Collecting service data from the Chassis Management Module (CMM)

Prerequisites:

- Ethernet connectivity with the CMM is established and an HTTPS web session to the CMM is active.

- Disable the popup blocker for your browser.

Steps:

Follow these steps to collect CMM, integrated management module (IMM), and unified extensible firmware interface (UEFI) events:

1. Log in to the CMM web interface.

2. Under Service and Support Options, you will find the sections Problems, Settings, Advanced, and Download Service Data. These are described in detail at the following link:

   http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.cmm.doc/cmm_ui_service_and_support.html

3. To Download the Service Data, select Download Service Data from the Service and Support menu.

4. On the Download Service Data page, select Download Mgmt Module Data Now.

5. A pop-up warns about the time required to collect that data. It will take some time.

6. Another pop-up asks if you want to save the collected file. If you do save the file, the filename will end with *.tgz

7. Once the file is saved, it can be retrieved or e-mailed as requested for support.