

Predictive Support: Definition

- **Benefits customers by detecting potential problems in a system before its availability is noticeably affected (proactive)**
- **Integrates with EMS to provide hardware event notification (reactive)**
- **Typically runs once a day and transmits via Email or Modem**
- **Predictive support is free to all customers who purchase support from Hewlett Packard**



Predictive Support: Location and Components

- **Location** */opt/pred/bin*
- **Components**
 - OPSDB** *Customer/System info database*
 - PSCONFIG** *User interface program*
 - Scanners** *Examine system for problems*



Predictive Support: Scanners

- **LOGSCAN** **Disk and Tape Errors**
- **MEMSCAN** **Memory Errors**
- **SCSISCAN** **SCSI Disk**
- **ARRYSCN1** **AutoRAID Disk Array**
- **PROCSCAN** **PDC HPMC**
- **SGSCAN** **MC ServiceGuard**
- **EMSSCAN** **EMS Events**
- **PROPATCH** **S/W and Patching Inventory**



Predictive Support: Event Messages

- **System Console**
- **HP Response Center**
- **Heartbeat Message**



Predictive Support: Reports

- **Action Summary**
- **Versions**
- **Configuration**
- **Trace**
- **PSCONFIG Log**



**Predictive Support:
Initial Configuration (Email Only)**

- **Test Email Communication**
- **Prerequisite to using Predictive email**
- **Verifies that Sendmail can transmit and receive mail**

mailto:mailtest@predictive.americas.hp.com



Predictive Support: Initial Configuration (Email Only)

```
8-15-2001 Predictive Mail Test - Notepad
File Edit Search Help
----- Forwarded message from mailtest@i3107rcp.external.hp.com -----
From mailtest@i3107rcp.external.hp.com Wed Aug 15 08:24:21 PDT 2001
Received: from palrel2.hp.com (palrel2.hp.com [15.81.176.10])
    by m2426stk.nsr.hp.com (8.9.3 (PHNE_18546)/8.8.6) with ESMTTP id IAA25801
    for <root@m2426stk.nsr.hp.com>; Wed, 15 Aug 2001 08:24:15 -0700 (PDT)
From: mailtest@i3107rcp.external.hp.com
Received: from i3107rcp.external.hp.com (i3107rcp.external.hp.com [192.170.29.3])
    by palrel2.hp.com (Postfix) with ESMTTP id 9249717E7
    for <root@m2426stk.nsr.hp.com>; Wed, 15 Aug 2001 08:22:46 -0700 (PDT)
Received: (from mailtest@localhost)
    by i3107rcp.external.hp.com (8.9.3 (PHNE_22672)/8.9.3 SMKit7.02) id LAA14799
    for root@m2426stk.nsr.hp.com; Wed, 15 Aug 2001 11:18:25 -0400 (EDT)
Date: Wed, 15 Aug 2001 11:18:25 -0400 (EDT)
Message-Id: <200108151518.LAA14799@i3107rcp.external.hp.com>
Subject: Automated reply from Predictive E-mail server
To: root@m2426stk.nsr.hp.com
In-Reply-To: Your message of Wed, 15 Aug 2001 08:13:57 -0700 (PDT)
Precedence: bulk

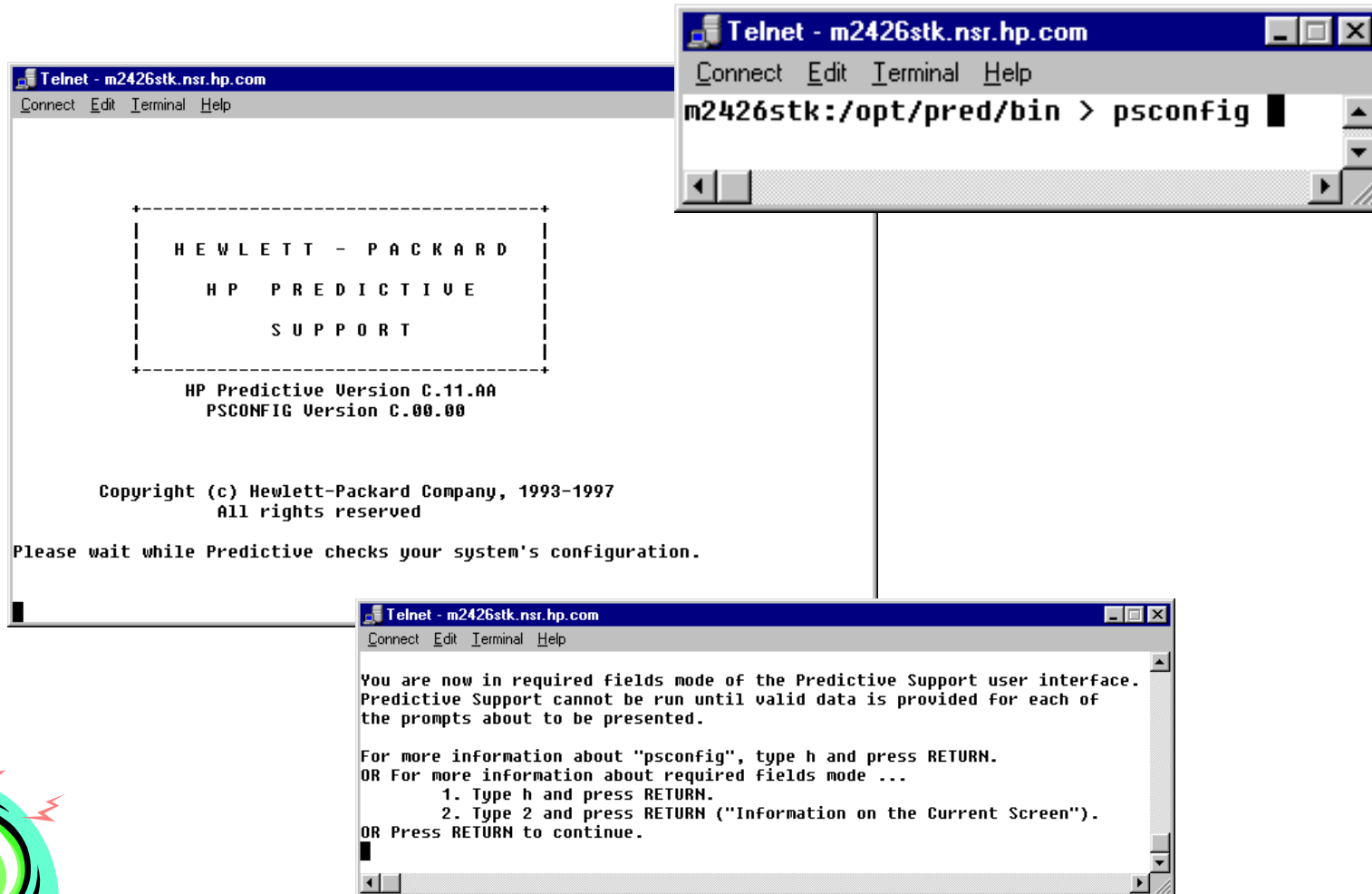
Your mail regarding "test" was received by the Predictive E-mail
transfer host. Your message was originally sent at Wed, 15 Aug 2001
08:13:57 -0700 (PDT). This reply was sent at Wed Aug 15 11:18:24 EDT
2001.

The routing path for this reply is available in the headers of this
message. The routing path for the message you sent was:

Received: from i3107fen.external.hp.com (i3107fen.external.hp.com
[156.152.23.131])
```



Predictive Support: Initial Configuration (Required Fields Mode)



```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
m2426stk:/opt/pred/bin > psconfig

HEWLETT - PACKARD
HP PREDICTIVE
SUPPORT

HP Predictive Version C.11.AA
PSCONFIG Version C.00.00

Copyright (c) Hewlett-Packard Company, 1993-1997
All rights reserved

Please wait while Predictive checks your system's configuration.

You are now in required fields mode of the Predictive Support user interface.
Predictive Support cannot be run until valid data is provided for each of
the prompts about to be presented.

For more information about "psconfig", type h and press RETURN.
OR For more information about required fields mode ...
    1. Type h and press RETURN.
    2. Type 2 and press RETURN ("Information on the Current Screen").
OR Press RETURN to continue.
```



**Predictive Support:
Initial Configuration (Required Fields Mode)**

- **Transfer Information (Email / Modem)**
- **System Serial Number**
- **System Model Number**
- **Software Handle**
- **Company Name**
- **Name of contact person**
- **Phone number of contact person**
- **Repair office code**



Predictive Support: Main Menu

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
m2426stk:/opt/pred/bin > psconfig
```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)      P (PreviousMenu)  R (Refresh)      H (Help)         E (Exit)

                HP Predictive Support Main Menu

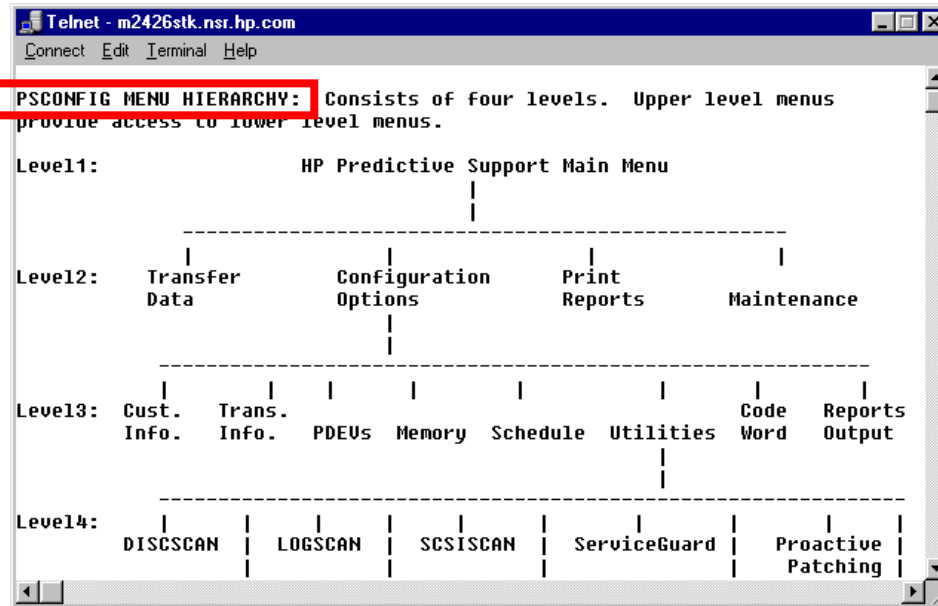
                1 - RUN Predictive
                2 - STOP Predictive
                3 - TRANSFER Data Menu
                4 - CONFIGURATION Options Menu
                5 - PRINT Reports Menu
                6 - MAINTENANCE Menu

NOTE: Predictive Support status - [File transfer is currently running]

Type an item number, an item key, or a command:
█
```



Predictive Support: PSCONFIG Main Menu Hierarchy



```

Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help

Menus & Descriptions

Level 1:  * Main Menu      Start/stop a current Predictive Support
run; provide access to Level 2 menus.

Level 2:  * Transfer Data  Initiate file transfer activity
independent of an Predictive Support run

          * Print          Print reports independent of an Predictive
Support run

          * Maintenance    Perform HP-only functions that communicate with
the Response Center when necessary.

          * Configuration Options  Provide access to the Level 3 Configuration
menus.
    
```



Predictive Support: PSCONFIG Main Menu Hierarchy

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help

Level 3: * Customer          Configure customer system serial #, model
          Information        #, contact name and contact phone number, etc.

          * Transfer         Validate, list, or modify modem port setup;
          Information        configure the Response Center phone number, etc.

          * Peripheral       Configure (enable/disable) coverage on PDEVs
          Devices

          * Memory           Configure (enable/disable) coverage on memory
          boards and arrays

          * Schedule         Configure the Automatic Scheduler, setting the
          days and times that Predictive is to run

          * Reports          Set the frequency and output destination(s)
          Output              of HP Predictive Support reports and messages

          * Code Word        Check code word status; change the code word

          * Utilities        Provide access to configuration utilities

Press RETURN to continue, or // to return to the menu prompt:
```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help

Level 4:

          * LOGSCAN          Configure log file coverage and scheduling
          * MEMSCAN          Configure memory log coverage and scheduling
          * SCSISCAN         Configure SCSI disk drive log coverage and
          scheduling

          * TRANSFER         Configure data transfer and download capability
          * ARRYSCN1         Configure DiskArray coverage and scheduling
          * PROCSCAN         Configure processor coverage and scheduling
          * PROACTIVE        Configure Proactive Patching
          * ServiceGuard     Configure ServiceGuard coverage and scheduling
          * EMS Monitor      Configure EMS coverage and scheduling
```



Predictive Support: Starting And Stopping A Predictive Support Run

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

                HP Predictive Support Main Menu
                1 - RUN Predictive
                2 - STOP Predictive
                3 - TRANSFER Data Menu
                4 - CONFIGURATION Options Menu
                5 - PRINT Reports Menu
                6 - MAINTENANCE Menu

NOTE: Predictive Support status - [File transfer is currently running]

Type an item number, an item key, or a command:
█
```



`/opt/pred/bin/psconfig run`
`/opt/pred/bin/psconfig stop`

Predictive Support: Transfer Data Menu

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

                HP Predictive Support Main Menu

                1 - RUN Predictive
                2 - STOP Predictive
                3 - TRANSFER Data Menu
                4 - CONFIGURATION Options Menu
                5 - PRINT Reports Menu
                6 - MAINTENANCE Menu

NOTE: Predictive Support status - [File transfer is currently running]

Type an item number, an item key, or a command:
█
```

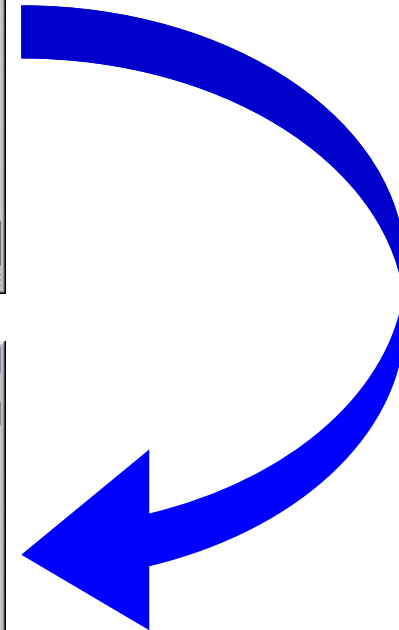
```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

                Transfer Data

                1 - NORMAL   : Transfer data file
                2 - TEST     : Transfer test file
                3 - FORCE     : Connect to RC to receive downloads
                4 - REQUEST  : Request a code word

                5 - CONFIGURE Transfer Information menu

Type an item number, an item key, or a command:
█
```



Predictive Support: Transfer Data Menu

1 - Normal

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

                Transfer Data

1 - NORMAL    : Transfer data file
2 - TEST     : Transfer test file
3 - FORCE     : Connect to RC to receive downloads
4 - REQUEST  : Request a code word

5 - CONFIGURE Transfer Information menu

Type an item number, an item key, or a command:

```

```
Untitled - Reflection for UNIX and Digital
File Edit Connection Setup Macro Window Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

                Transfer Data

1 - NORMAL    : Transfer data file
2 - TEST     : Transfer test file
3 - FORCE     : Connect to RC to receive downloads
4 - REQUEST  : Request a code word

5 - CONFIGURE Transfer Information menu

Type an item number, an item key, or a command:
1
There is no file to transfer.
A file transfer connection will not be made at this time.
Type an item number, an item key, or a command:

135, 1 | VT400-7 -- 172.16.0.10 via TELNET | Num |
```



Predictive Support: Transfer Data Menu

2 - Test

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

                Transfer Data

                1 - NORMAL    : Transfer data file
                2 - TEST     : Transfer test file
                3 - FORCE     : Connect to RC to receive downloads
                4 - REQUEST  : Request a code word

                5 - CONFIGURE Transfer Information menu

Type an item number, an item key, or a command:
█
```

```
Untitled - Reflection for UNIX and Digital
File Edit Connection Setup Macro Window Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

                Transfer Data

                1 - NORMAL    : Transfer data file
                2 - TEST     : Transfer test file
                3 - FORCE     : Connect to RC to receive downloads
                4 - REQUEST  : Request a code word

                5 - CONFIGURE Transfer Information menu

Type an item number, an item key, or a command:
2
Attempting a data transfer test ... Please wait.
See console for progress messages.
Type an item number, an item key, or a command:
█
```



Predictive Support: Configuration Options Menu

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)  P (PreviousMenu)  R (Refresh)  H (Help)  E (Exit)

                HP Predictive Support Main Menu

                1 - RUN Predictive
                2 - STOP Predictive
                3 - TRANSFER Data Menu
                4 - CONFIGURATION Options Menu
                5 - PRINT Reports Menu
                6 - MAINTENANCE Menu

NOTE: Predictive Support status - [File transfer is currently running]

Type an item number, an item key, or a command:

```

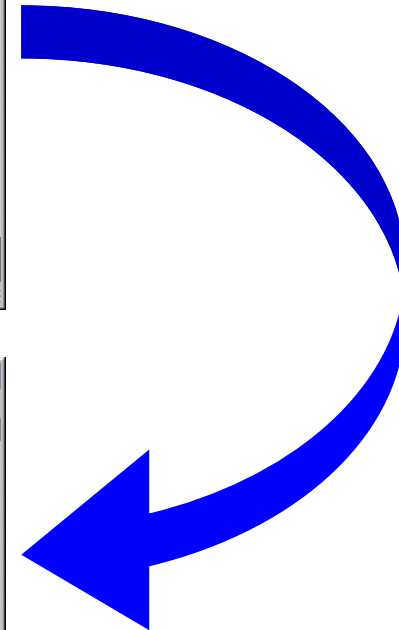
```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)  P (PreviousMenu)  R (Refresh)  H (Help)  E (Exit)

                Configuration Options

                1 - CUSTOMER Information
                2 - TRANSFER Information
                3 - PERIPHERAL Devices
                4 - MEMORY
                5 - SCHEDULE
                6 - REPORTS Output Options
                7 - UTILITIES
                8 - CODE Word

Type an item number, an item key, or a command:

```



Predictive Support: Configuration Options Menu

1 – Customer Information

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

                Configuration Options
                1 - CUSTOMER Information
                2 - TRANSFER INFORMATION
                3 - PERIPHERAL Devices
                4 - MEMORY
                5 - SCHEDULE
                6 - REPORTS Output Options
                7 - UTILITIES
                8 - CODE Word

Type an item number, an item key, or a command:

```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

                Configure Customer Information

                1 - SERIAL # of system      [ABCDEF]
                2 - MODEL # of system      [G30]
                3 - SOFTWARE handle        [SKANEKO]
                4 - COMPANY name           [kaneko inc.]
                5 - NAME of Contact Person [scott kaneko]
                6 - PHONE # of Contact Person [(650) 694-2693]
                7 - DATE format (US/EUR)   [US]
                8 - REPAIR Office Code     [4410]

Type an item number, an item key, or a command:

```



Predictive Support: Configuration Options Menu

2 – Transfer Information

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)  P (PreviousMenu)  R (Refresh)  H (Help)  E (Exit)

Configuration Options

1 - CUSTOMER Information
2 - TRANSFER Information
3 - PERIPHERAL Devices
4 - MEMORY
5 - SCHEDULE
6 - REPORTS Output Options
7 - UTILITIES
8 - CODE Word

Type an item number, an item key, or a command:
```

```
Untitled - Reflection for UNIX and Digital
File Edit Connection Setup Macro Window Help
*****
M (MainMenu)  P (PreviousMenu)  R (Refresh)  H (Help)  E (Exit)

Configure Transfer Information

1 - PRIMARY transfer method          [modem]
2 - SECONDARY transfer method        [none]
3 - ADDRESS for e-mail transfer
   []
4 - RC phone number                  [18002588884]
5 - MAXIMUM number of transfer attempts (1-5 tries) [5]
6 - WAIT period between attempts (2-15 minutes) [5]

7 - TRANSFER Data menu
8 - VALIDATE/list modem port setup
9 - SETUP modem port

Type an item number, an item key, or a command:
```



Predictive Support: Configuration Options Menu

2 – Transfer Information 8 - VALIDATE/list modem port setup

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

Configuration Options

1 - CUSTOMER Information
2 - TRANSFER Information
3 - PERIPHERAL DEVICES
4 - MEMORY
5 - SCHEDULE
6 - REPORTS Output Options
7 - UTILITIES
8 - CODE Word

Type an item number, an item key, or a command:
```

```
Untitled - Reflection for UNIX and Digital
File Edit Connection Setup Macro Window Help
Type an item number, an item key, or a command:
8
Scanning current system configuration...
Validating callout device file...
Validating dialer...
Validating callin...
The Predictive modem port configuration has been successfully validated.

1 - Callout device file      [cu10p7]   Type [MUX]
   Hardware address         [8/0/0]   Port [7]
3 - Dialer name              [ps_mt1432_tone]
4 - Automatic transfer       [y]
5 - CCITT modem              [n]
6 - Maximum modem speed     [2400]
7 - Callin enabled           [y]

Press RETURN to continue.
```

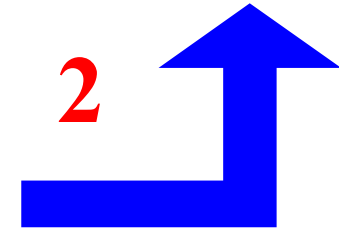
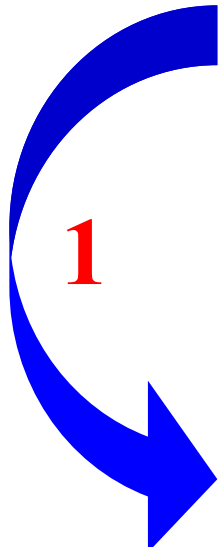
```
Untitled - Reflection for UNIX and Digital
File Edit Connection Setup Macro Window Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

Configure Transfer Information

1 - PRIMARY transfer method      [#modem]
2 - SECONDARY transfer method    [none]
3 - ADDRESS for e-mail transfer
   [ ]
4 - RC phone number              [18002588884]
5 - MAXIMUM number of transfer attempts (1-5 tries) [5]
6 - WAIT period between attempts (2-15 minutes) [5]

7 - TRANSFER Data menu
8 - VALIDATE/list modem port setup
9 - SETUP modem port

Type an item number, an item key, or a command:
```



Predictive Support: Configuration Options Menu

3 – Peripheral Devices

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

Configuration Options
1 - CUSTOMER Information
2 - TRANSFER Information
3 - PERIPHERAL Devices
4 - MEMORY
5 - SCHEDULE
6 - REPORTS Output Options
7 - UTILITIES
8 - CODE Word

Type an item number, an item key, or a command:
```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

Configure Peripheral Devices          Total PDEUs: 2

Item #   PDEV          Enabled/Disabled   Model          Serial #
1 - 52.3.0     enabled           HPC1533A        002T354271
2 - 52.5.0     enabled           HPC2490AM       3404A66104

No more PDEUs to display.
Type 0 (to swap two devices), an item number, or a command:
```



Predictive Support: Configuration Options Menu

4 – Memory

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

Configuration Options

1 - CUSTOMER Information
2 - TRANSFER Information
3 - PERIPHERAL Devices
4 - MEMORY
5 - SCHEDULE
6 - REPORTS Output Options
7 - UTILITIES
8 - CODE Word

Type an item number, an item key, or a command:
```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

Configure Memory

Memory Board                                     Total boards: 18
Enabled/                                         Disabled   Size
-----
1 - BusID:ControllerSlot.ArraySlot: 0:0.         enabled    0Mb
2 - BusID:ControllerSlot.ArraySlot: 0:0.A        enabled    32Mb
3 - BusID:ControllerSlot.ArraySlot: 0:0.B        enabled    32Mb
4 - BusID:ControllerSlot.ArraySlot: 0:1.         enabled    0Mb
5 - BusID:ControllerSlot.ArraySlot: 0:1.A        enabled    32Mb
6 - BusID:ControllerSlot.ArraySlot: 0:1.B        enabled    32Mb
7 - BusID:ControllerSlot.ArraySlot: 0:2.         enabled    0Mb
8 - BusID:ControllerSlot.ArraySlot: 0:2.A        enabled    32Mb
9 - BusID:ControllerSlot.ArraySlot: 0:2.B        enabled    32Mb
10 - BusID:ControllerSlot.ArraySlot: 0:3.        enabled    0Mb
11 - BusID:ControllerSlot.ArraySlot: 0:3.A       enabled    32Mb
12 - BusID:ControllerSlot.ArraySlot: 0:3.B       enabled    32Mb
13 - BusID:ControllerSlot.ArraySlot: 0:4.         enabled    0Mb
14 - BusID:ControllerSlot.ArraySlot: 0:4.A       enabled    32Mb
```



Predictive Support: Configuration Options Menu

5 – Schedule

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

Configuration Options

1 - CUSTOMER Information
2 - TRANSFER Information
3 - PERIPHERAL Devices
4 - MEMORY
5 - SCHEDULE
6 - REPORTS Output Options
7 - UTILITIES
8 - CODE Word

Type an item number, an item key, or a command:
```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

Configure Predictive Schedule

1 - SCHEDULE (on/off)           [on]
2 - DEFAULT Run Time           [ 4:40 AM]
3 - MONDAY                     [default]
4 - TUESDAY                    [default]
5 - WEDNESDAY                  [default]
6 - THURSDAY                   [default]
7 - FRIDAY                     [default]
8 - SATURDAY                   [default]
9 - SUNDAY                     [default]

Type an item number, an item key, or a command:
```



Predictive Support: Configuration Options Menu

6 – Reports Output Options

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)  P (PreviousMenu)  R (Refresh)  H (Help)  E (Exit)

Configuration Options

1 - CUSTOMER Information
2 - TRANSFER Information
3 - PERIPHERAL Devices
4 - MEMORY
5 - SCHEDULE
6 - REPORTS Output Options
7 - UTILITIES
8 - CODE Word

Type an item number, an item key, or a command:
```

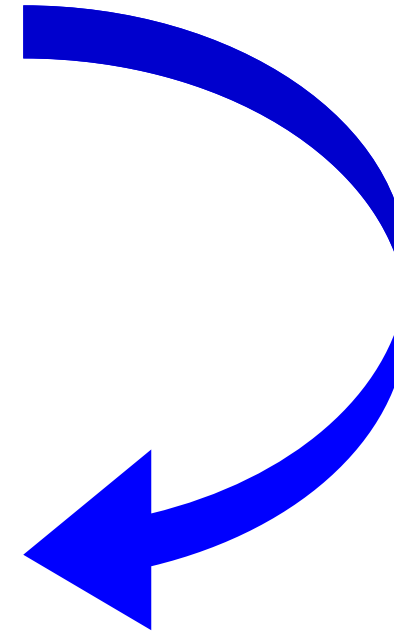
```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)  P (PreviousMenu)  R (Refresh)  H (Help)  E (Exit)

Configure Reports Output Options

1 - PRINTACT : Print Action Summary automatically with:
               [New activity only]
2 - SENDACT  : Send Action Summary automatically to:
               [File: /opt/pred/bin/psaction]
3 - LIMITACT : Limit number of days covered by Action Summary to:
               [14]
4 - PRINTCON : Print Configuration Report at exit with changes:
               [no]
5 - SENDCON  : Send Configuration Report at exit with changes to:
               [lp: lp ]
6 - MAILDEST : Send Predictive Support mail to:
               [root]

7 - PRINT Reports menu

Type an item number, an item key, or a command:
```



**Recommend changing the
SENDACT to an email address
rather than the default file**



Predictive Support: Configuration Options Menu

6 – Reports Output Options Modify SENDACT & MAILDEST

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help

Configure Reports Output Options

1 - PRINTACT : Print Action Summary automatically with:
                [New activity only]
2 - SENDACT  : Send Action Summary automatically to:
                [File: /opt/pred/bin/psaction]
3 - LIMITACT : Limit number of days covered by Action Summary to:
                [14]
4 - PRINTCON : Print Configuration Report at exit with changes:
                [no]
5 - SENDCON  : Send Configuration Report at exit with changes to:
                [lp: lp ]
6 - MAILDEST : Send Predictive Support mail to:
                [root]

7 - PRINT Reports menu

Type an item number, an item key, or a command:
2
Type report destination (lp=lp command; F=File; M=Mail) or // to cancel:
M
```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help

Configure Reports Output Options

1 - PRINTACT : Print Action Summary automatically with:
                [New activity only]
2 - SENDACT  : Send Action Summary automatically to:
                [Mail]
3 - LIMITACT : Limit number of days covered by Action Summary to:
                [14]
4 - PRINTCON : Print Configuration Report at exit with changes:
                [no]
5 - SENDCON  : Send Configuration Report at exit with changes to:
                [lp: lp ]
6 - MAILDEST : Send Predictive Support mail to:
                [root]

7 - PRINT Reports menu

Type an item number, an item key, or a command:
6
Type user name(s) for Predictive Support mail:
root skaneko
```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help

Configure Reports Output Options

1 - PRINTACT : Print Action Summary automatically with:
                [New activity only]
2 - SENDACT  : Send Action Summary automatically to:
                [Mail]
3 - LIMITACT : Limit number of days covered by Action Summary to:
                [14]
4 - PRINTCON : Print Configuration Report at exit with changes:
                [no]
5 - SENDCON  : Send Configuration Report at exit with changes to:
                [lp: lp ]
6 - MAILDEST : Send Predictive Support mail to:
                [root]

7 - PRINT Reports menu

Type an item number, an item key, or a command:
```

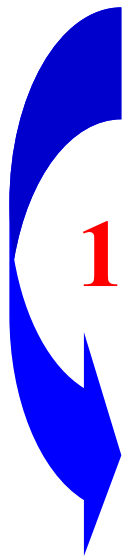
```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help

Configure Reports Output Options

1 - PRINTACT : Print Action Summary automatically with:
                [New activity only]
2 - SENDACT  : Send Action Summary automatically to:
                [Mail]
3 - LIMITACT : Limit number of days covered by Action Summary to:
                [14]
4 - PRINTCON : Print Configuration Report at exit with changes:
                [no]
5 - SENDCON  : Send Configuration Report at exit with changes to:
                [lp: lp ]
6 - MAILDEST : Send Predictive Support mail to:
                [root skaneko]

7 - PRINT Reports menu

Type an item number, an item key, or a command:
```



Predictive Support: Configuration Options Menu

6 – Reports Output Options 7 - PRINT Reports menu

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

Configure Reports Output Options

1 - PRINTACT  : Print Action Summary automatically with:
                [New activity only]
2 - SENDACT   : Send Action Summary automatically to:
                [File: /opt/pred/bin/psaction]
3 - LIMITACT  : Limit number of days covered by Action Summary
                [14]
4 - PRINTCON  : Print Configuration Report at exit with change
                [no]
5 - SENDCON  : Send Configuration Report at exit with changes
                [lp: lp ]
6 - MAILDEST  : Send Predictive Support mail to:
                [root]

7 - PRINT Reports menu

Type an item number, an item key, or a command:
█
```

```
Untitled - Reflection for UNIX and Digital
File Edit Connection Setup Macro Window Help
08/28/01 10:55 AM  HP Predictive Support Action Summary (C.10.2q)  Page 1
CP000HMKAO97970  (c) Hewlett-Packard Co. 1984, 1987, 1989, 1992  3946A98466
-----
"INFORMATIONAL" : No action at the customer site is necessary.
"WARNING"       : Action is suggested. See "HP Predictive Support User Guide."
"(RC)"         : "INFORMATIONAL(RC)" and "WARNING(RC)" messages are
                transmitted to the HP Response Center.
-----
INFORMATIONAL - 10:47 AM, 08/28/01 - Transfer(100)
Upload of /opt/pred/bin/PSDCTSTD 768 total bytes

Run Time & Date: 1:45 AM, 08/28/01
Run Time & Date: 1:49 AM, 08/27/01
Run Time & Date: 1:49 AM, 08/26/01
Run Time & Date: 1:49 AM, 08/25/01

Press RETURN for more, or type // to cancel display:

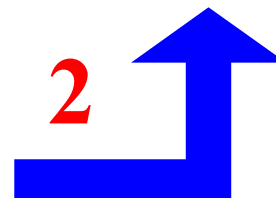
646, 53 | VT102 -- 172.16.0.10 via TELNET | Num
```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)

Print Reports

1 - ACTION Summary Report
2 - VERSIONS Report
3 - CONFIGURATION Report
4 - TRACE Report
5 - PSCONFIG Log Report
6 - CHANGE output destination temporarily from:
    [Screen]

Type an item number, an item key, or a command:
█
```



Predictive Support: Configuration Options Menu

6 – Reports Output Options 7 - PRINT Reports menu

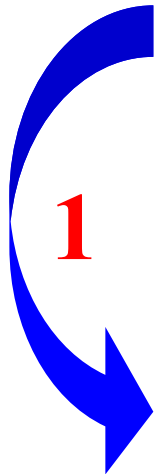
```

Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

Configure Reports Output Options
1 - PRINTACT : Print Action Summary automatical
                [New activity only]
2 - SENDACT  : Send Action Summary automatical
                [File: /opt/pred/bin/psac
3 - LIMITACT : Limit number of days covered by
                [14]
4 - PRINTCON : Print Configuration Report at e
                [no]
5 - SENDCON  : Send Configuration Report at ex
                [lp: lp ]
6 - MAILDEST : Send Predictive Support mail to
                [root]
7 - PRINT Reports menu

Type an item number, an item key, or a command:

```



1

```

Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)

Print Reports
1 - ACTION Summary Report
2 - VERSIONS Report
3 - CONFIGURATION Report
4 - TRACE Report
5 - PSCONFIG Log Report
6 - CHANGE output destination temporarily from:
    [Screen]

Type an item number, an item key, or a command:

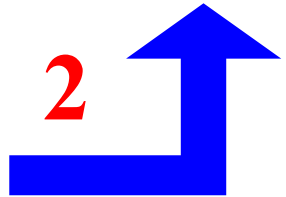
```

```

Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
Please wait while your report is generated ...
07/19/01  3:31 PM  HP Predictive Support Versions (C.11.AA)      Page 1
SKANEKO      (c) Hewlett-Packard Co. 1984, 1987, 1989, 1992    ABCDEF
-----
Name                                     Type          Version
-----
U001AU01                                 RULE          U.00.01
U001FCSW                                 RULE          U.00.01
U0010PT2                                 RULE          U.00.01
U001RM0N                                 RULE          U.00.01
U001SG00                                 RULE          U.00.01
U002EMS0                                 RULE          U.00.02
U002EMS3                                 RULE          U.00.02
U003EMS2                                 RULE          U.00.03
U003EMS4                                 RULE          U.00.03
U003PC00                                 RULE          U.00.03
U004EMS1                                 RULE          U.00.04
U004EMS5                                 RULE          U.00.04
U004TP8S                                 RULE          U.00.04
U005PP00                                 RULE          U.00.05
U005TPHD                                 RULE          U.00.05
U006DSM2                                 RULE          U.00.06
U007DSSC                                 RULE          U.00.07

Press RETURN for more, or type // to cancel display:

```



2



Predictive Support: Configuration Options Menu

6 – Reports Output Options 7 - PRINT Reports menu

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

Configure Reports Output Options

1 - PRINTACT : Print Action Summary automatically
               [New activity only]
2 - SENDACT  : Send Action Summary automatically
               [File: /opt/pred/bin/psaction
               [14]
4 - PRINTCON : Print Configuration Report at exit
               [no]
5 - SENDCON  : Send Configuration Report at exit
               [lp: lp ]
6 - MAILDEST : Send Predictive Support mail to:
               [root]
7 - PRINT Reports menu

Type an item number, an item key, or a command:
█
```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
Please wait while your report is generated ...
07/19/01  3:33 PM  HP Predictive Support Configuration (C.11.AA)  Page 1
SKANEKO          (c) Hewlett-Packard Co. 1984, 1987, 1989, 1992  ABCDEF
-----
CUSTOMER INFORMATION

SERIAL # of system      [ABCDEF]
MODEL # of system       [G30]
SOFTWARE handle        [SKANEKO]
COMPANY name            [kaneko inc.]
NAME of Contact Person  [scott kaneko]
PHONE # of Contact Person [(650) 694-2693]
DATE format (US/EUR)   [US]
REPAIR Office Code     [4410]

TRANSFER INFORMATION

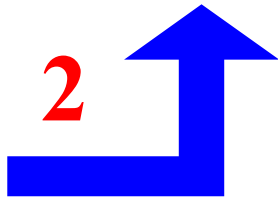
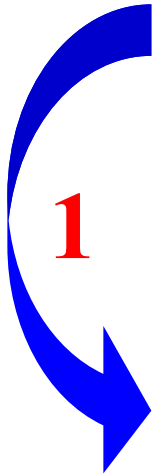
MAXIMUM number of modem transfer attempts (1-5 tries)
                                                                [5]
WAIT period between attempts (2-15 minutes)
                                                                [5]
PRIMARY transfer method
                                                                [email]
Press RETURN for more, or type // to cancel display:█
```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)

Print Reports

1 - ACTION Summary Report
2 - VERSIONS Report
3 - CONFIGURATION Report
4 - TRACE Report
5 - PSCONFIG Log Report
6 - CHANGE output destination temporarily from:
   [Screen]

Type an item number, an item key, or a command:
█
```



Predictive Support: Configuration Options Menu

6 – Reports Output Options 7 - PRINT Reports menu

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

Configure Reports Output Options

1 - PRINTACT : Print Action Summary automatically with:
  [New activity only]
2 - SENDACT  : Send Action Summary automatically to:
  [File: /opt/pred/bin/psaction]
3 - LIMITACT : Limit number of days covered by Action S
  [14]
4 - PRINTCON : Print Configuration Report at exit with
  [no]
5 - SENDCON  : Send Configuration Report at exit with c
  [lp: lp ]
6 - MAILDEST : Send Predictive Support mail to:
  [root]
7 - PRINT Reports menu

Type an item number, an item key, or a command:
```

```
Untitled - Reflection for UNIX and Digital
File Edit Connection Setup Macro Window Help
08/28/01 10:57 AM HP Predictive Support Trace (C.10.2q) Page 1
CP000HMKAO97970(c) Hewlett-Packard Co. 1984, 1987, 1989, 1992 3946A98466
-----
MDB 1047 [dblib:2232] OPSDB closed **
MON 1047 Program PSUXFDMF finished [8122]
RTY 1047 [dblib:2232] OPSDB closed **
RTY 1047 CODEWORD: ending codeword_update_file update_cwd_flag : FALSE
RTY 1047 CODEWORD: NO codeword_file
RTY 1047 CODEWORD: system_serial 3946A98466
RTY 1047 355 sw_id: 2007305355 real: 6.84071E+35
RTY 1047 CODEWORD: end of retrieve_hw_sw_ids; stat: 0 hw_id: 2007305
RTY 1047 CODEWORD: started codeword_update_file
CTL 1047 **** PREDICTIVE transfer successful ****
CTL 1047 **** Disconnecting from remote system ****
CTL 1047 Transfer(100):Upload of /opt/pred/bin/PSDCTSTD 768 total bytes
CTL 1047 Sending file /opt/pred/bin/PSDCTSTD, 768 bytes
CTL 1047 **** PREDICTIVE connection established ****
CTL 1047 **** Remote Logon Complete ****
CTL 1047 **** Starting Remote Logon ****
CTL 1046 ONNECT)
CTL 1046 **** On Line ****
CTL 1045 **** Dialing on "ps_mt1432_tone" modem at 2400 baud ****
CTL 1045 *****
Press RETURN for more, or type // to cancel display:

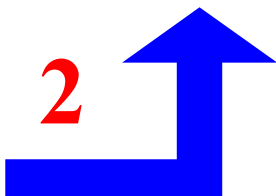
703, 53    VT102 -- 172.16.0.10 via TELNET    Num
```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

Print Reports

1 - ACTION Summary Report
2 - VERSIONS Report
3 - CONFIGURATION Report
4 - TRACE Report
5 - PSConfig Log Report
6 - CHANGE output destination temporarily from:
  [Screen]

Type an item number, an item key, or a command:
```



Predictive Support: Configuration Options Menu

6 – Reports Output Options 7 - PRINT Reports menu

```

Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)  P (PreviousMenu)  R (Refresh)  H (Help)  E (Exit)

      Configure Reports Output Options

1 - PRINTACT  : Print Action Summary automatically with:
                [New activity only]
2 - SENDACT   : Send Action Summary automatically to:
                [File: /opt/pred/bin/psaction]
3 - LIMITACT  : Limit number of days covered by Action Sum
                [14]
4 - PRINTCON  : Print Configuration Report at exit with ch
                [no]
5 - SENDCON  : Send Configuration Report at exit with cha
                [lp: lp ]
6 - MAILDEST  : Send Predictive Support mail to:
                [root]

7 - PRINT Reports menu

Type an item number, an item key, or a command:
  
```



```

Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
Please wait while your report is generated ...
07/19/01  1:43 PM  HP Predictive Support PSCONFIG Log (C.11.AA)      Page 1
SKANEKO                                           (c) Hewlett-Packard Co. 1984, 1987, 1989, 1992      ABCDEF
-----
Psc 1342  "N ps run status:8:0"
Psc 1342 Received the following reply from psmond:
Psc 1342  "R request Predictive run status"
Psc 1342 Sending psmond the following request:
Psc 1312  "N no current run"
Psc 1312 Received the following reply from psmond:
Psc 1312  "N stop Predictive"
Psc 1312 Sending psmond the following request:
Psc 1312  "N ps run status:8:0"
Psc 1312 Received the following reply from psmond:
Psc 1312  "R request Predictive run status"
Psc 1312 Sending psmond the following request:
Psc 1312  [dplib:2243] locked M-PERIPH-CONFIG; data set
Psc 1312 AUTOCFG: This is mem_default memory
Psc 1312 AUTOCFG: mem_subsys_type is -->          0<--
Psc 1312 AUTOCFG: This is mem_default memory
Psc 1312 AUTOCFG: mem_subsys_type is -->          0<--
Psc 1312 AUTOCFG: This is mem_default memory
Psc 1312 AUTOCFG: mem_subsys_type is -->          0<--
Psc 1312 AUTOCFG: This is mem_default memory
Psc 1312 AUTOCFG: mem_subsys_type is -->          0<--
Press RETURN for more, or type // to cancel display:
  
```

```

Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)  P (PreviousMenu)  R (Refresh)  H (Help)  E (Exit)

      Print Reports

1 - ACTION Summary Report
2 - VERSIONS Report
3 - CONFIGURATION Report
4 - TRACE Report
5 - PSCONFIG Log Report
6 - CHANGE output destination temporarily from:
    [Screen]

Type an item number, an item key, or a command:
  
```



Predictive Support: Configuration Options Menu

7 - Utilities

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)  P (PreviousMenu)  R (Refresh)  H (Help)  E (Exit)

Configuration Options

1 - CUSTOMER Information
2 - TRANSFER Information
3 - PERIPHERAL Devices
4 - MEMORY
5 - SCHEDULE
6 - REPORTS Output Options
7 - UTILITIES
8 - CODE WORD

Type an item number, an item key, or a command:
```

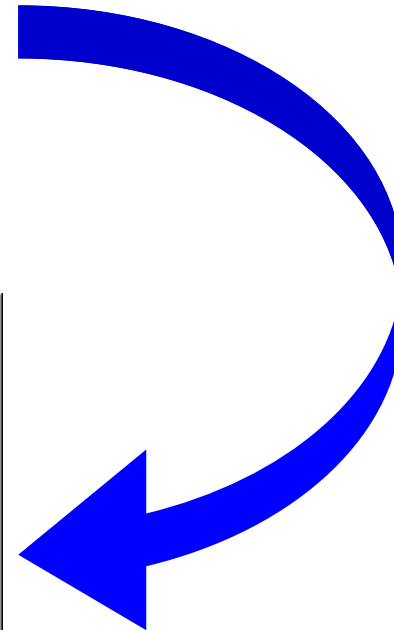
```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)  P (PreviousMenu)  R (Refresh)  H (Help)  E (Exit)

Configure Utilities

1 - ArrayScan Monitor
2 - EMS Monitor
3 - LOGSCAN
4 - MEMSCAN
5 - PROACTIVE Patching
6 - Processor Monitor
7 - SCSISCAN
8 - ServiceGuard Monitor
9 - TRANSFER

WARNING: Configuration of utilities should ONLY be done
if recommended by the HP Response Center or
the Account CE.

Type an item number, an item key, or a command:
```



Predictive Support: Configuration Options Menu

7 – Utilities 1 - ArrayScan Monitor

- **Monitors AutoRAID disks**
- **Monitors failures**

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)  R (Refresh)    H (Help)    E (Exit)

                Configure DiskArray Monitoring

                1 - DiskArray monitoring is                [ enabled]

                2 - SCHEDULE (default/interval/file)
                   [default]

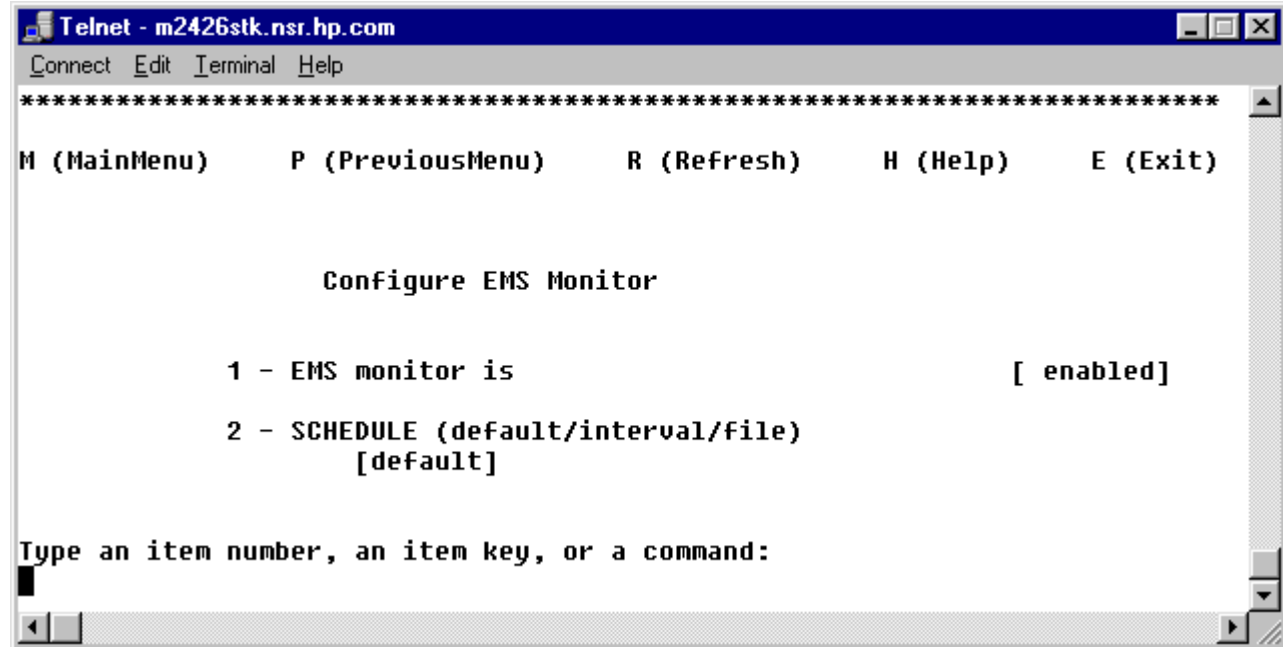
Type an item number, an item key, or a command:
█
```



Predictive Support: Configuration Options Menu

7 – Utilities 2 - EMS Monitor

- Reads EMS Logs and transmits extracted events to the Response Center for processing
`/var/opt/pred/emslog`
- Monitors Nike disks & Fibre Channel Devices
- Requires a script for immediate notification of EMS events



```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

          Configure EMS Monitor

          1 - EMS monitor is                [ enabled]

          2 - SCHEDULE (default/interval/file)
              [default]

Type an item number, an item key, or a command:

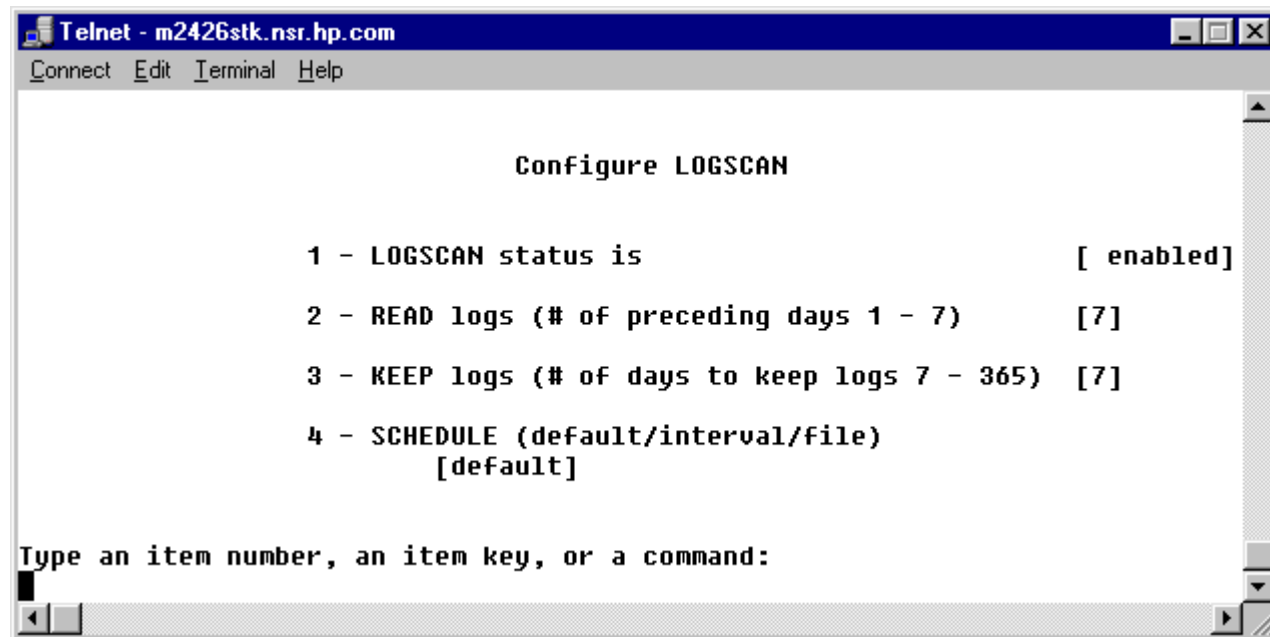
```



Predictive Support: Configuration Options Menu

7 – Utilities 3 - LOGSCAN

- Examines log records from the system log files involving disk drives and tape drives that cannot be directly interrogated for failure information



```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help

                Configure LOGSCAN

1 - LOGSCAN status is                [ enabled]
2 - READ logs (# of preceding days 1 - 7)    [7]
3 - KEEP logs (# of days to keep logs 7 - 365) [7]
4 - SCHEDULE (default/interval/file)
    [default]

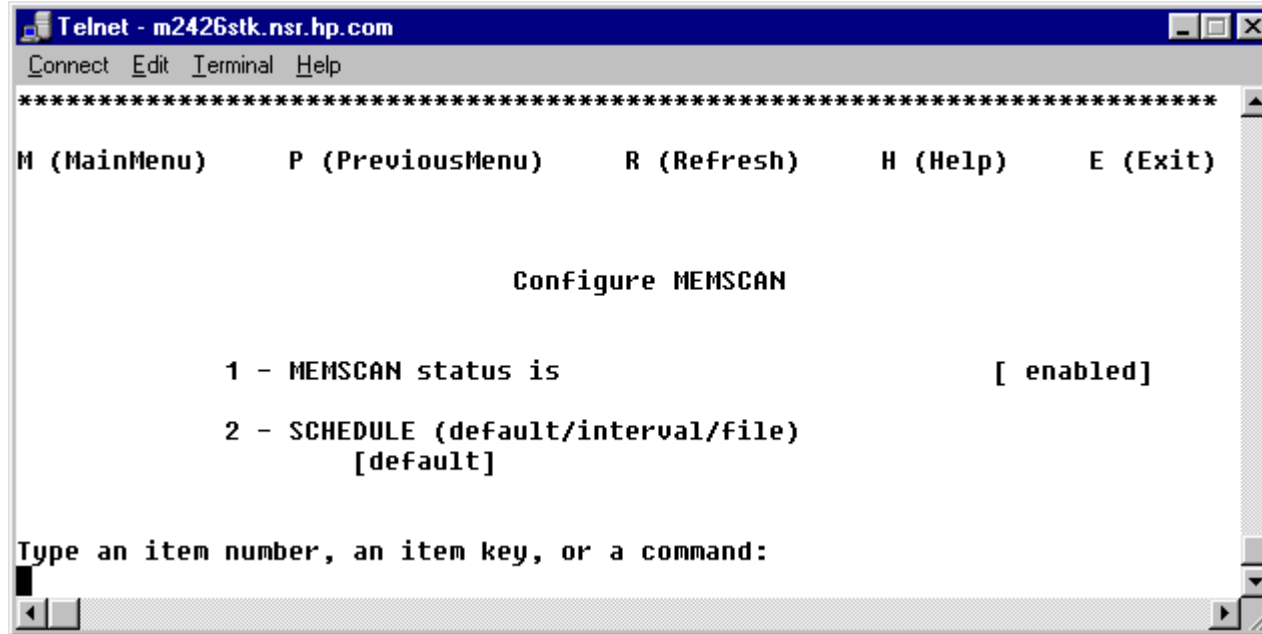
Type an item number, an item key, or a command:
```



Predictive Support: Configuration Options Menu

7 – Utilities 4 - MEMSCAN

- Examines memory log records to find out how much memory is on the system
- Reports event data on memory boards such as chip, single-bit, multi-bit and controller errors
- Cannot check third party memory boards



```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)  R (Refresh)      H (Help)      E (Exit)

                Configure MEMSCAN

                1 - MEMSCAN status is                [ enabled]

                2 - SCHEDULE (default/interval/file)
                   [default]

Type an item number, an item key, or a command:
```



Predictive Support: Configuration Options Menu

7 – Utilities 5 - PROACTIVE Patching

- **Installed HP-UX software products**
- **HP-UX patches**
- **Ability to create a list of HP-UX patches that might be needed**

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)      P (PreviousMenu)  R (Refresh)      H (Help)         E (Exit)

                Configure Proactive Patching

    1 - INSTALLED software and patch tracking is [disabled]
    2 - GROUP system ID is                        []

Type an item number, an item key, or a command:
```



Predictive Support: Configuration Options Menu

7 – Utilities 6 - Processor Monitor

- **Number of active processors**
- **System PDC firmware revision**
- **High Priority Machine Check (HPMC) log entries**

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

                Configure Processor Monitoring

                1 - PROCESSOR monitoring is           [ enabled]

                2 - SCHEDULE (default/interval/file)
                   [default]

Type an item number, an item key, or a command:
```



Predictive Support: Configuration Options Menu

7 – Utilities 7 - SCSISCAN

- **SCSI Disk Drives**

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

                Configure SCSISCAN

    1 - SCSISCAN status is                [ enabled]

    2 - SCHEDULE (default/interval/file)
        [default]

Type an item number, an item key, or a command:

```



Predictive Support: Configuration Options Menu

7 – Utilities 8 - ServiceGuard Monitor

- System Processors
- System Memory
- LAN Media and Adapters
- System Processes
- Application Processes

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)   P (PreviousMenu)   R (Refresh)   H (Help)   E (Exit)

          Configure ServiceGuard Monitor

          1 - ServiceGuard monitor is                [disabled]

          2 - SCHEDULE (default/interval/file)
              [default]

Type an item number, an item key, or a command:
```



Predictive Support: Configuration Options Menu

7 – Utilities 9 - TRANSFER

```
Untitled - Reflection for UNIX and Digital
File Edit Connection Setup Macro Window Help
Type an item number, an item key, or a command:
10

*****
M (MainMenu)      P (PreviousMenu)  R (Refresh)      H (Help)        E (Exit)

                Configure Transfer

                1 - TRANSFER status is           [ enabled]
                2 - DOWNLOAD status is          [ enabled]

Type an item number, an item key, or a command:
896, 1 | VT102 -- 172.16.0.10 via TELNET | Num
```



Predictive Support: Configuration Options Menu

8 – CODE Word

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

Configuration Options

1 - CUSTOMER Information
2 - TRANSFER Information
3 - PERIPHERAL Devices
4 - MEMORY
5 - SCHEDULE
6 - REPORTS Output Options
7 - UTILITIES
8 - CODE Word

Type an item number, an item key, or a command:
```

```
Untitled - Reflection for UNIX and Digital
File Edit Connection Setup Macro Window Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

Configure Code Word

1 - CODE Word
Status          : Active
Contract Word   : 80000001
Expiration Date  : FRI, MAY 30, 2003
Hardware ID     : 2007305355
Serial # of system : 3946A98466
Model # of system : A3581A
Software Handle :
Name of Contact Person :
Phone # of Contact Person :

Type an item number, an item key, or a command:
```



Predictive Support: PRINT Reports Menu

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

                HP Predictive Support Main Menu

                1 - RUN Predictive
                2 - STOP Predictive
                3 - TRANSFER Data Menu
                4 - CONFIGURATION Options Menu
                5 - PRINT Reports Menu
                6 - MAINTENANCE Menu

NOTE: Predictive Support status - [File transfer is currently running]

Type an item number, an item key, or a command:

```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)

                Print Reports

                1 - ACTION Summary Report
                2 - VERSIONS Report
                3 - CONFIGURATION Report
                4 - TRACE Report
                5 - PSCONFIG Log Report
                6 - CHANGE output destination temporarily from:
                   [Screen]

Type an item number, an item key, or a command:

```

/opt/pred/bin/psconfig print action
/opt/pred/bin/psconfig print versions
/opt/pred/bin/psconfig print configuration
/opt/pred/bin/psconfig print trace
/opt/pred/bin/psconfig print pscon



Predictive Support: Maintenance Menu

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

                HP Predictive Support Main Menu

                1 - RUN Predictive
                2 - STOP Predictive
                3 - TRANSFER Data Menu
                4 - CONFIGURATION Options Menu
                5 - PRINT Reports Menu
                6 - MAINTENANCE Menu

NOTE: Predictive Support status - [File transfer is currently running]

Type an item number, an item key, or a command:

```

```
Telnet - m2426stk.nsr.hp.com
Connect Edit Terminal Help
*****
M (MainMenu)    P (PreviousMenu)    R (Refresh)    H (Help)    E (Exit)

                Maintenance

                1 - SEND comment
                2 - RESET event data
                3 - RESEND software and patch lists

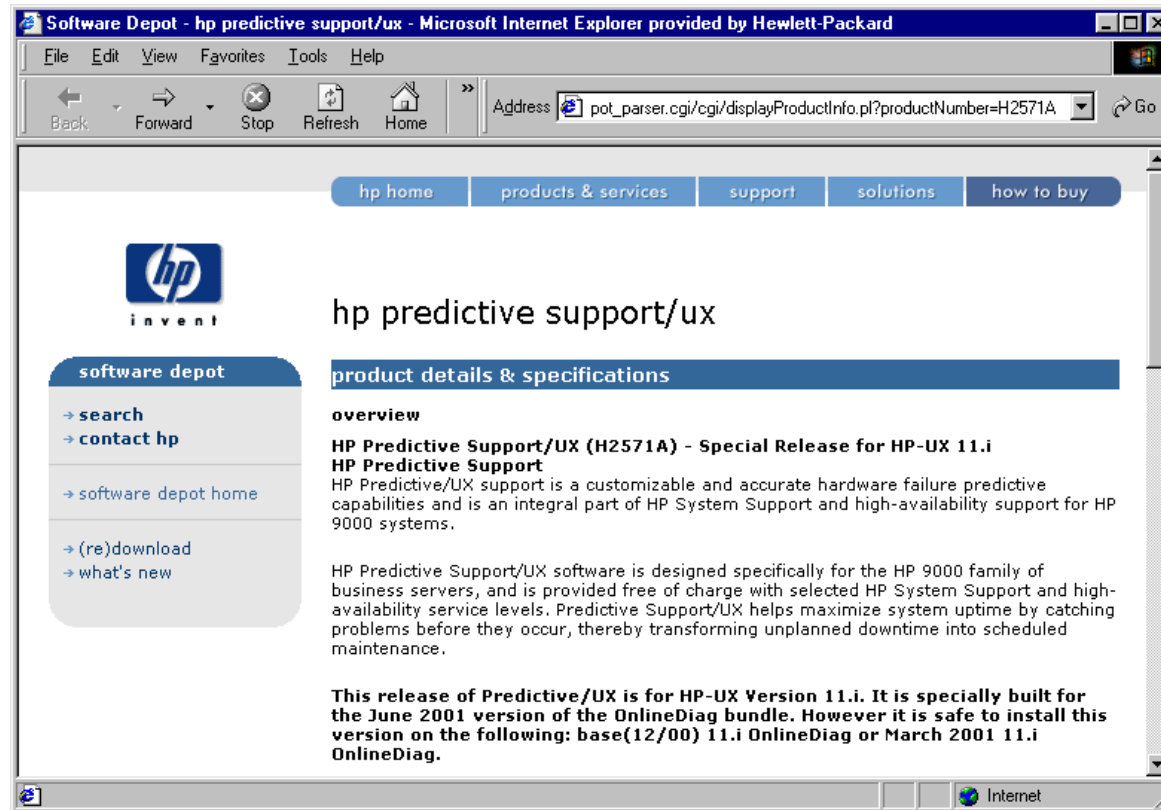
Warning: These maintenance activities should only be done if
         recommended by the HP Response Center or the Account CE.

Type an item number, an item key, or a command:

```



Predictive HP-UX 11.i Implementation



http://www.software.hp.com/cgi-bin/swdepot_parser.cgi/cgi/displayProductInfo.pl?productNumber=H2571A

Predictive EMS Integration

```
8-8-2001 EMS Predictive Integration - Notepad
File Edit Search Help
Configuring Predictive response time to EMS Events

We have received a number of requests for Predictive to respond more quickly to events
logged by the Event Monitoring System (EMS). Predictive normally runs once per day,
and each individual scanner, including EMSSCAN, can be configured to run at intervals
of say 15 minutes. Here is a script which may be used to kick off a Predictive run
within 60 seconds of the occurrence of a new EMS User Event. The script must be run
as user root, and must run continuously as a background process.

#!/usr/bin/sh
# Script written by Simon Hanmer
# For Martin Coule, Predictive Support
# April 2000

file=/etc/opt/resmon/log/api.log
new_text=/tmp/apilog1$$
old_text=/tmp/apilog2$$

set `wc -l $file`
file_size=$1

>$old_text

while true
do
    set `wc -l $file`
    if [ $1 != $file_size ]
    then
        new_line=`expr $file_size + 1`
        sed -n "$new_line,$1 p" $file | grep -v "User event occurred at " > $new_text
        cmp -s $old_text $new_text 2>/dev/null

        if [ $? -ne 0 ]
        then
            # Predictive kick off will be OK unless it would
            # interrupt a Predictive transfer in progress
            # If transfer in progress, do not update file_size
            ps -ef |grep PSUXFDMP |grep -v grep >/dev/null 2>&1
            if [ $? -eq 1 ]
            then
                echo "Predictive run called by apiscript.sh"
                /opt/pred/bin/psconfig run
                mv $new_text $old_text
                echo ""
            fi
        fi
        sleep 60
    fi
done
```

```
8-8-2001 EMS Predictive Integration - Notepad
File Edit Search Help

        if [ $? -ne 0 ]
        then
            # Predictive kick off will be OK unless it would
            # interrupt a Predictive transfer in progress
            # If transfer in progress, do not update file_size
            ps -ef |grep PSUXFDMP |grep -v grep >/dev/null 2>&1
            if [ $? -eq 1 ]
            then
                echo "Predictive run called by apiscript.sh"
                /opt/pred/bin/psconfig run
                mv $new_text $old_text
                echo ""
            fi
        fi
        file_size=$1
    fi
    fi
done

To have the above script started automatically whenever the system reboots, modify the
predictive startup script in file /sbin/init.d/predictive as follows:

At the end of the 'start' case, find the following two lines (at about line 81):

fi # start predictive
;;

Insert the following lines before the above two lines:

# Start apiscript to monitor EMS events and kick off Predictive
# If apiscript already running, do not invoke another
ps -ef |grep apiscript | grep -v grep >/dev/null 2>&1
if [ $? -eq 1 ] ; then
    /opt/pred/bin/apiscript &
fi

This modification assumes that you have copied the script to the file apiscript in the
/opt/pred/bin directory and that it is executable. Note that the echo statements in the
apiscript are useful only for debugging, and can be deleted.
```



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