

IBM System Storage DS8000 Service Provider Start Here

How to log in to the HMC

1. Put the HMC keyboard/display tray in the service position. Unscrew the two thumb screws, pull the tray out fully, and then raise the display screen by lifting up at the front edge.
2. Power on the display by pressing the power button in the lower right corner of the display screen.
3. The login screen is displayed. Login ID = CE, default password = serv1cece (case sensitive).

Note: If you are not able to log in, go to “How to repair an HMC log in failure”.

How to start all service actions

1. Log in to the HMC.
2. In the HMC Navigation area, open the **Management Environment**, and select and open the HMC.
3. Select **Information Center**.
4. In the right content area, select **Launch the DS8000™ Service Information Center**, a browser window opens with the Information Center displayed.
5. In the left contents area of the Information Center, select **Start here**, and then use the displayed information to determine how to begin the service action.

How to repair an HMC log in failure

1. Is the HMC login screen displayed?
 - Yes, the password might have been changed from the default "serv1cece". If you do not know the new password, ask the customer or call the next level of support (they can determine the new password from a call home record).
 - No, go to the next step.
2. Observe the HMC server above the HMC keyboard/tray console. Is it powered on?
 - Yes, go to step 5.
 - No, go to step 4.
3. Attempt to power the HMC server on and wait for it to boot up. Did the HMC server power on and boot up to a login screen?
 - Yes, exit this procedure and continue the original service activities.
 - No, go to step 4.
4. The HMC might have a hardware or software problem. The isolation procedures and repair information are in the Service Information Center on an HMC and also on the documentation CD. Is there a working DS8000 HMC available in the account?
 - Yes, log in to that HMC, and then go to step 5.
 - No, go to step 6.
5. Launch the Information Center as follows:
 - a. In the HMC Navigation area, open the **Management Environment**, select and open the HMC.
 - b. Select **Information Center**.
 - c. In the right content area, select **Launch the DS8000 Service Information Center**.
 - d. Go to step 7.

6. Do the following:
 - a. Find the DS8000 documentation CD in documentation enclosure (front upper left of rack 1).
 - b. Find a laptop or other platform to launch the CD.
 - c. When the CD opens, select and launch the Information Center.
7. Use the Isolation Procedure MAP6060 in the Information Center to begin the repair of the HMC.
 - a. In the left contents area of Information Center, select **Isolation MAPs and symbolic FRUs procedures**.
 - b. Open the M Procedures and MAPs, and open MAP6xxx range.
 - c. Click **MAP6060 Management console login and login problems at the management console server**.

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