Initial AIX Data Collection Procedures

The following table identifies the minimum data collection procedures for key AIX problem areas when a problem is first experienced and support call (PMR) is opened. The commands shown will collect the minimum data required by support specialist to help them understand your environment and more quickly identify the root cause of the issue. Once you collect the data, package the data, then send the packaged data to the AIX upload site (http://www.ecurep.ibm.com/app/upload). In some situations, support specialists may require and request more information to further diagnose the reported issue.

Problem Area	Actions	Comments
VIOS	**On VIOS servers:** { as "pdadmin" user and not oem_setup_env } **$ snap** **On AIX client LPARS:** { as root user } **# snap –r** **# snap -ac**	For VIOS servers, when running the snap command, do not include any options.
HACMP	**If communication is working between nodes:** { as root user on one node } **# snap –e** **If communication is not working between nodes:** { as root on each node } **# snap -caa**	
System Crash/Dump	{ as root user } **# snap -ac**	
System or Application Performance	**While performance issue is occurring:** { as root user } **# perfpmr.sh 600**	Download perfpmr for your OS version ftp://ftp.software.ibm.com/aix/tools/perftools/perfpmr/ Install PerfPMR using these commands: # gunzip –c < perf##.tar.Z | tar –cvf – # ./Install.sh

Application Crash / Core File	{ as root user }
	
	# snap –ac
	# snapcore *CORE_FILE EXE_FILE*
		CORE_FILE:
		    path to AIX core file
		EXE_FILE:
		    full path & name of executable that generated core

Other	{ as root user } **# snap -ac**	

More detailed information on AIX procedures is available by accessing these web pages:

AIX MustGather
http://www-01.ibm.com/support/docview.wss?uid=aixtools-5041a981
AIX Support Center Tools
http://www.ibm.com/support/aixtools
AIX Support and Service Page
http://www-03.ibm.com/systems/power/software/aix/service.html

Testcases can manually be uploaded using FTP command by following these instructions. Replace FILE_TO_UPLOAD with the name of the file to be uploaded. The full PMR# must be included in the filename (e.g., 12345.567.000.data.tar).

```
ftp testcase.boulder.ibm.com
login: ftp
password: ftp
cd /toibm/aix
bin
put FILE_TO_UPLOAD
quit
```