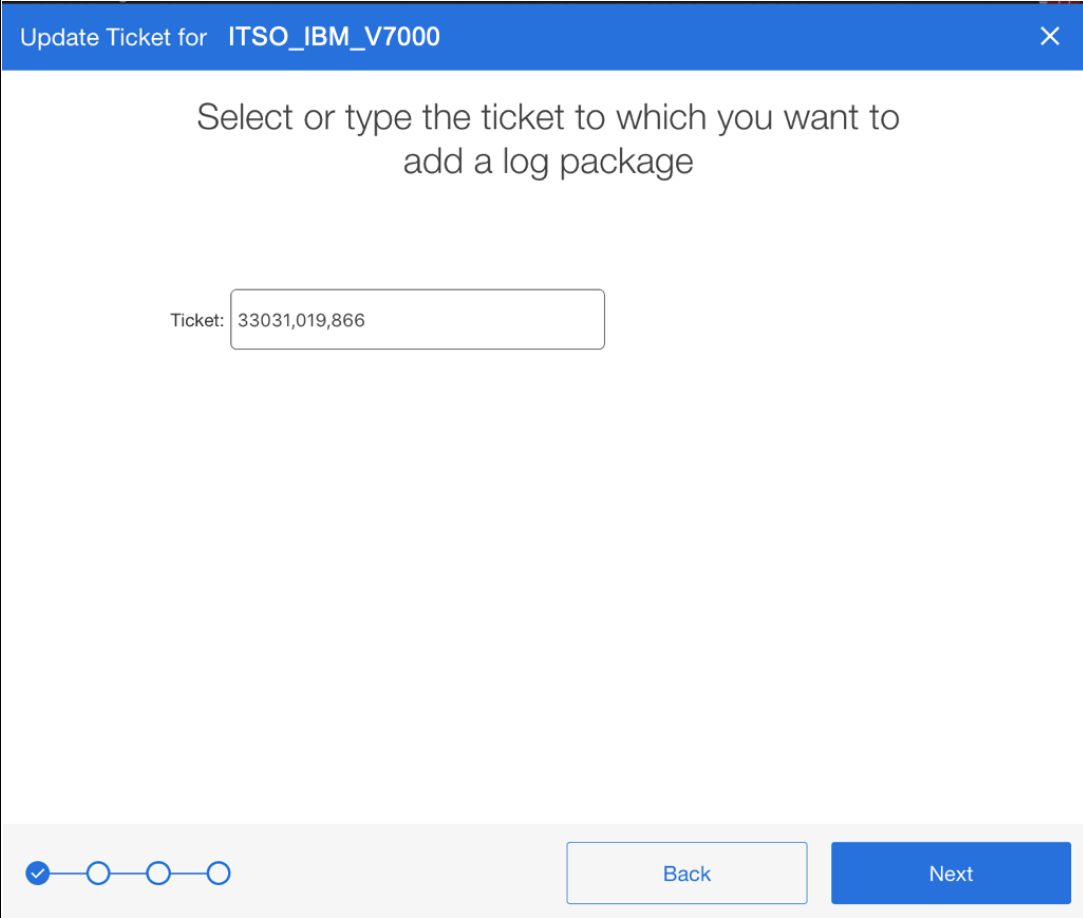


3. Figure 10-22 shows the next screen where you have to enter the PMR number then click **Next**. This PMR input is in the format **XXXXX,YYY,ZZZ**, where:

- **XXXXX** is the PMR record number
- **YYY** is the IBM Branch office number
- **ZZZ** in the IBM country number

These details would have been either supplied when you created the ticket or by IBM support in the event of the PMR being created by an problem call home event (assuming that Call Home is enabled).



Update Ticket for ITSO_IBM_V7000

Select or type the ticket to which you want to add a log package

Ticket: 33031,019,866

✓ ○ ○ ○

Back Next

Figure 10-22 Entering the PMR ticket number

4. Clicking **Next** will then present you with the screen where you need to choose the log type to upload. Figure 10-23 on page 471 shows the log selection screen and the options.

The options are as follows:

- Type 1 - Standard logs. For general problems, including simple hardware and simple performance problems.
- Type 2 - Standard logs and the most recent state save log.
- Type 3 - Standard logs and the most recent state save log from each node. For 1195 and 1196 node errors and 2030 software restart errors.
- Type 4 - Standard logs and new state save logs. For complex performance problems, and problems with interoperability of hosts or storage systems, compressed volumes, and remote copy operations including 1920 errors.