

Re: System VPD showing 'incorrect' serial number

Source: <http://unix.derkeiler.com/Mailing-Lists/AIX-L/2005-08/0073.html>

From: JOSEPH KREMBLAS (*JKREMBLAS_at_REDHEARTGIFTS.COM*)

Date: 08/11/05

Date: Thu, 11 Aug 2005 10:27:51 -0700
To: aix-l@Princeton.EDU

What is the S/N on the physical machine (not the logical)?

--joseph.

P.S. The real answer will most definitely and most absolutely differ for each individual in different parts of "IBM" throughout the "world".

-----Original Message-----

From: IBM AIX Discussion List [mailto:aix-l@Princeton.EDU] On Behalf Of Robert Miller

Sent: Thursday, August 11, 2005 09:56

To: aix-l@Princeton.EDU

Subject: Re: System VPD showing 'incorrect' serial number

Personally, I'd tell them to send a CE out and verify that it says what you see that it says. I've had fun dealing with IBM and their wonderful machine database(s)... where one side of the house thinks it's installed in New York, even though they have sent out a CE to verify that it's installed at your site...
...twice...

So, good luck getting IBM to fix their database info – but that really is what you need to do, IMO... my sympathies.

--rm

-----Original Message-----

From: IBM AIX Discussion List [mailto:aix-l@Princeton.EDU] On Behalf Of BRUCE HARVEY

Sent: Thursday, August 11, 2005 9:39 AM

To: aix-l@Princeton.EDU

Subject: System VPD showing 'incorrect' serial number

All ...

I've got a power4 p630, 7028-6C4 whose vital product data shows (when I execute lscfg -vp) the serial number to be 10-11224 ... and IBM and Agilysys (who we bought it through) show it to be 10-1122A, and they're telling me

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I'm wrong.

Do I need to change the VPD? If so, how? Diag would seem to be the way to go, but it won't go there that I can find.

Do I need to get a 2x4 and convince IBM and Agilysys that their records are faulty (misread by someone and now semi-permanently etched into the consciousness of both corporations) and try to get them to change things ...

... so that when I have a hardware problem and need to call Hardware Support and can't get into the Data Center because of rules (so can't view the label that says, "really -A," on the front of the cabinet) and I execute lscfg -vp to get the cabinet serial number I won't be sent to entitlement? (*pant*) (*pant*)

Many thanks, all!

Bruce

Bruce T. Harvey
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