (SEL), on page 4-2.

Status Icons	
Global status	<p>The Global status icon is located on the root node and allows you to check all monitored resources at a glance:</p> <ul style="list-style-type: none"><li>• <b>GREEN</b>: all monitored resources are <b>operating correctly</b></li><li>• <b>BEIGE</b>: at least one monitored resource has sent a <b>warning event</b> and event status is <b>In review</b></li><li>• <b>ORANGE</b>: at least one monitored resource has sent a <b>warning event</b> and event status is <b>Received</b></li><li>• <b>PINK</b>: at least one monitored resource has sent a <b>critical event</b> and event status is <b>In review</b></li><li>• <b>RED</b>: at least one monitored resource has sent a <b>critical event</b> and event status is <b>Received</b></li></ul>
Resource Group status	<p>This icon indicates the status of all the monitored resources in the resource group:</p> <ul style="list-style-type: none"><li>• <b>GREEN</b>: all monitored resources in the group are <b>operating correctly</b></li><li>• <b>BEIGE</b>: at least one monitored resource in the group has sent a <b>warning event</b> and event status is <b>In review</b></li><li>• <b>ORANGE</b>: at least one monitored resource in the group has sent a <b>warning event</b> and event status is <b>Received</b></li><li>• <b>PINK</b>: at least one monitored resource in the group has sent a <b>critical event</b> and event status is <b>In review</b></li><li>• <b>RED</b>: at least one monitored resource in the group has sent a <b>critical event</b> and event status is <b>Received</b></li></ul>
Resource status	<p>This icon indicates the status of the monitored resource:</p> <ul style="list-style-type: none"><li>• <b>GREEN</b>: the monitored resource is <b>operating correctly</b></li><li>• <b>BEIGE</b>: the monitored resource has sent a <b>warning event</b> and event status is <b>In Review</b></li><li>• <b>ORANGE</b>: the monitored resource has sent a <b>warning event</b> and event status is <b>Received</b></li><li>• <b>PINK</b>: the monitored resource has sent a <b>critical event</b> and event status is <b>In review</b></li><li>• <b>RED</b>: the monitored resource has sent a <b>critical event</b> and event status is <b>Received</b></li></ul>

Table 2-12. Monitored resource status icons

## 2.5. Viewing Resource Details

The Resource details pages give you a synthetic view of significant resource data, such as:

- IP and MAC addresses
- Serial number
- Server name, Group name, Platform name and ID

### Prerequisites

The hardware resources for which you want to view data are present in the Resource tree

### Procedure

1. From the Global Configuration tab, select the required resource type under the Resource Viewer menu. The resource list appears.

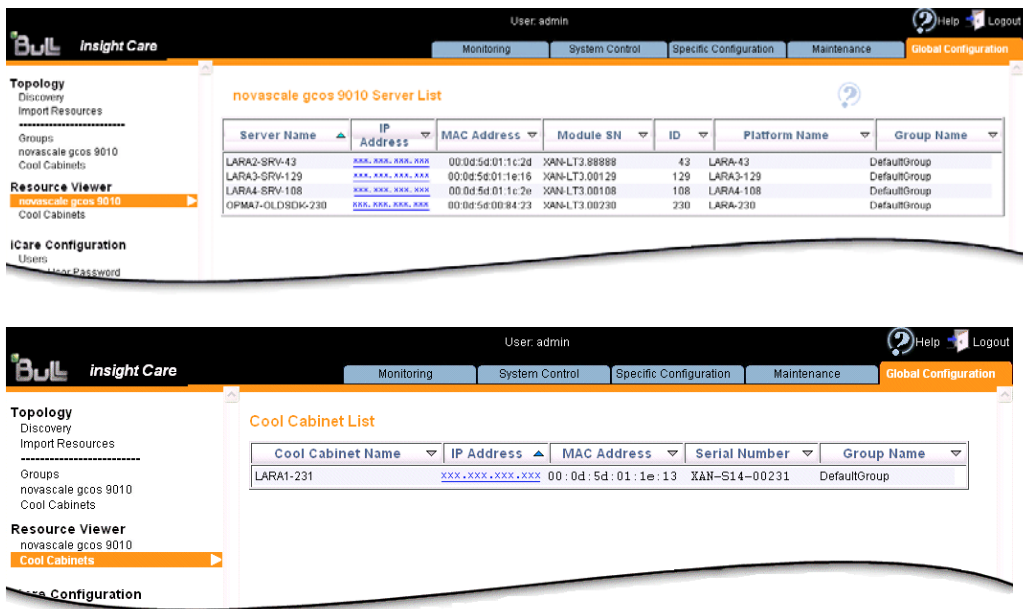


Figure 2-22. Resource Viewer page - Examples

2. You can now manage displayed data as required:
  - Use the Sort icons in the table headers to sort data according to type.
  - Use the IP Address Links to connect directly to the selected resources' hardware consoles.

## 2.6. Connecting to a Resource Console

Resource consoles can be accessed directly from the iCare Console through the **System Control** tab. According to your hardware resource type and your needs, you can connect to the hardware resource's **Hardware Console**, **Remote System Console** and/or **Telnet Console**.

**Notes** Hardware Console access is available for all resource types.

Remote System Console and Telnet Console access is reserved for certain resource types only. Refer to the documentation delivered with your hardware resource for details.

Resource console access is also available from other iCare Console pages, as explained in *Managing System Event Logs (SEL)*, on page 4-6 and *Viewing Resource Details*, on page 2-34.

### Prerequisite

The hardware resource has been set up for remote access, as explained in the documentation delivered with your hardware resource.

### Procedure

1. Click the **System Control** tab to display the **Console Connections** page
2. If required, from the Resource tree, select the resource(s) for which you want to start a console
3. Click **Refresh** to update the page. The resource list appears.

**Console Connections**

Select the resources for which you want to establish a console connection in the resource tree  
Select the corresponding link to connect to a console.

Resource	Hardware Console	Remote Console	Telnet Console
dublin-bmc	xxx.xxx.xxx.xxx	xxx.xxx.xxx.xxx	xxx.xxx.xxx.xxx
OPMA7-OLDSK-230	xxx.xxx.xxx.xxx	xxx.xxx.xxx.xxx	xxx.xxx.xxx.xxx
LARA2-SRV-43	xxx.xxx.xxx.xxx	xxx.xxx.xxx.xxx	xxx.xxx.xxx.xxx
LARA1-231	xxx.xxx.xxx.xxx	Not Available	Not Available
LARA3-SRV-129	xxx.xxx.xxx.xxx	xxx.xxx.xxx.xxx	xxx.xxx.xxx.xxx
LARA4-SRV-108	xxx.xxx.xxx.xxx	xxx.xxx.xxx.xxx	xxx.xxx.xxx.xxx

- **Hardware Console** allows you to use the Management Controller Hardware Console
- **Remote Console** allows you to remotely view, use and control a NovaScale 9006 System with the keyboard, video and mouse on your local computer
- **Telnet Console** allows you to connect to the Management Controller via the telnet protocol  
In the Telnet Console, you can either use the Command Line Protocol or launch the terminal mode (command: terminal).  
The Terminal mode connects you to NovaScale 9006 System serial device via the Management Controller.  
Note that you must first enable Terminal Serial Access in the Hardware Console (Configuration Tab- BMC Settings-Network) to use the terminal mode.

Console Connections	
Hardware Console	Allows you to use the resource's Hardware Console.
Remote Console	Allows you to remotely view, use and control a server with the keyboard, video and mouse on your local computer.
Telnet Console	Allows you to connect to the server's management controller using the telnet protocol.

Figure 2-23. System Control tab

4. Click the required IP address link to start the console. The console appears in a new window or in a new tab, depending on your browser configuration.

## 2.7. Testing Connections to Resources

Connections between the iCare console and monitored resources can be checked automatically or manually to see if they are up and running.

Connections can be tested either automatically or manually.

### 2.7.1. Setting up Automatic Resource Connection Tests

A heartbeat test running at a defined frequency can be set up to automatically test all resource connections.

If broken connections are found, they can be retested manually.

#### Prerequisites

None

#### Procedure

1. From the **Resource tree**, select the resource(s) for which you want to set up automatic resource connection tests.
2. From the **Maintenance** tab, click **Resource Test > Automatic** to open the **Automatic Resource Test** page. All the selected resources are listed in the **Automatic Test Configuration** box.

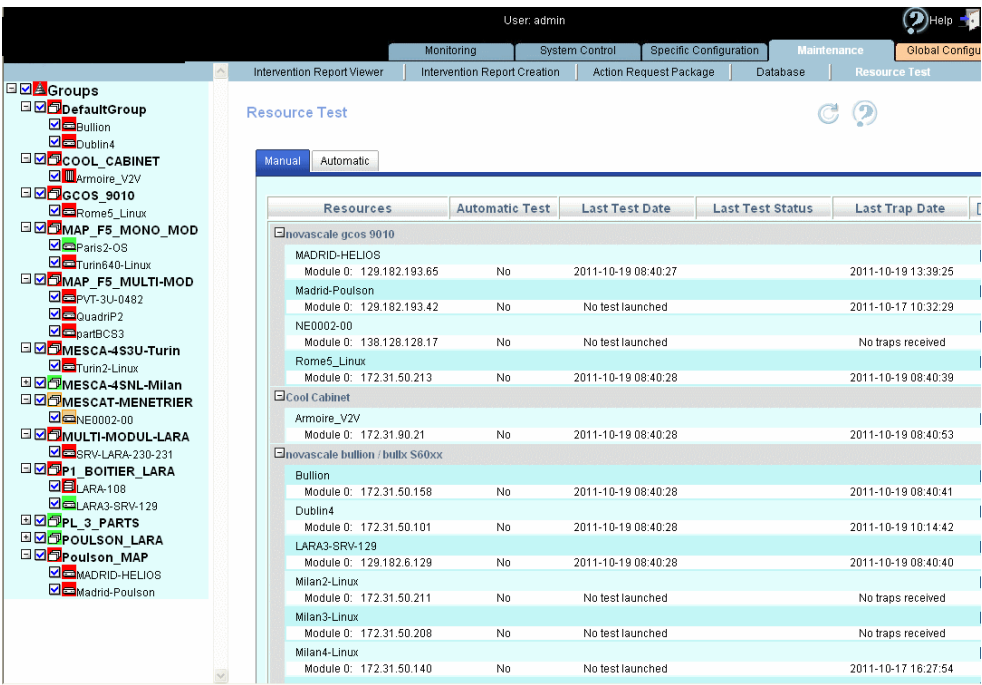


Figure 2-24. Automatic Resource Test page

3. Use the **Test Frequency** drop-down list to select the required test frequency. Options:
  - Every hour
  - Every day
  - Every week

4. Use the check boxes to confirm the resources for which you want to set up automatic resource connection tests.
5. Click the **Apply** button. Connections to the selected resources will be automatically tested immediately and then at the selected frequency.  
If the connections to the resource(s) are up, the test result(s) are displayed in **GREEN**.  
If the connections to the resource(s) are down, the test result(s) are displayed in **RED**.

**Note** If a test result reveals a broken connection, you can retest the connection to the resource manually, as described in Setting up Manual Resource Connection Tests, on page 2-37.

## 2.7.2. Setting up Manual Resource Connection Tests

Connections to resources can be tested manually. This may be particularly useful to confirm a broken connection reported by an automatic heartbeat test.

### Prerequisites

None

### Procedure

1. From the **Resource** tree, select the resource(s) for which you want to set up automatic resource connection tests.
2. From the **Maintenance** tab, click **Resource Test > Manual** to open the **Manual Resource Test** page. All the selected resources are listed in the **Manual Test Configuration** box.

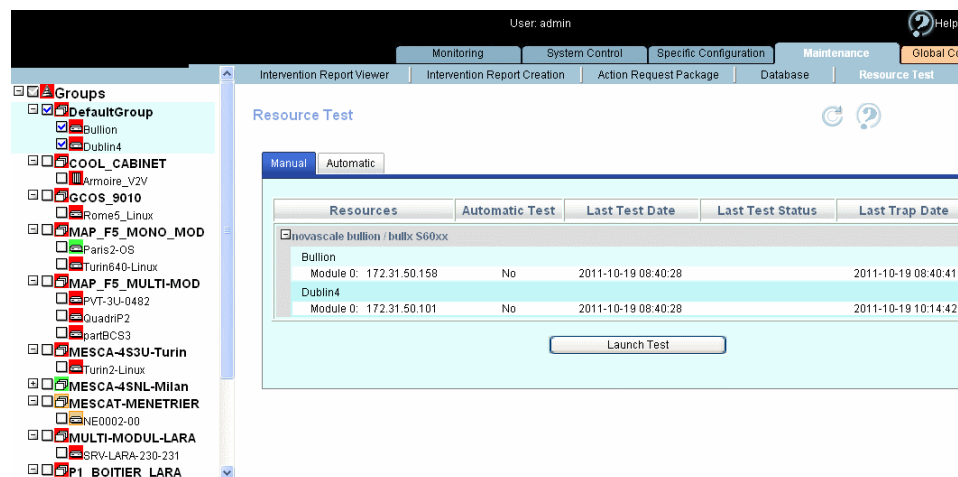


Figure 2-25. Manual Resources Test page

3. Use the check boxes to confirm the resources for which you want to launch a manual resource connection test.
4. Click the **Launch Test** button to launch the test.  
If the connections to the resource(s) are up, the test result(s) are displayed in **GREEN**.  
If the connections to the resource(s) are down, the test result(s) are displayed in **RED**.





---

## Chapter 3. Managing iCare Users

Access to the iCare Console is based on user accounts to ensure that only authorized users have access to the console. The console is delivered with the predefined user account **admin**, but you can define as many other user accounts as required.

This chapter explains how to manage user access to the iCare Console. It includes the following topics:

- Creating a User Account, on page 3-2
- Deleting a User Account, on page 3-3
- Changing a User Account Password, on page 3-4

### 3.1. Creating a User Account

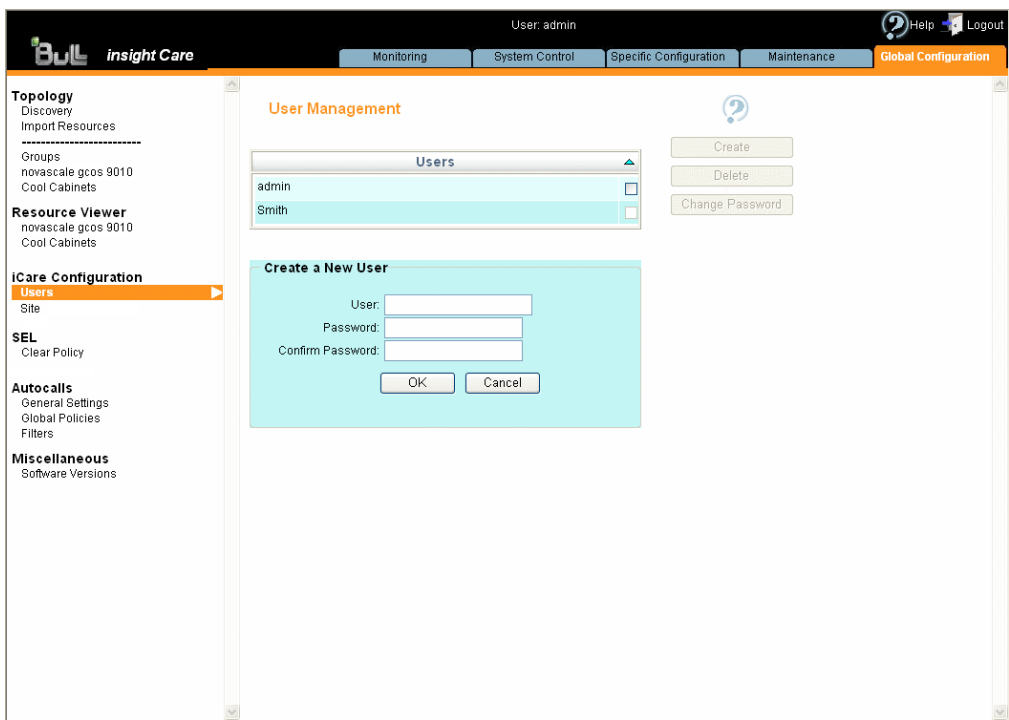
You can create a personal user account for each person that needs to log onto and use the iCare Console.

**Prerequisites**

None

**Procedure**

1. From the Global Configuration tab, click iCare Configuration > Users. The User Management page appears.
2. Click Create to display the Create a New User box.



Create a New User	
User	Name the user will use to log on. <ul style="list-style-type: none"><li>• Name limited to 16 characters - CASE SENSITIVE.</li><li>• The following characters are not allowed: <code>\/" `&amp;' + * % = &gt; &lt; : ! ? , ; ~  </code> and space.</li></ul>
Password	Password the user will use to log on. <ul style="list-style-type: none"><li>• Maximum password length: 16 characters</li><li>• No character restriction - CASE SENSITIVE.</li></ul>
Confirm Password	

Figure 3-1. User Management page (Create a New User box)

3. Complete the fields and click OK. The user account is created and appears in the User Management page.

## 3.2. Deleting a User Account

You can delete a user account when no longer needed or when a user has lost his password and a new user account needs to be created.

**Note** You cannot delete the predefined user account **admin**. However, the default **admin** user password can be changed, as detailed in Changing a User Account Password, on page 3-4..

### Prerequisites

None

### Procedure

1. From the Global Configuration tab, click iCare Configuration > Users. The User Management page appears.
2. Select the user account you want to delete (a), click **Delete** (b) and click OK in the displayed confirmation box (c). The user account is deleted and disappears from the User Management page.

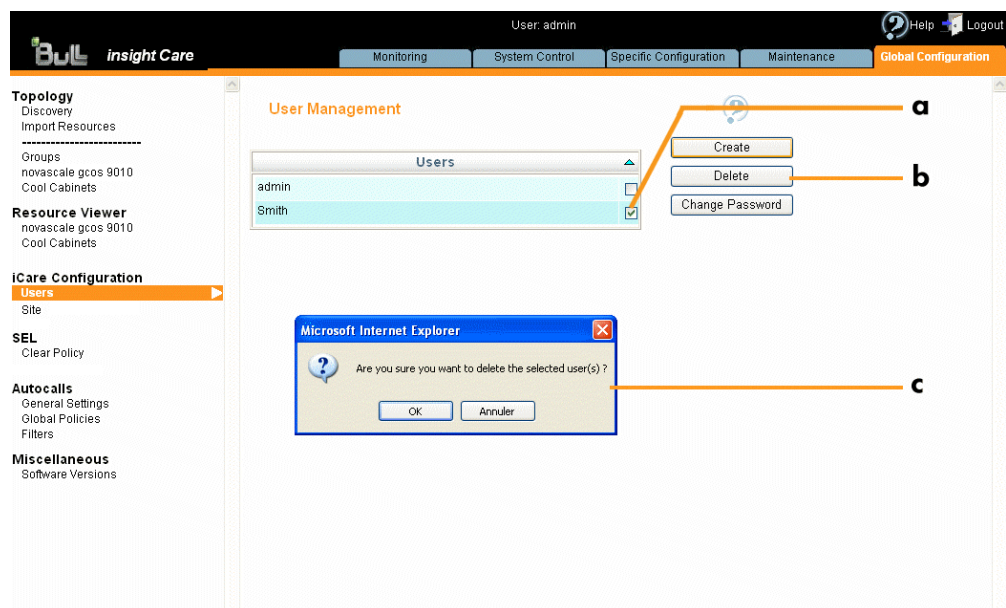


Figure 3-2. User Management page (Delete User Account)

## 3.3. Changing a User Account Password

You can change a user account password, as needed, to suit your site security requirements.

**Note** You are strongly advised to change the factory-default admin user password before using the console for the first time.

### Prerequisites

You know the current password. If the current password has been lost, you must delete and re-create the user account in order to configure a new password.

### Procedure

1. From the Global Configuration tab, click iCare Configuration > Users. The User Management page appears.
2. Select the user account you want to modify (a) and click Change Password (b). The Change User Password box appears (c).

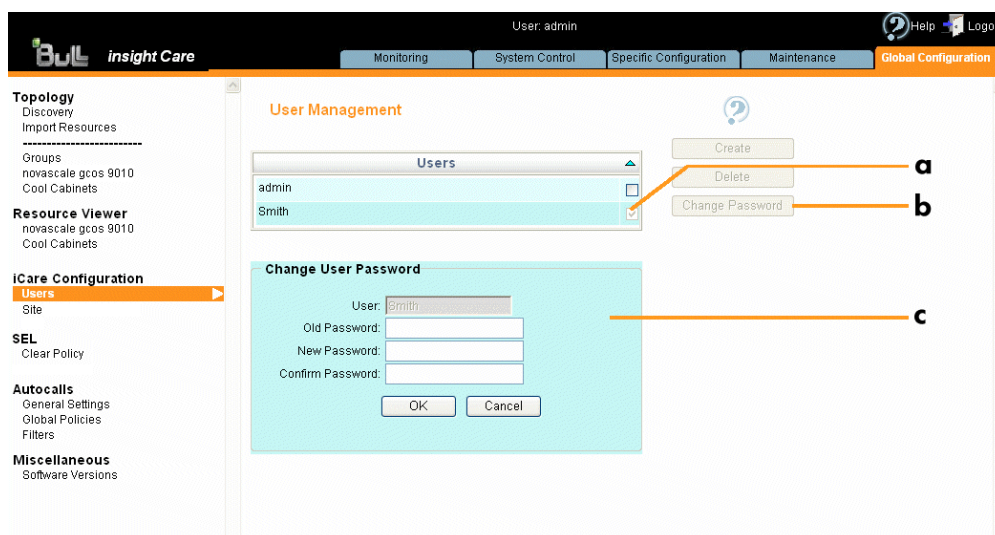


Figure 3-3. User Management page (Change User Password box)

3. Complete the fields in compliance with the following rules:
  - Maximum password length: 16 characters.
  - No character restriction - CASE SENSITIVE.
4. Click OK. The new password is now valid and must be used at the next login.

---

## Chapter 4. Building, Viewing and Managing Resource Logs

This chapter explains how to monitor resources and in particular how to use iCare Console features to analyze hardware events and to perform preventive maintenance. It includes the following topics:

- Building and Checking System Event Logs (SEL), on page 4-2
- Managing System Event Logs (SEL), on page 4-6
- Enabling/Disabling the Automatic Clear SEL Policy, on page 4-9
- Building and Checking Board and Security Message Logs, on page 4-10
- Managing Board and Security Message Logs, on page 4-12
- Building and Checking BIOS Logs, on page 4-14
- Managing BIOS Logs, on page 4-16
- Building and Checking MCE Status Logs, on page 4-18
- Managing the Database, on page 4-21

## 4.1. Building and Checking System Event Logs (SEL)

Each hardware resource in the Resource tree is equipped with sensors that monitor operational parameters such as power status, presence/absence of components, voltage values, temperature values, fan speed...

The information collected by these sensors is IPMI-compliant and is recorded in the resource's System Event Log (SEL). It is also sent to the iCare Console database.

You can query the database to view events to help you analyze hardware failure or perform preventive maintenance.



**Important** Event filters must be enabled from the monitored hardware resource's Hardware Console to ensure transmission to the iCare Console database.

To check that required event filters are enabled, connect to the resource's Hardware Console and open the Configuration tab. Select Alert Settings > Filters and check that Enabled is displayed in the Status column for the required event filter(s).

The last filter in the list of predefined filters covers ALL events.

For further information about resource event filters, refer to the relevant Hardware Console documentation.

- 
- Notes**
- System Event Logs (SEL) are also collected when an Action Request Package is created to troubleshoot hardware resources. See Creating an Action Request Package, on page 5-20.
  - Each resource records IPMI-compliant events in its System Event Log (SEL) and non-IPMI-compliant information in its Board & Security Messages log. All events, whether IPMI-compliant or not, are recorded in the iCare Console database providing that the corresponding resource filters are enabled from the resource's Hardware Console.
- 

### Prerequisites

The hardware resources requiring attention are present in the Resource tree.

## Procedure

1. From the **Monitoring** tab, click **SEL Viewer** to open the **System Event Log (SEL) Viewer** page.
2. From the **Resource tree**, select the resource(s) for which you want to query the database.

The screenshot shows the 'System Event Log (SEL) Viewer' interface. On the left, a resource tree lists 'Groups' including 'DefaultGroup', 'Cool-Cabinet', 'MESCA-4S3U', 'MESCA-4SNL', and 'MESCA-T'. The 'Cool-Cabinet' resource is selected. The main panel has a 'Templates' section with a 'Display Query Templates' checkbox, a 'Template Name' field, a 'Comment' field, and 'Load' and 'Delete' buttons. Below this is the 'Query Options' section, which includes three sub-sections: 'Event Severity' with checkboxes for 'Critical Events' (sub-checked: 'Non-recoverable', 'Critical'), 'Warning Events', 'Information Events', 'Return to OK', 'Information', 'Monitor', and 'Unspecified'; 'Event State' with checkboxes for 'Received', 'In review', and 'Concluded'; and 'Date Criterion' with a 'No Date Range' radio button, a 'Predefined' dropdown set to 'Last Day', and 'From' and 'To' date pickers. At the bottom of the 'Query Options' section are checkboxes for 'Advanced Options' and 'Save Template', and a 'Launch' button. A list of instructions is at the very bottom of the page.

- Select the resources for which you want to launch a SEL query in the resource tree
- Select **Event Severity** and **Event State** checkboxes to filter events according to severity and state
- Select **Date Range** options to filter events according to a date criterion
- Select the **Advanced Options** checkbox to filter events according to precise criteria
- Select the **Save Template** checkbox to save your Query Template for future use
- Click **Launch** to launch a SEL query and view the filtered SELs

Figure 4-1. System Event Log (SEL) Viewer page

3. Complete the **System Event Log (SEL) Viewer** template and query fields as explained in the following table:

System Event Log (SEL) Viewer Template and Query Options			
a	Optional	Templates: Load	<ul style="list-style-type: none"> <li>Select the <b>Display Query Templates</b> check box.</li> <li>From the <b>Template Name</b> drop-down list, select the required template and click <b>Load</b>. Template parameters are displayed.</li> <li>Proceed to Step 4.</li> </ul>
a		Templates: Delete	<ul style="list-style-type: none"> <li>Select the <b>Display Query Templates</b> check box.</li> <li>From the <b>Template Name</b> drop-down list, select the required template and click <b>Delete</b>. The template is deleted.</li> </ul>
b	Mandatory	Query Options: Event Severity	Select event severity filter(s), as required: <ul style="list-style-type: none"> <li><b>Critical Events (red):</b> Non-Recoverable Critical</li> <li><b>Warning Events (orange)</b></li> <li><b>Information Events (green):</b> Return to OK Information Monitor Unspecified</li> </ul>
c		Query Options: Event State	Select event state, as required: <ul style="list-style-type: none"> <li><b>Received</b> Events awaiting investigation</li> <li><b>In review</b> Events under investigation</li> <li><b>Concluded</b> Events that are closed</li> </ul>
d	Optional	Date Criterion	Select the <b>Date Criterion</b> appropriate fields to filter, or not filter, events according to a specific date or a time range.
e		Advanced Options	Select the <b>Advanced Options</b> check box and complete the appropriate fields to filter events according to advanced criteria such as Event Source Type or Sensor Type.
f			<ul style="list-style-type: none"> <li>Select the <b>Save Template</b> check box.</li> <li>Enter a name in the <b>Template Name</b> field (limited to 16 characters. The following characters are not allowed: <code>/\"'&amp;'+*%=&gt;&lt;:!?;,~ </code> and space).</li> <li>If required, enter a description in the <b>Comment</b> field. The template will be saved when you launch the query.</li> </ul>

Table 4-1. SEL template and query optionsSave Template



- Click Launch. The Filtered SELs page appears.

You can now consult and manage events as described in Managing System Event Logs (SEL), on page 4-6.

The screenshot shows the 'Filtered SELs' page in the Insight Client. The page displays a list of SEL events for selected resources. The event details shown are:

- Severity:** Non-recoverable (Critical group)
- State:** Received
- Date-Time:** 2009-07-31 18:02:20
- Owner:** SMC\_1
- Sensor Type:** Power Supply
- Sensor Name:** PS\_1
- Event Description:** Power Supply Failure Detected
- Assertion:** Assertion

The detailed view of the event includes the following information:

- System ID:** MESCA-T
- Platform SN:** XAN-S14-00230
- Platform Name:** LARA-230
- IP Address:** xxx.xxx.xxx.xxx
- Firmware Version:** 010100
- Module SN:** XAN-LT3.00230
- Platform ID:** 230
- MAC Address:** 00:0d:5d:00:84:23
- Event Source Type:** IPMI
- Event Severity:** Non-recoverable (Critical group)
- Event Sensor Type:** Power Supply (08h)
- Event Offset:** 01h
- Event Description:** Power Supply Failure Detected
- Event Explanation:** A failure has been detected on the PS\_1 power supply
- Operation to Recover:** Change power supply
- Event Data:** 01.00.00.00 - 00.00.00.00h
- Event Data Meaning:** TBC
- Sensor Device:** SMC\_1 (81h)
- Sensor Description:** PS\_1
- Entity Code:** Unspecified
- Local Timestamp:** 2009-07-31 18:02:20
- GUID:** 020D5DFFFE00842308090A0B0C0D0E0F
- Sensor Number:** 05h (5)
- Entity Instance:** 0
- UTC Offset:** 120 minutes

Figure 4-2. Filtered SELs page

## 4.2. Managing System Event Logs (SEL)

The iCare Console provides a SEL event tracking feature for each monitored resource. When an event occurs on a monitored resource, it is recorded in the resource's System Event Log (SEL) and then sent to the iCare Console database.

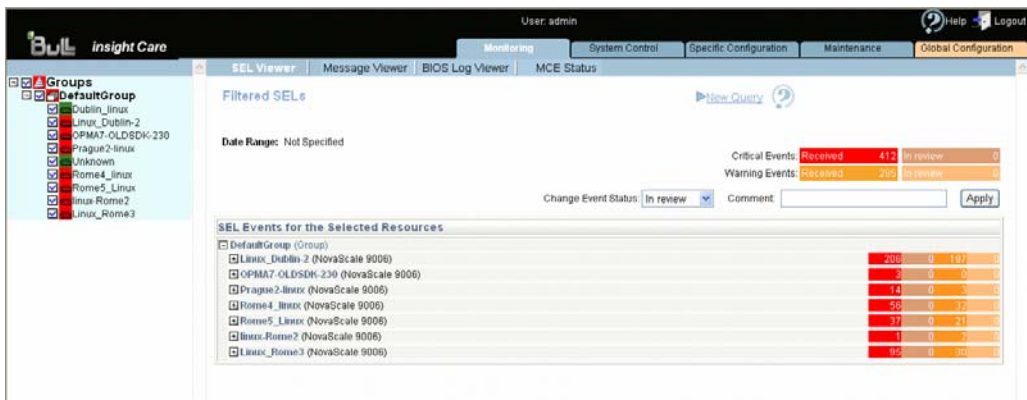
You can query the database to view events to help you analyze hardware failure or perform preventive maintenance.

### Prerequisites

None

### Procedure

1. Launch a SEL query as explained in Building and Checking System Event Logs (SEL), on page 4-2.  
By default, the Filtered SELs page lists the SEL events for the selected resources, within the specified date range (where applicable).



Filtered SELs Page	
New Query link	Click this link to launch a new SEL query.
Global Event Status bars	RED: number of critical events with status: Received PINK: number of critical events with status: In review ORANGE: number of warning events with status: Received BEIGE: number of warning events with status: In review
Event Status	Received: events have been received but are not yet under investigation. The corresponding icons in the Resource tree are red or orange, according to event severity. In review: events have been received and are under investigation. The corresponding icons in the Resource tree are pink or beige, according to event severity. Concluded: the event has been investigated. The corresponding icons in the Resource tree are green.
Change Event Status drop-down list	Use this drop-down list to change event status states.
Comment field	Use this field to add a comment for future reference when you change an event status state.
Resource Event Status bars	Event status for each selected resource. RED: number of critical events with status: Received PINK: number of critical events with status: In review ORANGE: number of warning events with status: Received BEIGE: number of warning events with status: In review

Figure 4-3. Filtered SELs page

2. Select the required resource and click the corresponding + button to expand and display the SEL event list.

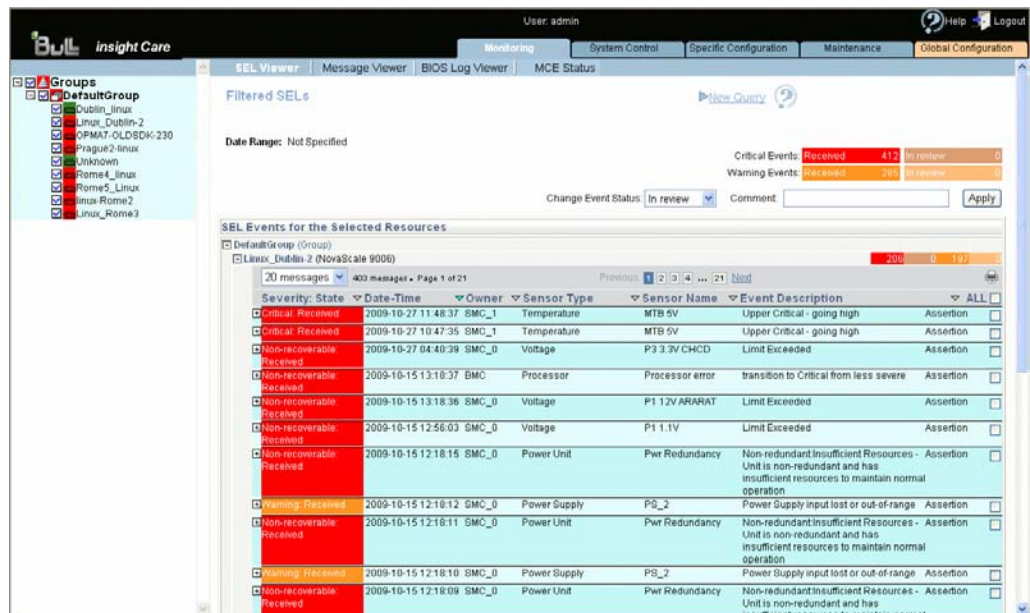


Figure 4-4. Filtered SELs page - SEL Event List

3. Select the required event and click the corresponding + button to expand and display detailed event information.

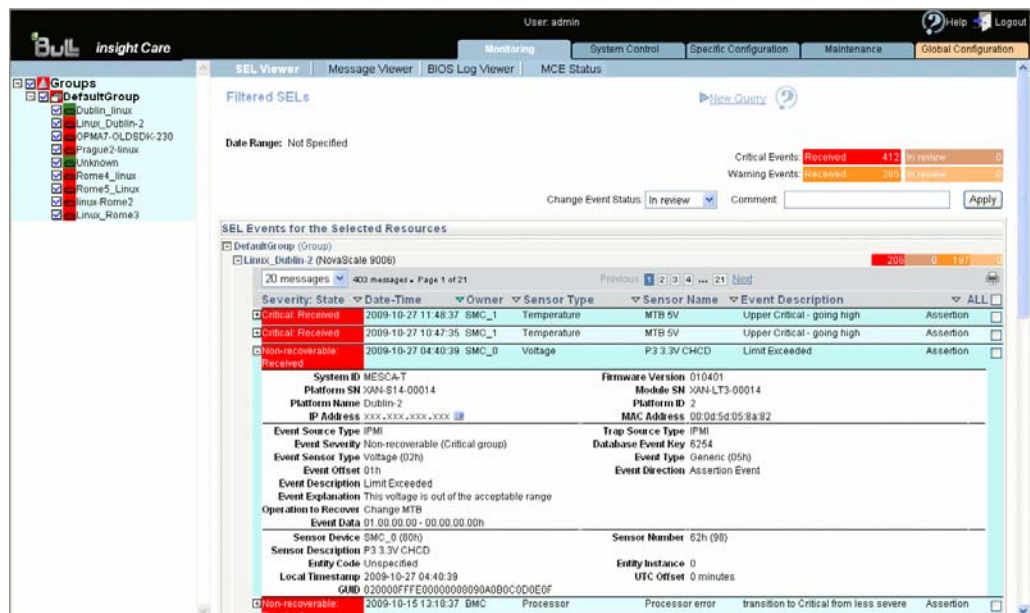


Figure 4-5. Filtered SELs page - SEL Event details

**Note** The printer icon allows you to print to PDF the event list (with detailed information) for the selected hardware resource.

4. Select the check box(es) corresponding to the event(s) that you want to manage.

**Note** Click ALL to select all the events listed in the page.

5. In the **Change Event Status** drop-down list, select the new status you want to apply to the selected event(s):
  - Change from **Received** to **In review** to indicate that the event is under investigation
  - Change from **In review** to **Concluded** to indicate that the event has been investigated and closed
6. Complete the comment field, as required.
7. Click **Apply**.

## 4.3. Enabling/Disabling the Automatic Clear SEL Policy

The System Event Log of each monitored hardware resource can only store up to 512 entries at a time. Once this limit is reached, the LOG IS NOT AUTOMATICALLY EMPTIED to allow for the arrival of new events. Beyond the 512-entry limit, NEW EVENTS ARE NOT RECORDED.

Use the automatic clear SEL option to automatically empty SEL logs when the limit is reached so that the latest events can be logged.

---

**Note** Even if the SEL limit is reached, events are still recorded in the iCare Console event database.

---

### Prerequisites

The hardware resources are present and monitored in the Resource tree.

### Procedure

1. From the Global Configuration tab, click SEL > Clear Policy. The Clear SEL Policy page appears.

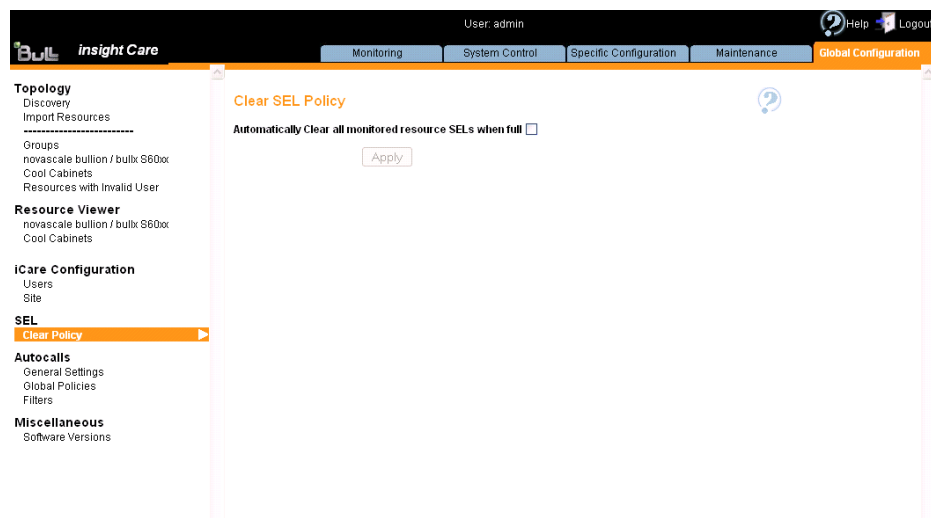


Figure 4-6. Clear SEL Policy page

2. Proceed as follows:
  - a. To enable the automatic clear SEL option, select the **Automatically Clear all monitored resource SELs when full** check box and click **Apply**.
  - b. To disable the option, clear the check box and click **Apply**.

## 4.4. Building and Checking Board and Security Message Logs

Each hardware resource in the Resource tree records events. These events could be power-on actions and errors, user authentication, remote console connections, security violations, log deletions or firmware upgrades.

This information is non-IPMI-compliant and is recorded in the resource's Board & Security Messages Log. It is also sent to the iCare Console database.

You can query the database to view events to help you analyze hardware failure or perform preventive maintenance.

---

**Note** Board and Security Message logs are also collected when an Action Request Package is created to troubleshoot hardware resources. See Creating an Action Request Package, on page 5-20.

---

---

**Note** Each resource records IPMI-compliant events in its System Event Log (SEL) and non-IPMI-compliant information in its Board & Security Messages log. All events, whether IPMI-compliant or not, are recorded in the iCare Console database provided that the corresponding resource filters are enabled from the resource's Hardware Console.

---

### Prerequisites

The hardware resources requiring attention are present in the Resource tree.

The messaging feature has been enabled for the hardware resources. For further information, refer to the relevant Hardware Console documentation.

### Procedure

1. From the Monitoring tab, click Message Viewer to open the Message Viewer page.
2. From the Resource tree, select the resource(s) for which you want to query the database.

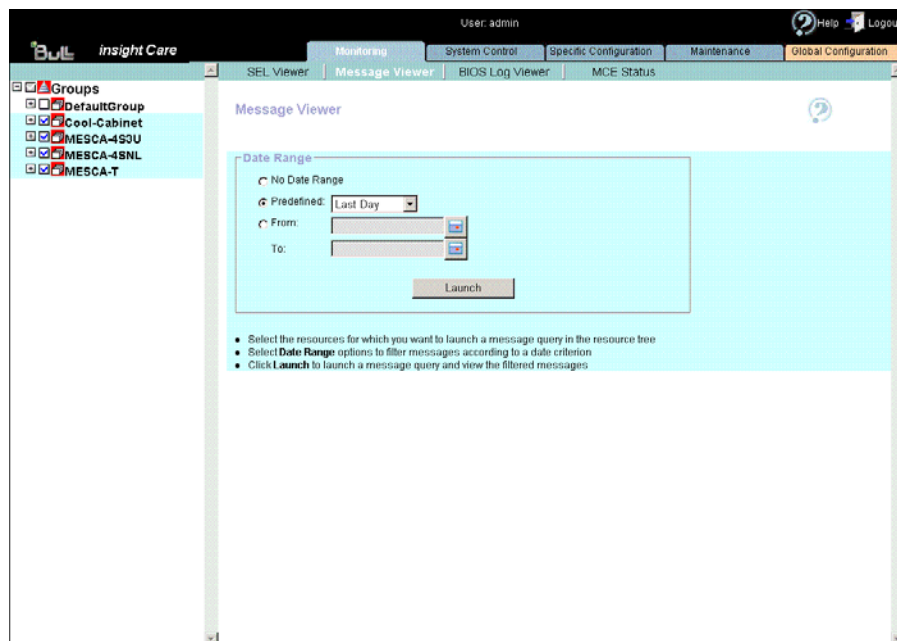


Figure 4-7. Message Viewer page

3. If required, complete the **Date Range** field to filter messages according to a specific date and time range.
4. Click **Launch**. The **Filtered Messages** page appears.

You can now consult and manage messages as described in *Managing Board and Security Message Logs*, on page 4-12.

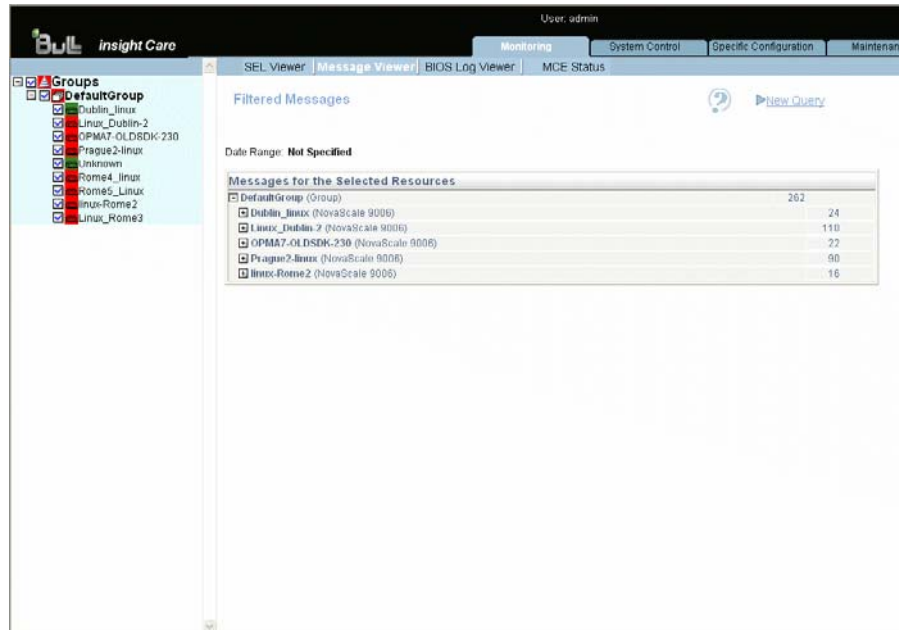


Figure 4-8. Filtered Messages page - Default display

# 4.5. Managing Board and Security Message Logs

Once you have obtained the list of Board and Security message logs, you can select log files and print them to PDF for offline consultation.

## Prerequisites

- The hardware resources requiring attention are present in the Resource tree.
- The same **super** user password has been set up on all monitored resources and in the iCare Console, as detailed in Changing a User Account Password, on page 3-4.

## Procedure

1. Launch a Message query as explained in Building and Checking Board and Security Message Logs, on page 4-10..  
The **Filtered Messages** page lists all the Messages for the selected resources within the specified date range (where applicable).

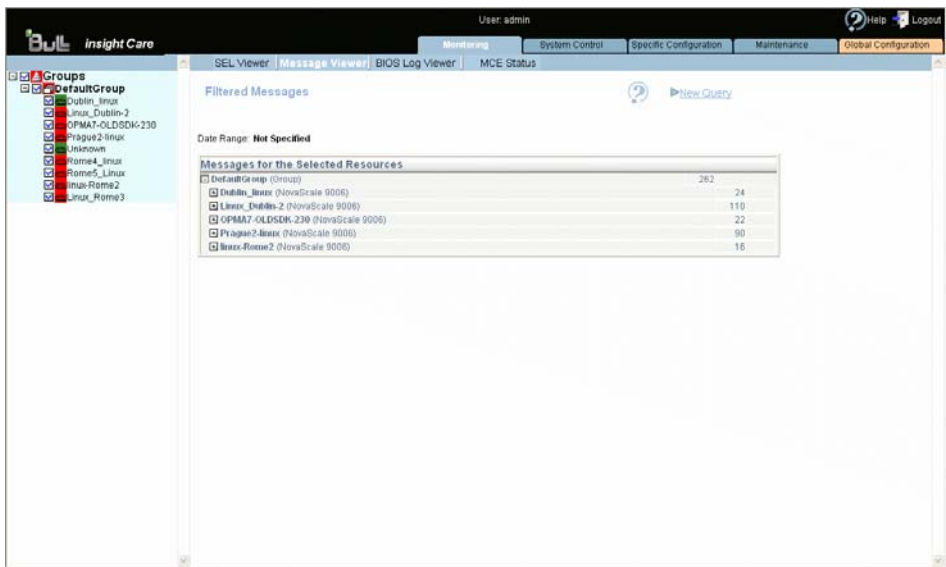


Figure 4-9. Filtered Message List



2. Select the required resource and click the corresponding + button to expand and display the Messages list.

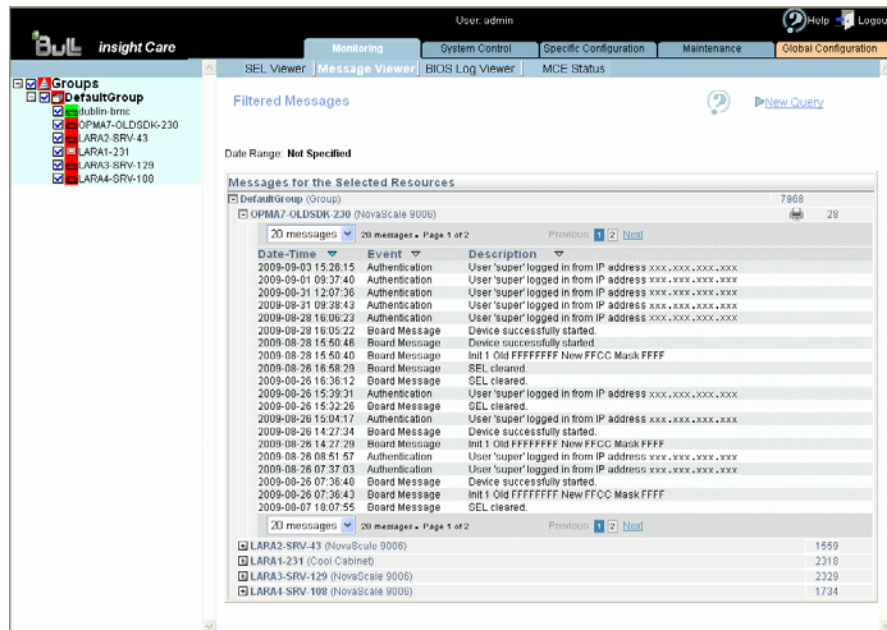


Figure 4-10. Filtered Messages - Details

3. Click the printer icon to print to PDF the Message list for the selected hardware resource.

## 4.6. Building and Checking BIOS Logs

Each server in the Resource tree records BIOS logs that are also sent to the iCare Console database.

You can query the database to view and download logs to help you analyze hardware failure or perform preventive maintenance online and/or offline.

If UNCORRECTABLE ERRORS or FATAL ERRORS are detected by the processor of the resource, the BIOS logs all the registers containing CORRECTABLE ERROR, UNCORRECTABLE ERROR, or FATAL ERRORS. BIOS log files are binary files that can be downloaded and viewed.

---

**Note** BIOS logs are collected when the hardware resource is enabled. See Enabling/Disabling Resource Monitoring, on page 2-30.  
BIOS logs are also collected when an Action Request Package is created to troubleshoot hardware resources. See Creating an Action Request Package, on page 5-20.  
BIOS logs recorded when the hardware resource was monitored remain in the iCare Console database.

---

### Prerequisites

The hardware resources requiring attention are present in the Resource tree

---

**Note** If you are using Internet Explorer, check the following security parameters:

- From the Tools menu, select Internet Options > Security > Custom Level > Downloads
- Check that the Automatic prompting for file downloads and File download parameters are Enabled

---

### Procedure

1. From the Monitoring tab, click BIOS Log Viewer to open the BIOS Log page.
2. From the Resource tree, select the resource(s) for which you want to query the database.

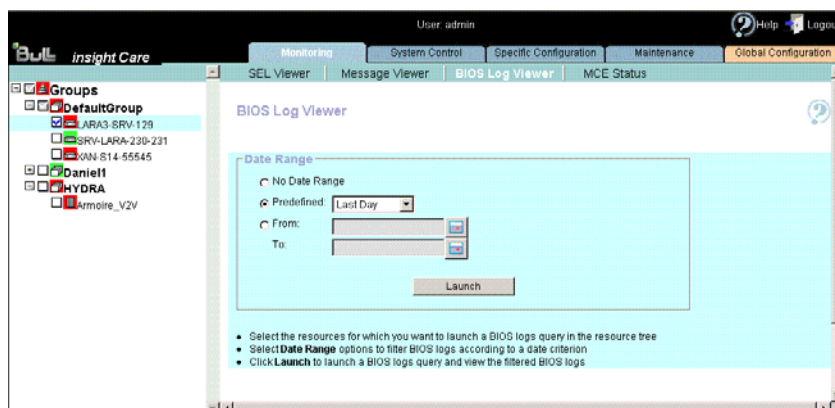


Figure 4-11. BIOS Log Viewer page

3. If required, complete the **Date Range** field to filter BIOS logs according to a specific date and time range.
4. Click **Launch**. The **Filtered BIOS Logs** page appears.

You can now consult and manage BIOS log files as described in *Managing BIOS Logs*, on page 4-16.

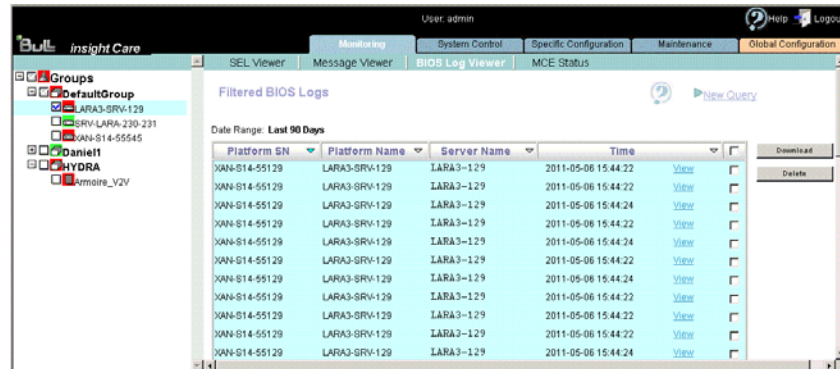


Figure 4-12. Filtered BIOS Logs page

---

**Note** The date field is the BIOS logs collecting date (when the BIOS logs are sent to the iCare Console) and not the BIOS logs creation date on the server.

---

## 4.7. Managing BIOS Logs

Once you have obtained the list of BIOS logs, you can select log files for downloading and/or deletion. BIOS log binary files can be viewed for troubleshooting.

### 4.7.1. Viewing BIOS Logs

#### Prerequisites

The hardware resources requiring attention are present in the Resource tree

#### Procedure

1. Launch a BIOS query as explained in Building and Checking BIOS Logs, on page 4-14. The Filtered BIOS Logs page lists all the BIOS log for the selected resources within the specified date range (where applicable).

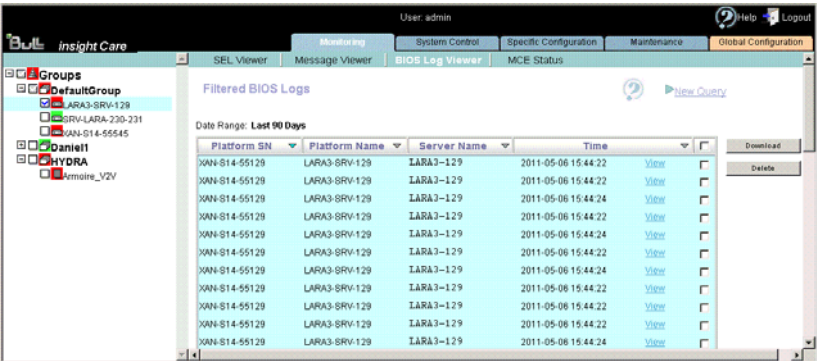


Figure 4-13. Filtered BIOS Logs - Viewing

2. Click View corresponding to the resource BIOS logs you want to read.

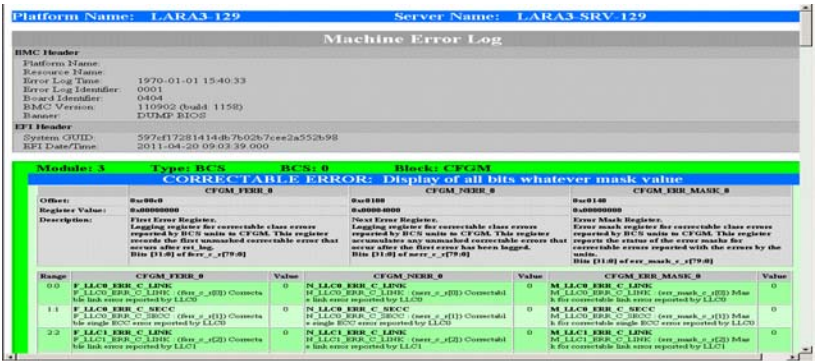


Figure 4-14. Filtered BIOS Logs - View

### 4.7.2. Downloading BIOS Logs

#### Prerequisites

The hardware resources requiring attention are present in the Resource tree

## Procedure

1. Launch a BIOS query as explained in Building and Checking BIOS Logs, on page 4-14. The Filtered BIOS Logs page lists all the BIOS log files for the selected resources within the specified date range (where applicable).

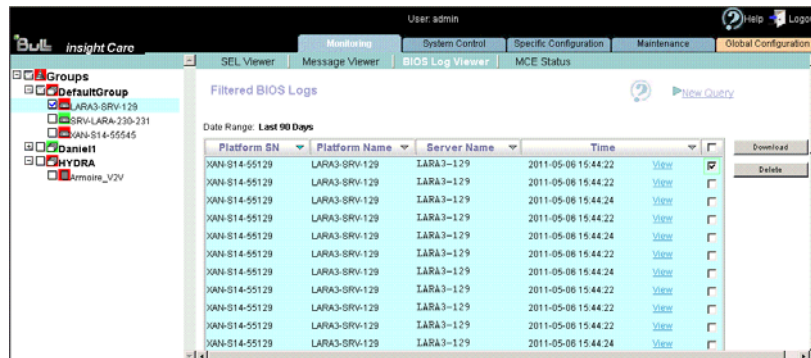


Figure 4-15. Filtered BIOS Logs - Downloading

2. Select the check box(es) corresponding to the BIOS log files you want to download. Files can be sorted by Platform SN, Server Name or File Name.
3. Click Download. A message appears indicating that a ZIP file is being created.
4. Follow the instructions on the screen to save the ZIP file to the media of your choice.

## 4.7.3. Deleting BIOS Logs

### Prerequisites

The hardware resources requiring attention are present in the Resource tree

### Procedure

1. Launch a BIOS query as explained in Building and Checking BIOS Logs, on page 4-14. The Filtered BIOS Logs page lists all the BIOS log files for the selected resources within the specified date range (where applicable).

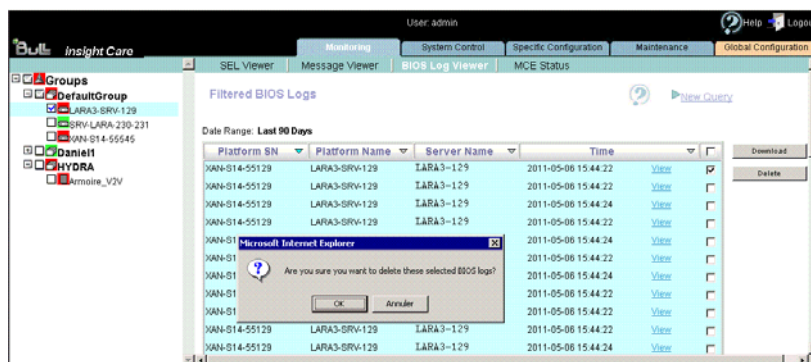


Figure 4-16. Filtered BIOS Logs - Deleting

2. Select the check box(es) corresponding to the BIOS log files you want to delete. Files can be sorted by Platform SN, Server Name or File Name.
3. Click Delete. The selected files are deleted from the iCare Console database.

**Note** BIOS logs are deleted from the iCare Console database when the resource is deleted. See Deleting a Resource Custom Group, on page 2-27.

## 4.8. Building and Checking MCE Status Logs

bullx servers and novascale bullion servers running Linux Fedora Core 12 (or later) can be configured to send Memory Machine Check Error (MCE) logs to the iCare Console database.

You can query the database to view the correctable memory error status directly. The result is displayed in the form of a table, indicating the number of correctable error events recorded for each DIMM.

You can consult the SEL log for details, as explained below, to help you to correct the errors identified.

---

**Note** This feature requires the installation of the *mce-icare tool* on the monitored server. Please refer to the associated documentation available on the *Resource and Documentation CD* for installation and configuration details.

---

### Prerequisites

The servers requiring attention are in the Resource tree

Linux Fedora Core 12 (or later) is the Operating System

The *mce-icare tool* is installed

### Procedure

1. From the Monitoring tab, click MCE Status to open the Machine Check Error Status page.
2. From the Resource tree, select the resource(s) for which you want to query the database.

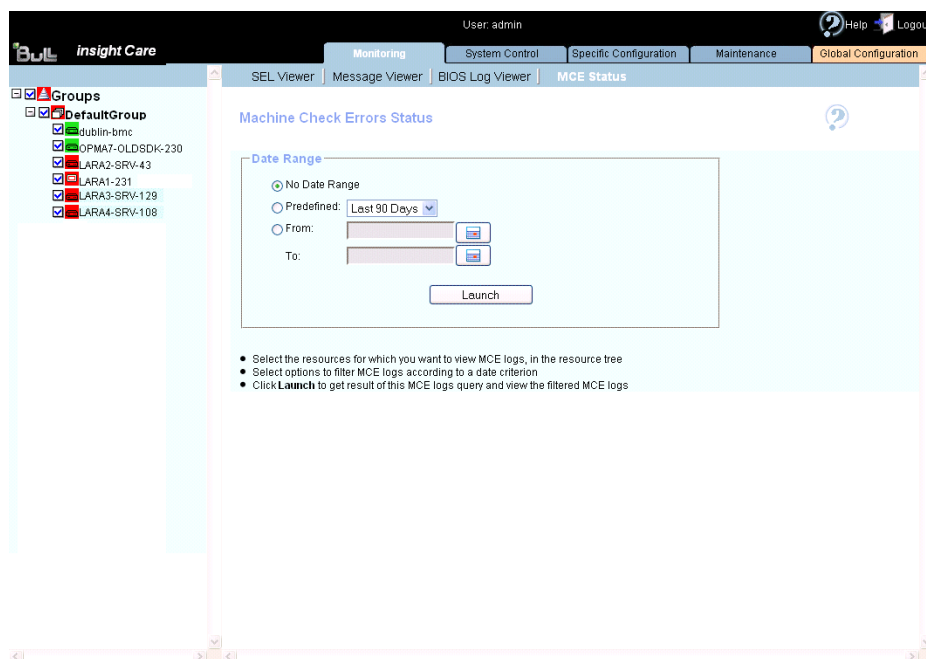


Figure 4-17. Machine Check Error Status page

3. If required, complete the **Date Range** field to filter Memory events according to a specific date and time range.

4. Click **Launch**. The **DIMM Status** page appears.

This page displays the number of corrected DIMM errors recorded for each DIMM of the selected resource.

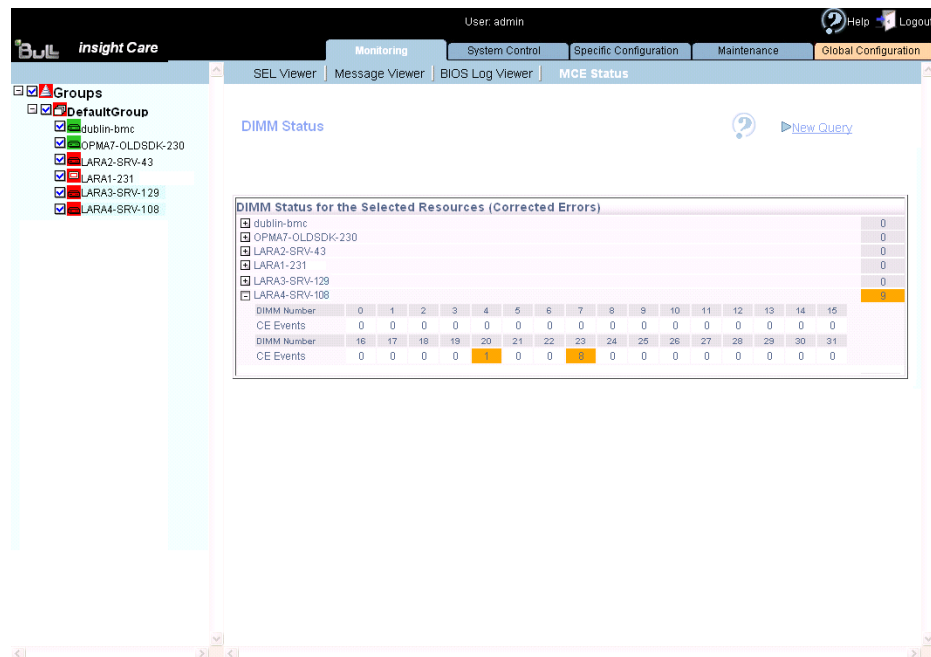


Figure 4-18. DIMM Status page

By default, the *mce-icare tool* is configured to trigger and to send an event:

- on the 10th memory error corrected within a 5 minute period
- at 5 minute intervals (to avoid corrected error bursts)

Each event indicates that the configured memory error threshold has been exceeded. These settings can be changed to suit your needs. Please refer to the associated documentation available on the *Resource and Documentation CD* for details.

5. If one or more DIMMs are faulty, you can consult the SEL log for details, by selecting **SEL Viewer** to open the **System Event Log (SEL) Viewer** page.
6. Query the database using the following **Advanced Options**:
  - a. Choose an Attribute or Relationship: **Sensor Type**
  - b. Choose Operator : **Equals**
  - c. Choose an element in the list below : **Memory**



The Filtered SELs page is displayed, allowing you to manage and/or print to PDF the event list and detailed information. For more details, refer to Managing System Event Logs (SEL), on page 4-6.

Figure 4-19. Filtered SELs - Memory Events



#### Important

According to the server's BIOS version, the DIMM localization feature may be restricted. In this case, note that errors from:

- DIMM [0-7] are attributed to DIMM 7
- DIMM [8-15] are attributed to DIMM 15
- DIMM [16-23] are attributed to DIMM 23
- DIMM [24-31] are attributed to DIMM 31

Please contact your Customer Service Representative for further information.



## 4.9. Managing the Database

Events, messages and BIOS logs are recorded in the iCare Console database. You can clean the database, save it, restore it or check its consistency. The following tasks are explained in this section:

- |                          |   |
|--------------------------|---|
| Deleting Logs:           | how to purge irrelevant logs from iCare Console database.   |
| Backing Up the Database: | how to backup the whole iCare Console database.             |
| Restoring the Database:  | how to restore the entire iCare Console database.           |
| Verifying the Database:  | how to check the consistency of the iCare Console database. |

**Note** The **Delete** action is applied to a specified resource and a specified log.

The **Backup** / **Restore** action are applied to the whole iCare Console database.

BIOS logs are not saved in the iCare Console database. They are not included in the back up/restore actions.

### 4.9.1. Deleting Logs

#### Prerequisites

None

#### Procedure

1. From the **Maintenance** tab, click **Database** to open the Database Management Logs Deletion page.
2. From the **Resource** tree, select the resource(s) for which you want to delete some logs.
3. Complete the data range to filter the logs to delete.
4. Click **Delete**.

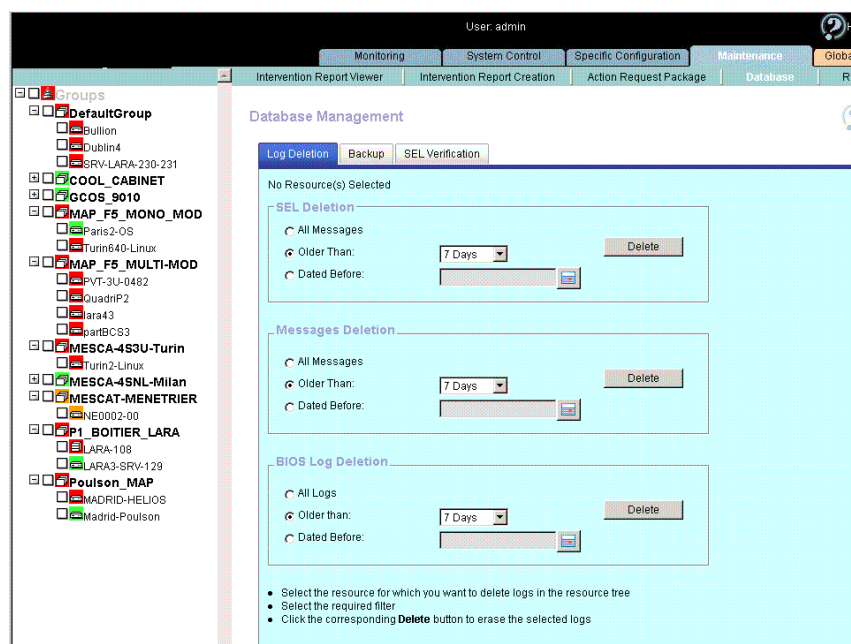


Figure 4-20. Database Deleting Logs page



**The Delete action is definitive: the deleted logs can not be restored.**

## 4.9.2. Backing Up the Database

### Prerequisites

None

### Procedure

1. From the Maintenance tab, click Database, then Backup to open the Database Backup page.
2. Click Backup to save the whole iCare Console database.

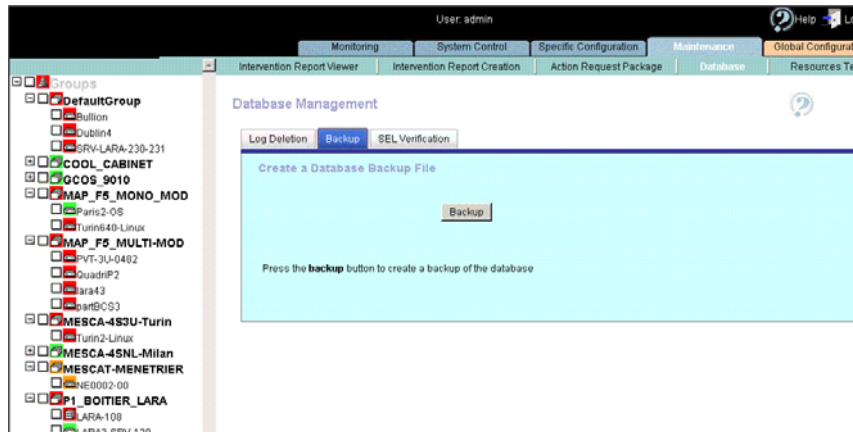


Figure 4-21. Database Backup page

---

**Note** The database is saved as a TAR file that can be retrieved and stored by the Customer. The filename includes the backup date and time.

---

### 4.9.3. Restoring the Database

---

**Note** The iCare Console database is restored from the server and not from the interface via a script that is automatically with the application.

---

#### Prerequisites

You have access to the TAR file containing the backed-up database

#### Procedure

---



**Important** The Restore action overwrites the active database with the saved one. BIOS logs are not saved in the iCare Console database. They are not included in the backup/restore feature.

---

1. Check that the `mnt_db_clean_restore` script is installed:

Windows

`iCare/ammscripts/Windows/scripts/mon_db_clean_restore.bat`

Linux

`iCare/ammscripts/Linux/scripts/mon_db_clean_restore.sh`

2. Request the backup file name and path.

3. Launch the script:

Windows

```
mnt_db_clean_restore.bat <backup_file_full_name>
```

Linux

```
./mnt_db_clean_restore.sh <backup_file_full_name>
```

### 4.9.4. Verifying the Database

In the iCare database, some SEL events may be inconsistent with the Sensor Data Record (SDR), and may appear erroneous or broken. The SEL Verification page allows you to detect inconsistencies and to correct the database. Corrections are launched sequentially.

Prerequisites

None

Procedure

- 1. From the Maintenance tab, click Database, then SEL Verification to open the SEL Verification page.

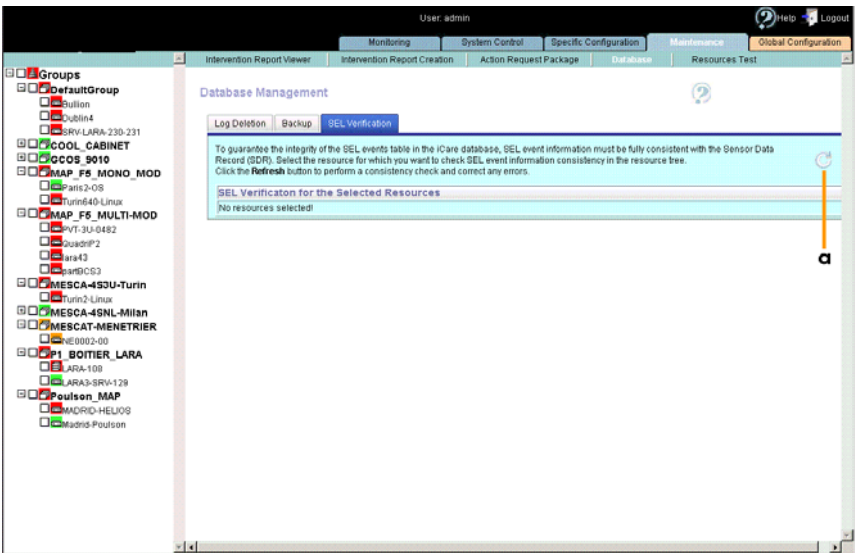


Figure 4-22. SEL Verification page

- 2. Select the resources for which you want to check SEL event information consistency in the resource tree.
- 3. Click the + button to perform a consistency check for the selected resource.

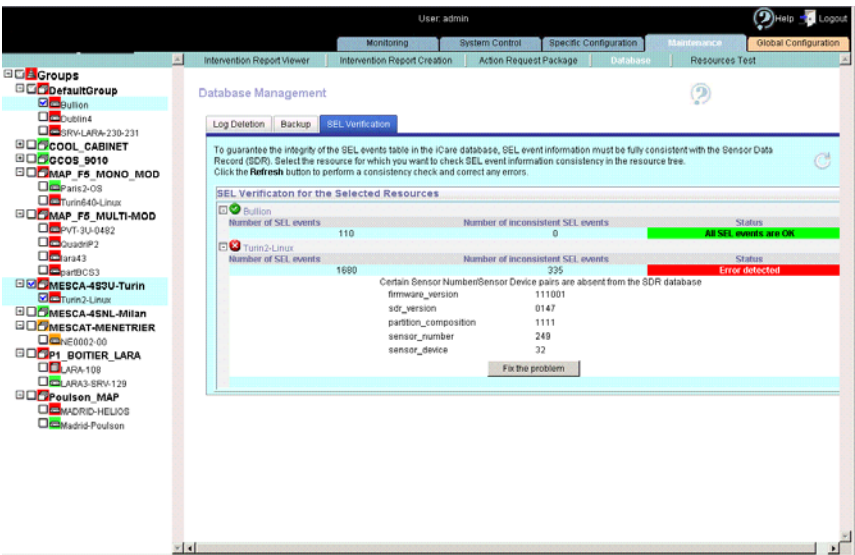


Figure 4-23. SEL Verification Result page

- When an error is detected, click the Fix button to start the correction.

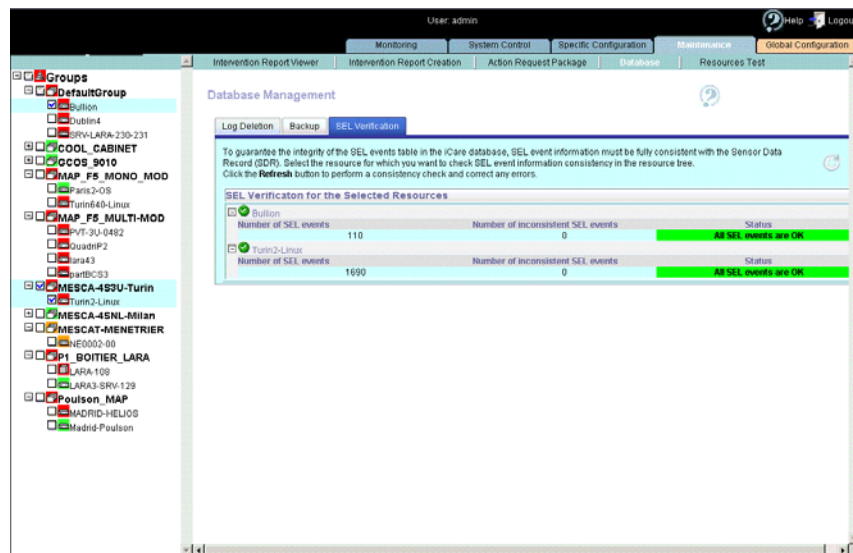


Figure 4-24. SEL Correction Result page

- If required, move on to the next correction.



---

## Chapter 5. Managing Servicing Information

This chapter explains how to set up the autocall feature to transmit alerts to the Bull Support Center and how to create and manage intervention reports and action request packages to facilitate preventive and corrective maintenance operations. It includes the following topics:

- Completing the Site Form, on page 5-2
- Configuring Autocalls, on page 5-3
- Managing Autocalls, on page 5-4
- Selecting Global Autocall Policies, on page 5-7
- Selecting Specific Autocall Policies, on page 5-9
- Configuring Autocall Filters, on page 5-11
- Creating an Intervention Report, on page 5-18
- Viewing the List of Intervention Reports, on page 5-19
- Creating an Action Request Package, on page 5-20

---

**Note** The Autocall feature is reserved for customers who have subscribed to Bull's Remote Maintenance service offer. For more information, please contact your Bull representative.

---

# 5.1. Completing the Site Form

The site form should be completed to ensure that site-relevant information is included in the Autocalls and the Action Request Packages sent to Bull Support services.

## Prerequisites

None

## Procedure

1. From the Global Configuration tab, click iCare Configuration > Site to display the Site Details page.

The screenshot shows the 'Site Details' page in the iCare Console. The left sidebar contains a navigation menu with sections: Topology, Resource Viewer, iCare Configuration (with 'Site' selected), SEL, Autocalls, and Miscellaneous. The main content area is titled 'Site Details' and contains the following fields:

- Site name: Les Clayes-sous-Bois
- Customer name: Bull SAS
- Site number: 001
- Site engineer name: John Smith
- Site engineer phone number: 2371234
- Site engineer email account: John.Smith@bull.net
- Town: PARIS
- Country code: FR
- Site type:   
 ☐ bullion / bullx / other gcoss   
 ☐ novascale gcoss 7010   
 ☒ Specific

Below the site type selection, there are two tables listing hardware components:

Id	Display name
1	novascale gcoss 9010
2	Cool Cabinet
3	bullx Blade Chassis
4	novascale bullion / bullx S

Id	Display name
5	BCE Blade
6	bullx NCB Blade
7	bullx GPU Blade
8	BCE Blade Chassis

An 'Apply' button is located at the bottom of the form.

Figure 5-1. Site Parameters page - Example

2. Complete the form
3. Select the site type: extreme computing (bullion/bullx/other gcoss) or gcoss (novascale gcoss 7010). The specific type is reserved for future use.
4. Click Apply.



## 5.2. Configuring Autocalls

An autocall is a message sent by the iCare Console to Bull Support services when a problem occurs on a monitored hardware resource. This section describes how to enable and configure autocalls.

---

**Note** The Autocall feature is reserved for customers who have subscribed to Bull's Remote Maintenance service offer. For more information, please contact your Bull representative.

---

When you set up autocalls for the first time, you need to:

- Enable the feature, then select and configure the autocall dispatch mode, as explained in Managing Autocalls, on page 5-4.
- Select a default autocall policy for each hardware resource type, as explained in Selecting Global Autocall Policies, on page 5-7.

Optionally, you can also:

- Select a specific autocall policy for specific hardware resources, as explained in Selecting Specific Autocall Policies, on page 5-9.
- Create specific autocall filters to track specific events, as explained in Configuring Autocall Filters, on page 5-11.



**Important** It is strongly recommended to complete the site form before configuring autocalls. For details, see Completing the Site Form, on page 5-2.

---

## 5.3. Managing Autocalls

The autocall feature is disabled by default and must be enabled and the dispatch mode configured to start autocall transmission.

### Prerequisites

- Your maintenance contract includes the autocall feature
- You know the dispatch mode settings
- The target directory is already present on the workstation

### Procedure

1. From the Global Configuration tab, click Autocalls > General Settings to display the Autocall General Settings page.

The screenshot displays the 'Autocall General Settings' page in the iCare Console. The interface includes a top navigation bar with tabs for Monitoring, System Control, Specific Configuration, Maintenance, and Global Configuration (which is active). A left sidebar lists various configuration categories: Topology, Resource Viewer, iCare Configuration, SEL, Autocalls (highlighted), and Miscellaneous. Under the 'Autocalls' category, 'General Settings' is selected. The main content area is titled 'Autocall General Settings' and contains the following settings:

- Enable Autocalls:** A checked checkbox.
- Send HeartBeat:** A checked checkbox with a 'Period' of 1 Day(s).
- Local Dispatch Mode:** A radio button that is selected, with a 'Target Directory' of D:\autocalls.
- FTP Dispatch Mode:** A radio button that is not selected, with fields for Server Name, Server Port (21), Target Directory, Login, and Password. There is also a 'Use Passive Mode' checkbox.
- EMAIL Dispatch Mode:** A radio button that is not selected, with fields for Target Email Address, SMTP Server Name, and SMTP Server Port (25, with a note 'default value = 25').

An 'Apply' button is located at the bottom of the settings area. A 'Test Autocalling' button is visible at the bottom of the page.

Figure 5-2. Autocall General Settings page (Autocall Enabled)

Autocall General Settings	
<b>Enable Autocalls</b>	Select this check box to enable the autocall feature.
<b>Send HeartBeat and Period field</b>	Select this check box to verify the autocall liaison between the Customer site and the Bull Support Center at the interval indicated in the <b>Period</b> field. The default verification interval is 1 Day. This period can be modified by entering the required interval in the <b>Period</b> field.
Local Dispatch Mode	
The local dispatch mode (default mode) records one XML file per autocall in the local directory specified in the <b>Target Directory</b> field. To enable the local dispatch mode:	
<ul style="list-style-type: none"> <li>• The target directory must already be present on the workstation.</li> <li>• You must enter the full directory pathname (example: C:\Autocalls).</li> </ul>	
FTP Dispatch Mode	
The FTP dispatch mode sends one XML file per autocall to the specified remote maintenance server. To enable the FTP dispatch mode, complete the fields as follows:	
<b>Server Name</b>	Remote maintenance FTP server hostname or IP address
<b>Server Port</b>	Remote maintenance FTP server port (21 by default)
<b>Target Directory</b>	Target directory containing the autocall XML file (example: /autocall) Note that the target directory must already be present on the workstation
<b>Login and Password</b>	User account used to log onto the FTP server
<b>Use Passive Mode</b>	Select this option to enable passive FTP (secure data transfer mode)
EMAIL Dispatch Mode	
The EMAIL dispatch mode sends one XML file per autocall to the specified email address. To enable the EMAIL dispatch mode, first select the <b>Enable Autocalls</b> checkbox and then complete the fields as follows:	
<b>Target Email Address</b>	Email address to which the autocall XML file attachment is to be sent
<b>SMTP Server Name</b>	Hostname or IP address of the SMTP server used to route emails
<b>SMTP Server Port</b>	SMTP server port (25 by default)
Note: SMTP Authentication (SMTP AUTH) is not supported.	

Table 5-1. Autocall dispatch mode settings

2. Select the **Enable Autocalls** check box and configure the autocall dispatch mode as explained in Table 5-1.
3. Select the **Send HeartBeat** check box to enable periodic autocall liaison verification.
4. Click **Apply** to save settings. The **Test Autocalling** button appears.
5. Click **Test Autocalling** and check that the autocall has reached the local or FTP directory according to dispatch mode type.



**Important** This action tests the connexion between the iCare Console and the Bull Support Center. It does not test the connexion between the iCare Console and the resource.

---

**Note** The Test Autocalling result includes the platform series and the module number.

---

**Note** If required, you can define a custom global autocall policy for each hardware resource type, as described in *Selecting Global Autocall Policies*, on page 5-7. If not, the default global autocall policy will be applied: Autocalls for Critical Events.

---

**Note** If you want to temporarily disable autocalls, deselect the **Enable Autocalls** check box.

---

## 5.4. Selecting Global Autocall Policies

Global autocall policies are available for all hardware resources of the same type and are supplied with the console. The global policies are configured to cover the standard autocall requirements for each type of hardware resource.

According to your needs, you can select global policies based on event severity or on event type. If you select global policies based on event type, you can decide whether to apply default filters or to create and apply custom filters.

### Prerequisites

Where applicable, the required custom filter(s) have been created

### Procedure

1. From the Global Configuration tab, click Autocalls > Global Policy to display the Global Autocall Policies page.

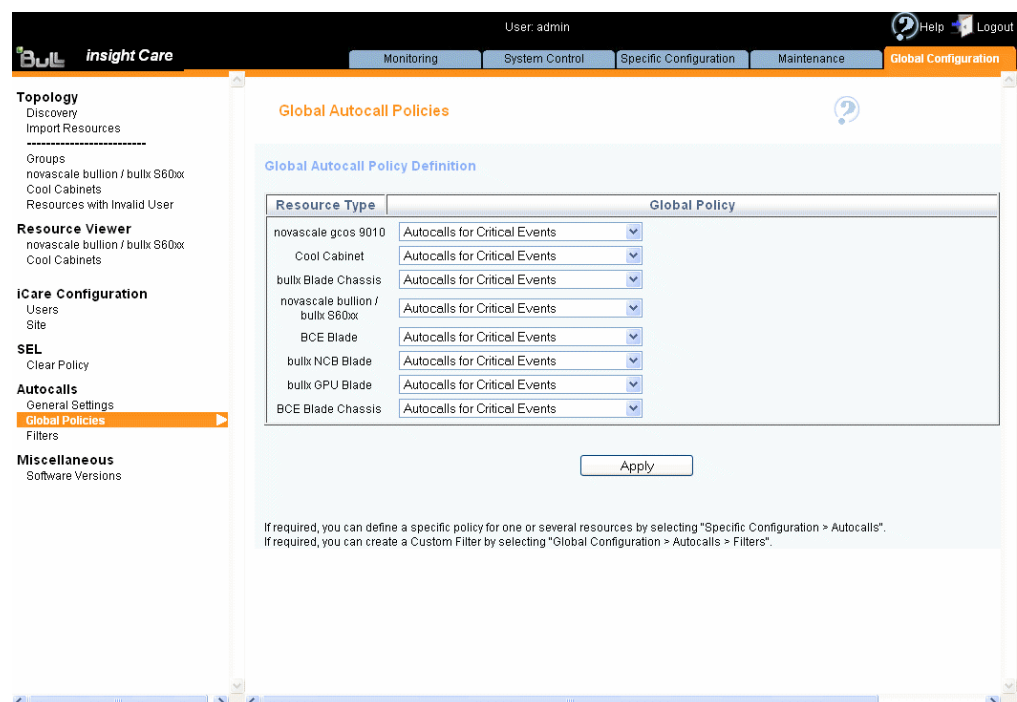


Figure 5-3. Global Autocall Policy page

2. Select the global autocall policy to use for each resource type, as explained in the following table:

Global Autocall Policy Based on Event Severity	
None	No autocall will be sent.
Autocalls for Critical Events	Value selected by default. An autocall is sent when a CRITICAL event occurs.
Autocalls for Critical or Warning Events	An autocall is sent when a CRITICAL or WARNING event occurs.
Global Autocall Policy Based on Event Type Filters	
Autocalls for Default Filter Events	An autocall is sent when an event message matches the default filter criteria. You can view the default filter criteria, as detailed in <a href="#">Displaying Default or Custom Filter Details</a> , on page 5-11.
Autocall for Custom Filter Events	
	An autocall is sent when an event message matches the custom filter criteria. Note that the custom filter must be created before selecting this option. For details, see <a href="#">Configuring Autocall Filters</a> , on page 5-11.

Table 5-2. Global autocall policy options

3. Click **Apply**. The selected global autocall policy will be applied to each resource type.

---

**Note** You can assign a different autocall policy to one or more specific resources as explained in [Selecting Specific Autocall Policies](#), on page 5-9.

---

## 5.5. Selecting Specific Autocall Policies

Global autocall policies are available for all hardware resources of the same type and are supplied with the console. The global policies are configured to cover the standard autocall requirements for each type of hardware resource.

If the global autocall policies for one or more specific hardware resources do not meet your needs, you can apply one or more specific autocall policies to these hardware resources while still maintaining the global policies for all the other hardware resources.

Furthermore, you can apply specific policies based on event severity or on event type. If you select specific policies based on event type, you can decide whether to apply default filters or to create and apply custom filters.

### Prerequisites

Where applicable, the required custom filter(s) have been created.

The hardware resources to which you want to apply a specific autocall policy are present in the Resource tree.

### Procedure

1. Click the **Specific Configuration** tab to display the **Specific Autocall Policies** page.
2. From the **Resource** tree, select the resource(s) to which you want to apply a specific autocall policy (a) and click the **Refresh** button (b). The autocall specific configuration table appears (c).

Resource	Specific	Policy	Filter
<input checked="" type="checkbox"/> NovaScale 9006		Autocalls for Critical or Warning Events	
OPMA7-OLDSDK-230	<input type="checkbox"/>	Autocalls for Critical or Warning Events ▼	
LARA2-SRV-43	<input type="checkbox"/>	Autocalls for Critical or Warning Events ▼	
LARA3-SRV-129	<input type="checkbox"/>	Autocalls for Critical or Warning Events ▼	
LARA4-SRV-108	<input type="checkbox"/>	Autocalls for Critical or Warning Events ▼	
<input checked="" type="checkbox"/> Cool Cabinet		Autocall for Critical Event	
Hydra-2	<input type="checkbox"/>	Autocall for Critical Event ▼	

If required, you can create a Custom Filter by selecting "Global Configuration > Autocalls > Filters".

**Note** The global autocall policies currently in use are displayed for each listed resource type (d).

3. Select the **Specific** check box for the required resource(s) and then select the specific autocall policy to apply to the selected resource(s) from the Policy drop-down list, as explained in the following table:

Specific Autocall Policy Based on Event Severity	
None	No autocall will be sent.
Autocalls for Critical Events	Value selected by default. An autocall is sent when a CRITICAL event occurs.
Autocalls for Critical or Warning Events	An autocall is sent when a CRITICAL or WARNING event occurs.
Specific Autocall Policy Based on Event Type Filters	
Autocalls for Default Filter Events	An autocall is sent when an event message matches the default filter criteria. You can view the default filter criteria, as detailed in <a href="#">Displaying Default or Custom Filter Details</a> , on page 5-11.
Autocalls for Custom Filter Events	An autocall is sent when an event message matches the custom filter criteria. Note that the custom filter must be created before selecting this option. For details, see <a href="#">Configuring Autocall Filters</a> , on page 5-11.

Figure 5-4. Specific Autocall Policy page

4. Click **Apply**. The selected specific autocall policy will be applied to each selected resource.



## 5.6. Configuring Autocall Filters

Autocall filters are used when autocall policies are based on event types and not on event severity. When an event type matches the autocall filter criteria, an autocall is transmitted.

**Note** If you select an autocall policy based on event severity, you do not need to configure autocall filters.

The iCare Console allows you to use two types of autocall filters:

- Default filters: supplied with the console and configured the standard autocall requirements for each type of hardware resource.
- Custom filters: set up by users to finely tune event type filtering.

The following tasks are explained in this section:

- Displaying Default or Custom Filter Details, on page 5-11
- Creating a Custom Filter, on page 5-13
- Editing a Custom Filter, on page 5-14
- Deleting a Custom Filter, on page 5-17

### 5.6.1. Displaying Default or Custom Filter Details

#### Prerequisites

None

#### Procedure

1. From the Global Configuration tab, click Autocalls > Filters. The Autocall Filters page appears.

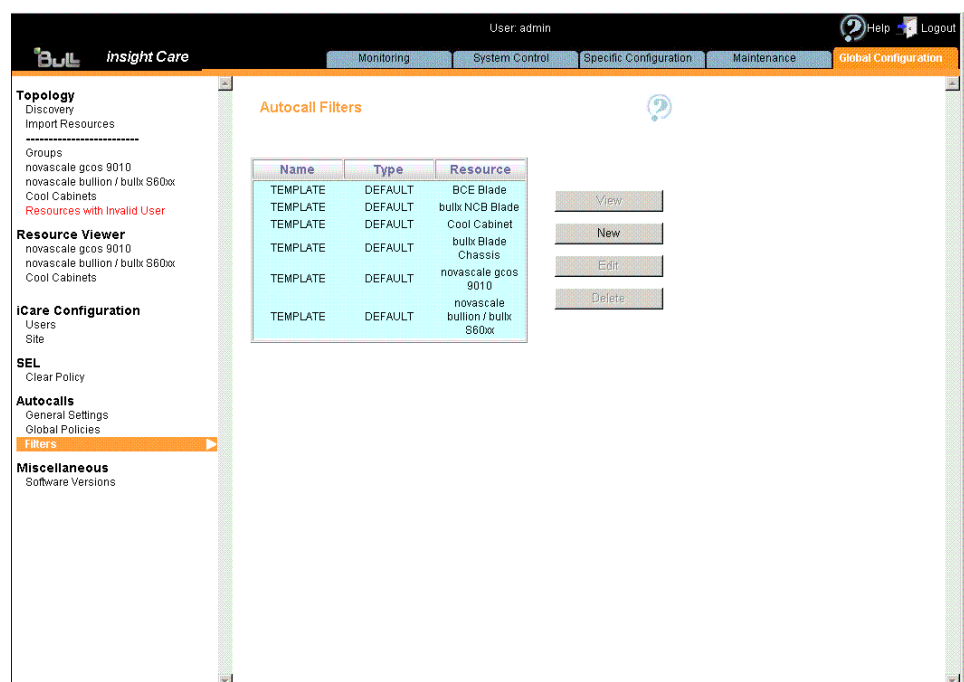
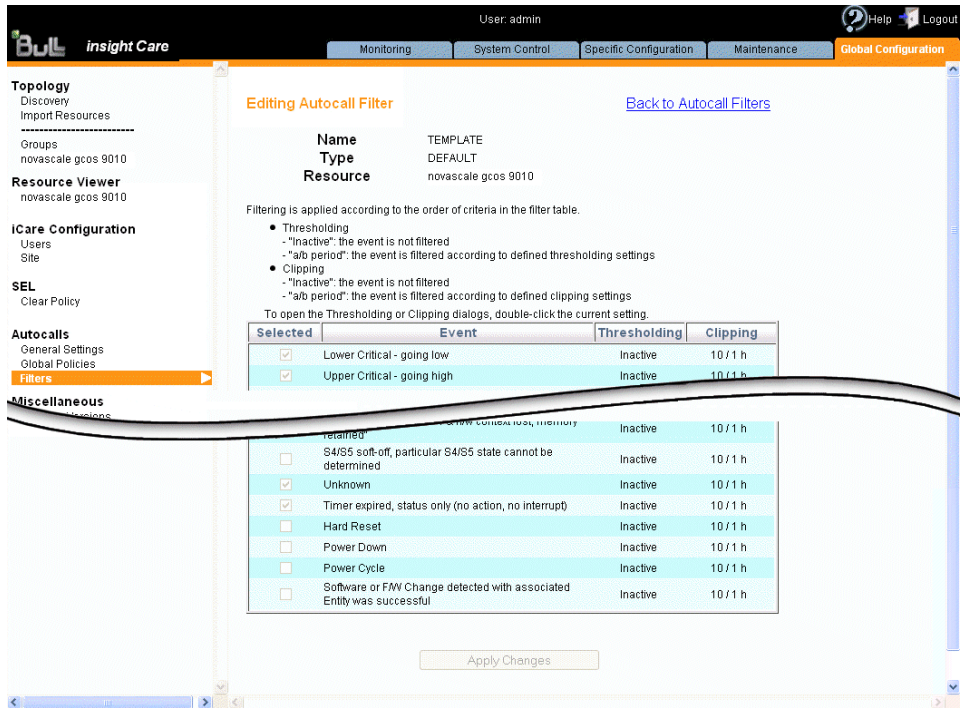


Figure 5-5. Autocall Filters page

2. From the list of autocall filters, select the required filter and click View. The Viewing Autocall Filter page appears, displaying filter details.



**Note** This page is in read-only mode and displays the list of events selected to trigger autocalls. For details on the **Thresholding** and **Clipping** parameters, see **Editing a Custom Filter**, on page 5-14.

Figure 5-6. Viewing Autocall Filter page

3. Click **Back to Autocall Filters** to return to the Autocall Filters page.

## 5.6.2. Creating a Custom Filter

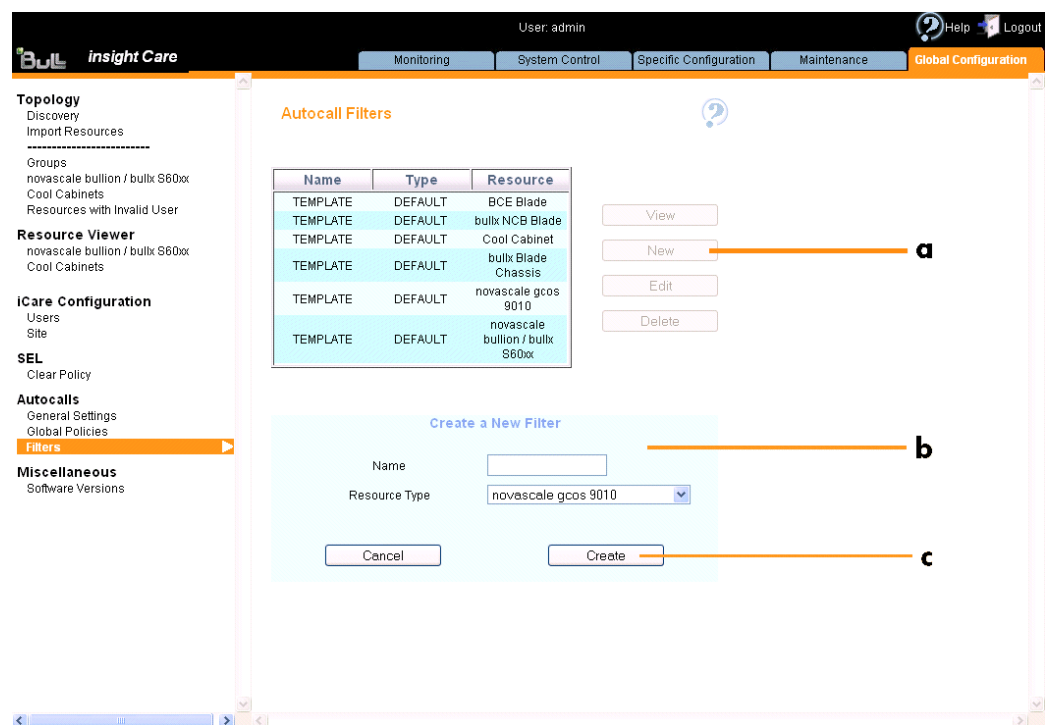
The iCare Console allows you to create your own autocall custom filter to finely tune event type filtering when the default filters supplied with the console do not cover your needs.

### Prerequisites

None

### Procedure

1. From the Global Configuration tab, click Autocalls > Filters. The Autocall Filters page appears.
2. Click New (a) to display the Create a New Filter box (b).



Create a New Filter	
Name	Autocall custom filter name, limited to 16 characters.
Resource Type	Hardware resource type associated with the custom filter. Note that the list of events differs according to hardware resource type.

Figure 5-7. Autocall Filters (Create a New Filter)

3. Complete the box and click Create (c). The new custom filter appears in the list of filters.

**Note** The new custom filter is created with the same criteria as the default filter for the selected hardware resource type.

4. Edit the created custom filter to change criteria, as detailed in Editing a Custom Filter, on page 5-14.

### 5.6.3. Editing a Custom Filter

Custom filter criteria can be modified at any time. In particular, when you create a new custom filter, you will use the editing option to tune criteria to your needs.

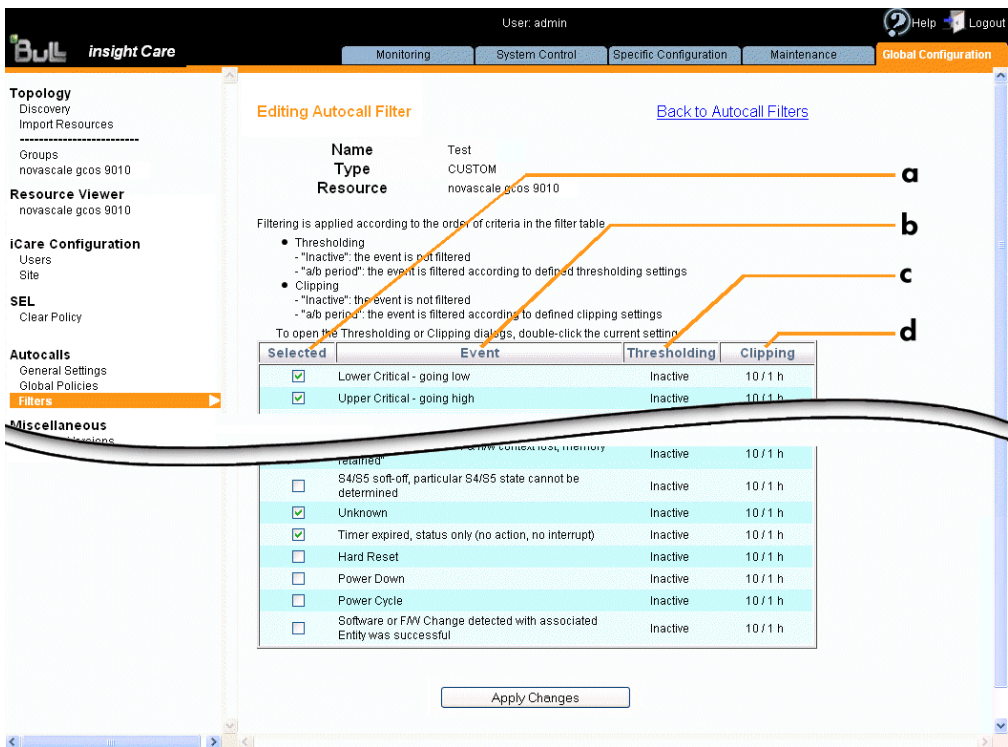
#### Prerequisites

The custom filter has been created, as explained in Creating a Custom Filter, on page 5-13

#### Procedure

**Note** Criteria differ according to hardware resource type.

1. From the Global Configuration tab, click Autocalls > Filters. The Autocall Filters page appears.
2. From the list of autocall filters, select the required filter and click Edit. The Editing Autocall Filter page appears.



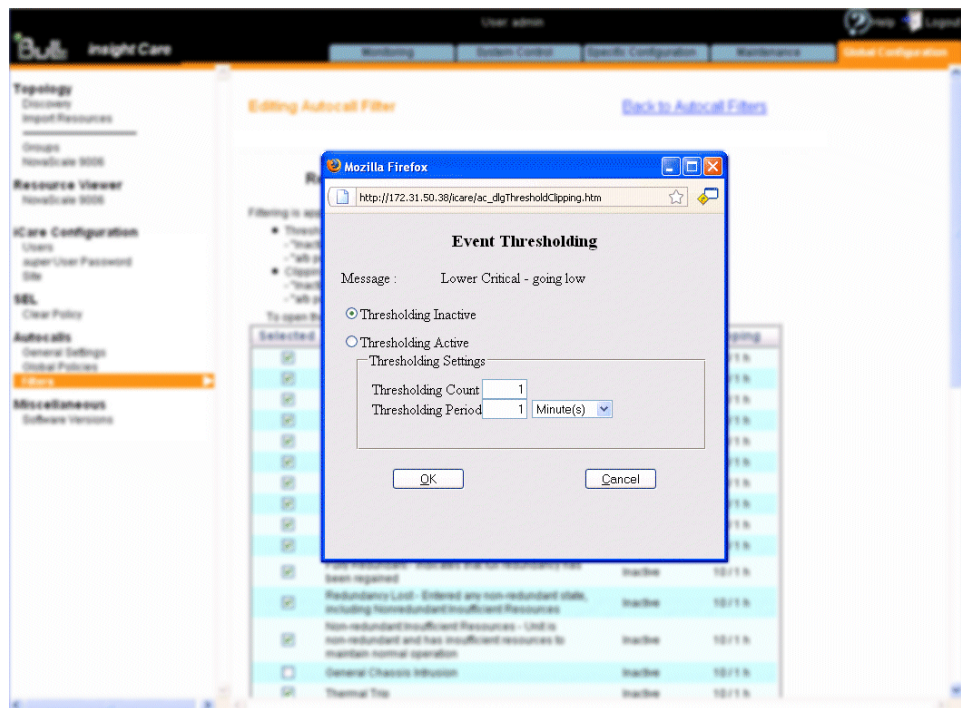
Editing Autocall Filter	
Selected column (a)	By default, the selected check boxes are the same as for the default autocall filter for the hardware resource type. When a check box is selected, the corresponding event message is included in the custom filter.
Event column (b)	Message associated with the event.
Thresholding column (c)	By default, the thresholding and clipping values are the same as for the default autocall filter. Thresholding and Clipping are advanced filtering criteria that are to be used with care. They are detailed below.
Clipping column (d)	

Figure 5-8. Editing Autocall Filter page



3. For each listed event:

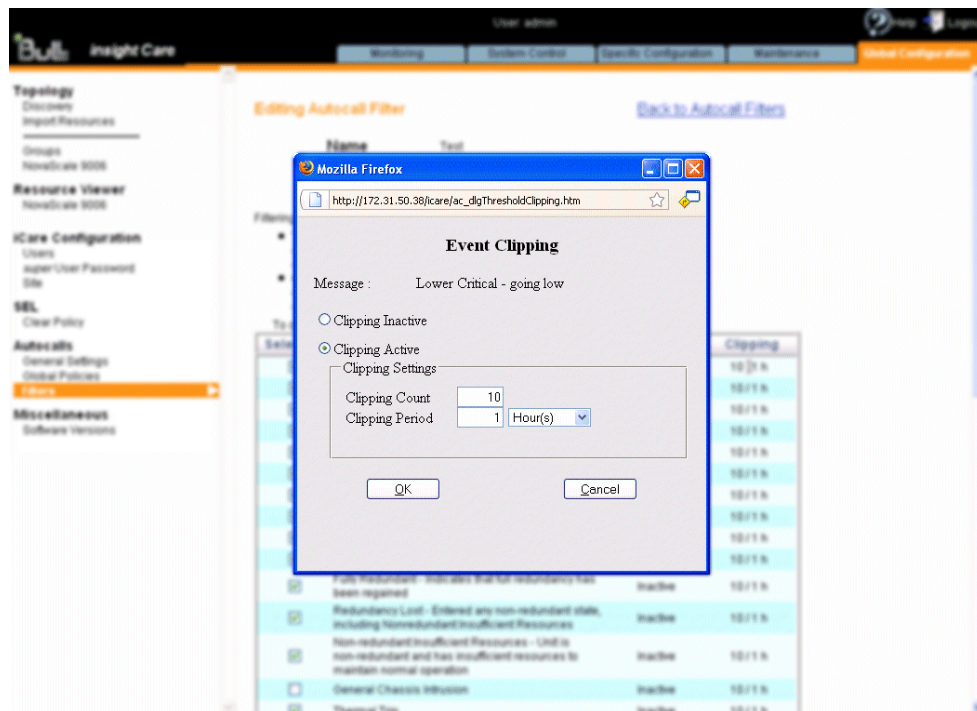
- Select the check box (a) to include or clear the check box (a) to exclude the corresponding event (b).
- Double-click the Thresholding value (c). The Event Thresholding box appears.
- Complete the box as described below and click OK.



Event Thresholding Box	
Thresholding is defined on a Count / Period basis aimed at transmitting significant event messages only. Identical event messages are counted and if the number of event messages indicated in the Thresholding Count field is reached within the period of time indicated in the Thresholding Period field, this event message is selected for transmission.	
Thresholding Inactive	Deactivates thresholding: if the event is selected, all messages are transmitted as autocalls.
Thresholding Active	Activates thresholding using the values displayed in the Thresholding Count and Thresholding Period fields.
Thresholding Count	Number of identical event messages to be reached.
Thresholding Period	Period of time, in seconds, minutes, hours or days.

Figure 5-9. Event Thresholding box description

- Double-click the Clipping value (d). The Event Clipping box appears.
- Complete the box as described below and click OK.



Event Clipping Box	
Clipping is defined on a Count / Period basis aimed at transmitting a pre-defined number of event messages only. Identical event messages are counted and when the number of event messages indicated in the Clipping Count field is reached within the period of time indicated in the Clipping Period field, no other event messages will be selected for transmission.	
Clipping Inactive	Deactivates clipping: if the event is selected, all the event messages are transmitted as autocalls.
Clipping Active	Activates clipping using the values displayed in the Clipping Count and Clipping Period fields.
Clipping Count	Maximum number of autocalls to send in the clipping period.
Clipping Period	Period of time, in seconds, minutes, hours or days.



**Important** The Thresholding and Clipping processes are sequential. Event messages are first processed by the Thresholding mechanism and only the retained messages are processed by the Clipping mechanism.

Figure 5-10. Event Clipping box description

4. Click Apply Changes to save your custom autocall filter.

**Note** If this custom filter is already in use, new values are immediately taken into account when you click Apply Changes.

## 5.6.4. Deleting a Custom Filter

You can delete a custom filter at any time if it is no longer needed and no longer in use.

**Note** You cannot delete default autocall filters.

### Prerequisites

The custom filter you want to delete is no longer used in a default or specific Use Custom Filter autocall policy.

### Procedure

1. From the Global Configuration tab, click Autocalls > Filters. The Autocall Filters page appears.
2. From the list of autocall filters, select the required filter (a) and click Delete (b). Then, in the displayed confirmation box, click OK (c).

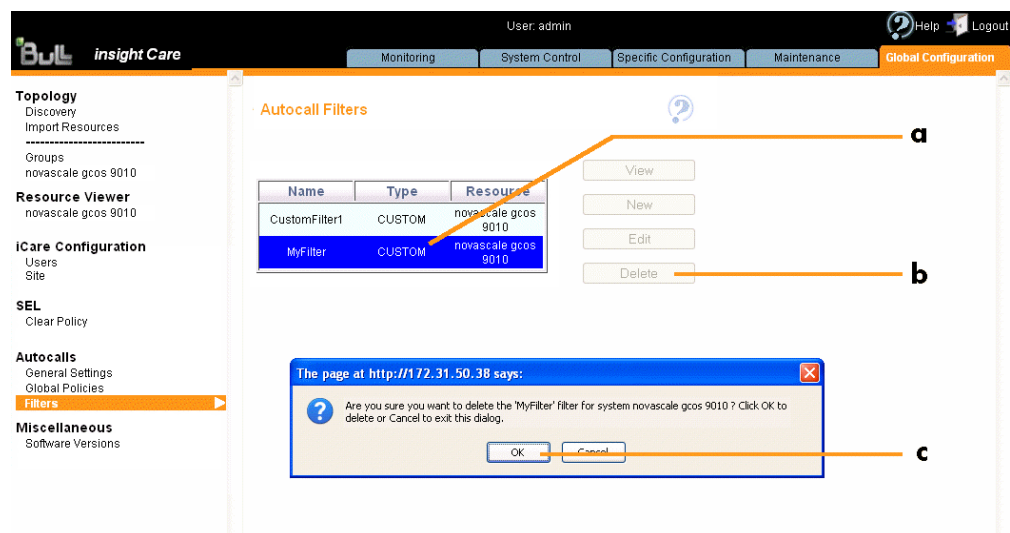


Figure 5-11. Autocall Filters page (Delete a filter)

## 5.7. Creating an Intervention Report

You are advised to create an intervention report when you perform preventive or corrective maintenance or problem analysis operations on hardware resources monitored by the iCare Console. These reports allow you to keep track of the operations performed on monitored hardware resources stored in the iCare Console database for easy access when needed.

### Prerequisites

The hardware resource for which you want to create an intervention report is in the Resource tree.

### Procedure

1. From the **Maintenance** tab, select **Intervention Report Creation**.
2. From the Resource tree, select the hardware resource(s) concerned by the intervention (a) and click **Refresh** (b). The intervention report form appears (c).

The screenshot shows the 'Intervention Report Creation' page. On the left, a resource tree under 'Groups' shows 'DefaultGroup' expanded, with 'SRV-LARA-230-231' selected. The main area is titled 'Intervention Report Creation' and shows '1 Resource(s) Selected'. The form includes a 'Reference' section with 'Operator name' and 'Order number' fields. The 'Intervention Dates' section has 'Start date (YYYY-MM-DD)', 'End date (YYYY-MM-DD)', and 'Total intervention time (hours)' fields. The 'Intervention Description' section is a large text area. A 'Create' button is at the bottom right. Annotations 'a', 'b', and 'c' point to the resource selection, the 'Refresh' button, and the form respectively.

Figure 5-12. Intervention Report Creation page

3. Complete the form, taking care to provide as much information as possible in the **Intervention Description** box. Click **Create** to generate the report.

**Note** If you have selected several hardware resources, a separate report is created for each resource, but the information entered in the **Intervention Description** box is the same.

You can now view the report(s) using the **Intervention Report Viewer**.



## 5.8. Viewing the List of Intervention Reports

You can display intervention reports on monitored resources at any time to help you perform preventive or corrective maintenance or problem analysis operations.

### Prerequisites

The hardware resources for which you want to view intervention reports are in the Resource tree.

### Procedure

1. From the **Maintenance** tab, select **Intervention Report Viewer**.
2. From the Resource tree, select the hardware resource(s) for which you want to view intervention reports (a) and click **Refresh** (b). The intervention report list appears (c).

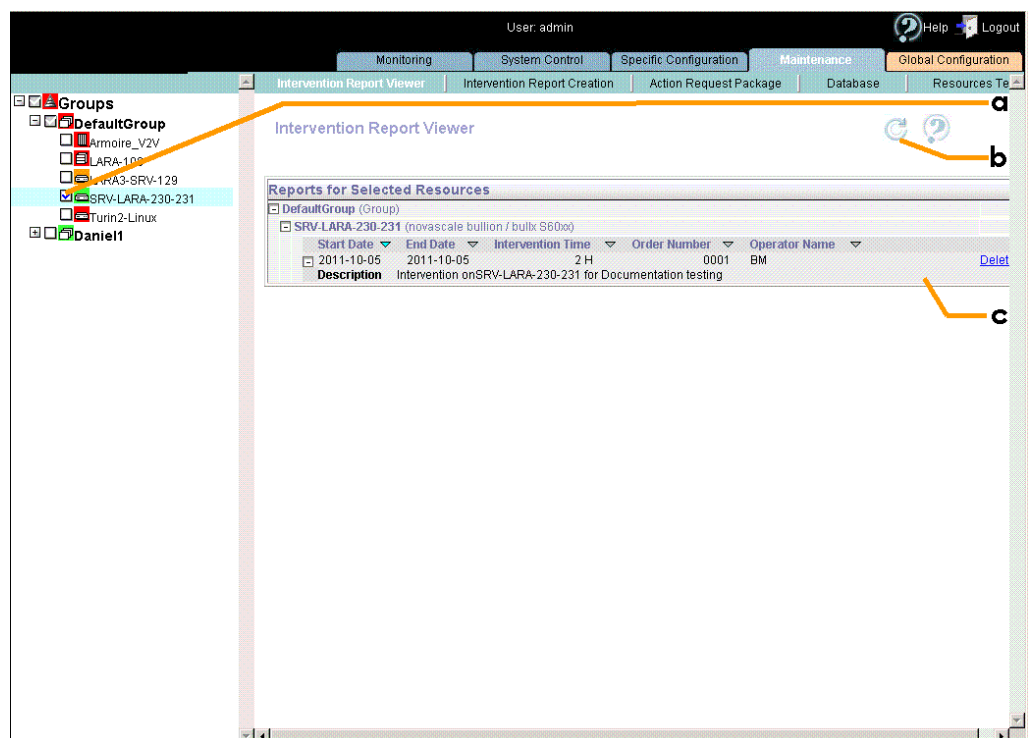


Figure 5-13. Intervention Report Viewer page

3. Use the **Expand/Collapse** button to display or hide intervention report details.

**Note** If no reports have been generated for a given hardware resource, the message **No reports available** is displayed.

## 5.9. Creating an Action Request Package

You can collect all the files required to troubleshoot monitored hardware resources using the Action Request Package feature. Once collected, files are compressed to a ZIP archive file for easy transfer to the Bull Support Center.

**Note** The Action Request Package ZIP file contains System Event Logs (SEL), Board and Security Messages, BIOS logs along with the Identity Card for the selected resources.

Logs and messages can also be consulted online from the iCare Console Monitoring tab. For details, see Chapter 4.  
Building, Viewing and Managing Resource Logs.

### Prerequisites

You have completed the Site form, as detailed in Completing the Site Form, on page 5-2

Your browser is configured to accept cookies and downloads

The hardware resources for which you want to create an action request package are in the Resource tree

You have the Action Request Package reference number sent by the Bull Support Center

### Procedure

1. From the Maintenance tab, select Action Request Package.
2. From the Resource tree, select the hardware resource(s) for which you want to create an action request package (a) and click Refresh (b). The Action Request Package Creation form appears (c).

The screenshot displays the 'Action Request Package Creation' interface. On the left, a tree view shows the resource hierarchy, with 'SRV-LARA-230-231' highlighted. The main panel has a title bar with 'Action Request Package Creation' and '1 Resource(s) Selected'. Below the title, a text box explains the tool's purpose. The form includes an 'AR Package Header' section with 'AR Reference:' and 'AR Description:' fields. The 'AR Package Content' section contains a 'Date Range (SEL, Message and BIOS Log)' with 'From' and 'To' date pickers, and an 'Event Severity (SEL)' section with checkboxes for 'Critical Events', 'Non-Recoverable', 'Critical', 'Warning Events', 'Information Events', 'Return to OK', 'Information', 'Monitor', and 'Unspecified'. A 'Create Action Request Package' button is located at the bottom right of the form.

Figure 5-14. Action Request Package Creation page

3. Complete the form, taking care to provide as much information as possible in the **AR Description** field and correct values in the **AR Package Content** box (Date Range and SEL Event Severity).
4. Click **Create Action Request Package** to create a ZIP archive file containing four files for each hardware resource: **System Event Logs (SEL)**, **Board and Security Messages**, **BIOS logs** and **Identity Card**.
5. When requested, save the ZIP file and send it to the Bull Support Center for analysis.



---

# Glossary

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## A

### **ABR**

Automatic BIOS Recovery.

### **ACPI**

Advanced Configuration and Power Interface.

An industry specification for the efficient handling of power consumption in desktop and mobile computers. ACPI specifies how a computer's BIOS, operating system, and peripheral devices communicate with each other about power usage.

### **ADM1069**

The ADM1069 Super Sequencer® is a configurable supervisory/ sequencing device that offers a single-chip solution for supply monitoring and sequencing in multiple supply systems.

### **ARU**

Add / Removeable Unit. A hardware logical unit, or a group of logical units, that can be viewed / handled by an Operating System, or the BIOS, or the Platform Management Software. An ARU can be nested and is not necessarily separable from other ARUs. An ARU is also known as a PMU.

### **ASR**

Automatic Server Restart.

### **ASIC**

Application Specific Integrated Circuit.

---

## B

### **Base Operating System**

The Operating System that is booted at initialization.

### **BCE**

Elementary calculation block.

### **BCEA**

ASIC elementary calculation block.

### **BCEF**

FPGA elementary calculation block.

### **BCS**

Bull Coherent Switch. This is the Bull eXternal Node Controller providing SMP upgradeability up to 16 processors. The BCS ensures global memory and cache coherence, with optimized traffic and latencies, in both IPF-preferred and XPF-preferred variants.

### **BHC**

See Blade Hardware Console.

### **BIOS**

Basic Input / Output System. A program stored in flash EPROM or ROM that controls the system startup process.

### **BIST**

Built-In Self-Test. See POST.

### **Blade Hardware Console**

Graphical user interface used to access the management software embedded in the blade module.

**BMC**

Baseboard Management Controller. See Embedded Management Controller.

**BOOTP**

Network protocol used by a network client to obtain an IP address from a configuration server.

**BT**

Block Transfer. One of the three standardized IPMI System interfaces used by system software for transferring IPMI messages to the BMC. A per-block handshake is used to transfer data (higher performance).

---

**C****Chassis Hardware Console**

Graphical user interface used to access the management software embedded in the Chassis Management Module.

**CHC**

See Chassis Hardware Console.

**Clipping**

An Event filter criterion. Clipping is defined on a Count / Time basis aimed at routing a pre-defined number of messages only. Identical messages are counted and when the number of messages indicated in the Count field is reached within the period of time indicated in the Time field, no other messages will be selected for routing.

**CMB**

Chassis Management Board.

**CMC**

A Corrected Memory Check condition is signaled when hardware corrects a machine check error or when a machine check abort condition is corrected by firmware. See MCA.

**CMC**

Chassis Management Controller.

**CMM**

Chassis Management Module.

**Core**

Core is the short name for the processor execution core implemented on a processor. A core contains one or more threads (logical processors).

**CRU**

Customer Replaceable Unit. A component (board, module, fan, power supply, etc.) that is replaced or added by the End User as a single entity.

**CSE**

Customer Service Engineer.

---

**D****DES**

Data Encryption Standard.

**DHCP**

Dynamic Host Configuration Protocol.

**DMA**

Direct Memory Access. Allows data to be sent directly from a component (e.g. disk drive) to the memory on the motherboard). The microprocessor does not take part in data transfer enhanced system performance.

## **DNS**

Domain Name Server.

---

## **E**

### **EEPROM**

Electrically Erasable Programmable Read-Only Memory. A type of memory device that stores password and configuration data.

### **EFI**

Extensible Firmware Interface. A specification for a firmware-OS interface.

### **EFI Shell**

Simple, interactive user interface that allows EFI device drivers to be loaded, EFI applications to be launched, and operating systems to be booted. In addition, the EFI Shell provides a set of basic commands used to manage files and the system environment variables. See Shell.

### **Embedded Management Controller**

Also known as BMC (Baseboard Management Controller). This controller, embedded on the main system board, provides out-of-band access to platform instrumentation, sensors and effectors.

### **EMM**

Embedded Management Module. Software embedded in the server module to implement management functions and accessible from the Hardware Console graphical interface.

### **EPROM**

Erasable Programmable Read-Only Memory. A type of memory device that is used to store the system BIOS code. This code is not lost when the computer is powered off.

### **ESB**

Ethernet Switch Board.

### **ESM**

Ethernet Switch Module.

---

## **F**

### **FC-LGA**

Flip-Chip Land Grid Array.

### **Flash EPROM**

Flash Erasable Programmable Read-Only Memory. A type of memory device that is used to store the system firmware code. This code can be replaced by an updated code from a floppy disk, but is not lost when the computer is powered off.

### **FPGA**

Field Programmable Gate Array.

### **FQDN**

Fully Qualified Domain Name.

### **FRU**

Field Replaceable Unit. A component (board, module, fan, power supply, etc.) that is replaced or added by Customer Service Engineers as a single entity.

---

## **G**

### **GPU**

Graphical Processing Unit.

### **GUI**

Graphical User Interface.

---

## H

### HA

High Availability. Refers to a system or component that is continuously operational for a desirably long length of time.

### Hardware

The physical parts of a system, including the keyboard, monitor, disk drives, cables and circuit cards.

### Hardware Partition

A set of hardware components that can boot and run a Base OS image.

### Hard Partitioning

Ability to split a platform into a number of independent smaller hardware partitions or to merge multiple independent hardware partitions to form a single larger hardware partition.

### HPC

High Performance Computing.

### HPC Cluster

High Performance Computing Cluster. A group of computers linked together to form a single computer.

### Host Operating System

The Operating System that is booted at initialization and that is a Virtual Machine Monitor (VMM) and a number of guest OS.

### Hot-Plugging

The operation of adding a component without interrupting system activity.

### Hot-Swapping

The operation of removing and replacing a faulty component without interrupting system activity.

### HT

HyperThreading. See Multi-Threading.

---

## I

### I2C

Intra Integrated Circuit. The I2C (Inter-IC) bus is a bi-directional two-wire serial bus that provides a communication link between integrated circuits (ICs). The I2C bus supports 7-bit and 10-bit address space devices and devices that operate under different voltages.

### IB

InfiniBand.

### iBMC

Integrated Baseboard Management Controller. See Embedded Management Controller.

### iCare

The iCare Console (insight Care) is a web-based administration application which provides tools for hardware unit maintenance.

### ICH

Input/Output Hub. Provides a connection point between various I/O components and Intel processors.

### ICMB

Intelligent Chassis Management Bus. Name for the architecture, specifications, and protocols used to interconnect intelligent chassis via an RS-485-based serial bus for the purpose of platform management.

### ILB / ILBC

I/O Legacy Board / I/O Legacy Board Controller.



**ILM**

Independent Loading Mechanism. The Independent Loading Mechanism (ILM) - comprising a load plate, load lever and four corner screws - provides the needed force to seat a CPU neatly onto the socket contacts.

**INCA**

INtegrated Cluster Architecture.

**IOH**

Input/Output Hub. An Intel QPI agent that handles I/O requests for processors.

**IPMB**

Intelligent Platform Management Bus. Abbreviation for the architecture and protocol used to interconnect intelligent controllers via an I2C based serial bus for the purpose of platform management.

**IPMI**

Intelligent Platform Management Interface. A specification owned by Intel which describes mechanisms and devices to completely offload the task of managing system hardware from the primary CPU.

---

**J****JOEM**

JTAG Over Ethernet Module.

**JTAG**

Joint Test Action Group.

---

**K**

No entries.

---

**L****LAN**

Local Area Network.

**LCD**

Liquid Crystal Display.

**LCP**

Local Control Panel. Module consisting of a controller, a LCD color display, a green and a blue LED and a Power ON button.

**LDAP**

Lightweight Directory Access Protocol.

**LED**

Light Emitting Diode.

**Logical Partition**

When the Base Operating System is a Virtual Machine Monitor, a logical partition is the software environment used to run a Guest Operating System.

**Logical Processor**

See Thread.

---

**M****MAC**

Media Access Control.

**MCA**

A Machine Check Abort exception occurs when an error condition has arisen that requires corrective action.

**MESCA**

Multiple Environments on a Scalable Csi-based Architecture.

**MIB**

Management Interface Base.

**MIMD**

Multiple Instruction Multiple Data

**MMX**

MultiMedia eXtensions.

**MTB/MTBC**

Memory and Tukwila Board / Memory and Tukwila Board Controller.

**MTBF**

Mean Time Between Failure.

**Multicore**

Presence of two or more processors on a single chip.

**Multi-Threading**

The ability of a single processor core to provide software visibility similar to that of several cores and execute several threads in apparent (to software) simultaneity while using limited additional hardware resources with respect to a core without multi-threading.

Depending on core design, the instructions issued for execution by the core at a given cycle may be either Hyper-Threading (HT) - from a single thread, switching to another thread upon occurrence of specific events (e.g. cache misses) or Simultaneous Multi-Threading (SMT) - from both threads.

**MXB/MXBC**

Memory and Xeon Board / Memory and Xeon Board Controller.

**MWB/MWBC**

Memory and Westmere Board / Memory and Westmere Board Controller

---

## N

**Nehalem**

NEHALEM Intel Xeon Processor (8 cores per die).

**NFS**

Network File System.

**NIC**

Network Interface Controller.

**NUMA**

Non Uniform Memory Access.

**NVRAM**

Non-Volatile Random Access Memory.

---

## O

**Off-Lining**

See On-Lining / Off-Lining.

**On-Lining / Off-Lining**

On-lining and off-lining are dynamic logical operations. On-lining is the non-physical addition of an ARU to the running OS. The on-lined unit already exists in the configuration as an inactive unit (present and connected). Off-lining is the non-physical removal of an ARU from the running OS. The off-lined unit remains in the configuration as an inactive unit, ready to be on-lined.

**OOB**

Out Of Band. Access to system platform management that does not go through the OS or other software running on the main processors of the managed system.

**OPMA**

Open Platform Management Architecture.

---

**P****PCI**

Peripheral Component Interconnect. Bus architecture supporting high-performance peripherals.

**PCIe**

PCI Express. Latest standard in PCI expansion cards.

**PDB**

Power Distribution Board. Sub-assembly of the Power Supply Module.

**PDU**

Power Distribution Unit. Power bus used for the connection of peripheral system components.

**Platform Event**

A platform event is an event that originates directly from platform firmware (BIOS) or platform hardware, independently of the state of the Operating System or System Management Hardware.

**PEF**

Platform Event Filtering.

A feature in IPMI that enables the BMC to generate a selectable action (e.g. power on/off, reset, send Alert, etc.) when a configurable event occurs on the management system.

**PET**

The Platform Event Trap format is used for sending a platform event in an SNMP Trap. See Platform Event.

**PIROM**

The Processor Information ROM contains information about the specific processor in which it resides. This information includes robust addressing headers to allow for flexible programming and forward compatibility, core and L2 cache electrical specifications, processor part and S-spec numbers, and a 64-bit processor number.

**PMU**

Physically Manageable Unit. A hardware logical unit, or a group of logical units, that can be viewed / handled by an Operating System, or the BIOS, or the Platform Management Software. A PMU can be nested and is not necessarily separable from other PMUs. A PMU is also known as an ARU.

**POST**

Power On Self Test.

**Processor**

Each processor contains one or more dies in a single package. Each die contains one or more cores. Each core contains one or more threads (logical processors). Each processor is housed in a processor socket.

**PSMI**

Power Supply Management Interface.

**PSU**

Power Supply Unit. Sub-assembly of the Power Supply Module.

**PSWB**

PCI Switch Board.

**PSWM**

PCI SWitch Module.

**PWM**

Pulse Width Modulation.

---

## Q

### **QDR**

Quad Data Rate. Communication signalling technique where data is transmitted at four points in the clock cycle.

### **QPI**

Quick Path Interconnect. High-speed point-to-point Intel interface, used to interconnect processors and I/O Hubs, and optionally node controllers (BCS).

### **QSB**

Quad Switch Board.

### **QSFP**

Quad Small Form-factor Pluggable. Low-power interconnect technology.

### **QSMB**

Quad Switch Module. InfiniBand Switch.

---

## R

### **RADIUS**

Remote Authentication Dial-In User Service.

### **RAS**

Reliability, Availability, Serviceability.

### **RMII**

Reduced Media Independent Interface. A standard that reduces the number of signals/pins required to connect an Ethernet chip to physical layer transceiver. See MII.

### **RTC**

Real Time Clock.

---

## S

### **SAS**

Serial Attached SCSI. A data transfer technology used to move data to and from computer storage devices such as hard drives and tape drives.

### **SATA**

Serial ATA. A computer bus technology for connecting hard disks and other devices.

### **SEL**

System Event Log. A record of system management events. The information stored includes the name of the event, the date and time the event occurred and event data. Event data may include POST error codes that reflect hardware errors or software conflicts within the system.

A non-volatile storage area into the BMC and associated interfaces for storing System platform Event information for later retrieval.

### **Server Hardware Console**

Graphical user interface used to access the management software embedded in the server module.

### **SHC**

See Server Hardware Console.

### **SIB**

BCS Interconnect Board.

### **Simultaneous Multi-Threading**

See Multi-Threading.

**SMBIOS**

System Management BIOS.

**SM-BUS**

System Management Bus.

**SMI**

System Management Interrupt.

**SMP**

Symmetrical Multi Processor. The processing of programs by multiple processors that share a common operating system and memory.

**SMT**

Simultaneous Multi-Threading.

**SMTP**

Simple Mail Transfer Protocol.

**SNC**

Scalable Node Controller. The processor system bus interface and memory controller for the Intel870 chipset. The SNC supports both the Itanium2 processors, DDR SDRAM main memory, a Firmware Hub Interface to support multiple Firmware hubs, and two scalability ports for access to I/O and coherent memory on other nodes, through the FSS.

**SNMP**

Simple Network Management Protocol.

**SoC**

System on Chip.

**Socket**

Central Processing Unit multicore interface.

**SOL**

Serial Over LAN. Mechanism that enables the input and output of the serial port of a managed system to be redirected via an IPMI session over IP.

**SO-DIMM**

Small Outline Dual In-line Memory.

**SR**

Scratch Register. Internal registers of both the Tukwila processor and the I/O Hub used as scratch area.

**SSH**

Secured Shell.

**SSL**

Secure Socket Layer.

---

**T****TELNET**

TELEcommunication NETwork. Protocol used on the Internet or Local Area Networks to provide a bidirectional interactive communications facility.

**Thread**

A thread or logical processor is the execution context within a single core and the software visibility of multi-threading. A single multi-threaded processor contains two or more threads (or logical processors).

**Thresholding**

An Event filter criterion. Thresholding is defined on a Count / Time basis aimed at routing significant messages only. Identical messages are counted and when the number of messages indicated in the Count field is reached within the period of time indicated in the Time field, this message is selected for routing.

**TKW**

TUKWILA Intel Itanium Processor (4 cores per socket).

---

**U****UCM**

Ultra Capacitor Module.

**UVLO**

Under Voltage Latch Output.

---

**V****VLAN**

Virtual Local Area Network. A network protocol that allows systems connected to different LAN segments to behave as if they are connected to the same LAN segments.

**VMM**

Virtual Machine Monitor.

---

**W****WOL**

Wake On Lan. A feature that provides the ability to remotely power on a system through a network connection.

---

**X****XCSI**

Extended Common System Interface. High-speed point-to-point Bull interface, used to interconnect servers. XCSI ports are located and managed in the BCS (node controller).

**XNC**

External Node Controller. See BCS.

---

**Y**

No entries.

---

**Z**

No entries.

---





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