

Service and support

Collecting service data, configuring Call Home, device warranties, and service tickets

The Lenovo logo is a red rectangular block with the word "Lenovo" written vertically in white, bold, sans-serif font.

Lenovo

XClarity One Call Home service

XClarity One supports both an automatic and manual Call Home service.

- **Automatic Call Home:** If Call Home is configured, when a serviceable event occurs on a specific device (such as an unrecoverable memory), XClarity One automatically opens a service ticket with Lenovo Support, collects service-data files for the managed device, and attaches the collected data to the ticket.
- **Manual Call Home:** If Call Home is configured, users can manually collect and upload service data for any resource. They can then open a service ticket with the Lenovo Support Center and attach the collected service data to the ticket.

Configuring Call Home

- To configure Call Home, click the **Settings** button on the left, and then select **Call Home** from the context menu.
- Click **Lenovo Privacy Statement**, and then read and accept the policy.
- Specify your default Lenovo customer number to use when reporting problems.
- Enter contact information and a shipping address for the primary and secondary personnel that can be contacted by Lenovo Support.
- Call Home is enabled when contact information has been entered. To disable Call Home, clear the configuration information by clicking **Reset to default**.

Call home configuration

You can configure Call Home to automatically open service tickets and send service data to Lenovo Support for managed devices when certain serviceable events occur.

Lenovo privacy statement

☐ I have read and agree to the [Lenovo Privacy Statement](#) to open service tickets and send data to the Lenovo Support Center.

Customer details

Customer number

Specify your default Lenovo customer number to use when reporting problems (see [How to find your customer number](#)).

Contacts

Contact name* Email*

Phone number* Method of contact*

Company name*

☐ Enable secondary contact

Shipping address

Street address* City*

State/Province* Country/Region* Zip code/Postal code*

agree to automatically ship replacement parts under warranty to this address ☐ Yes ☐ No

Configuring Call Home – Auto CRU

A reactive parts auto dispatch option, or **Auto CRU** (**C**ustomer **R**eplaceable **U**nit), is also available. If Auto CRU is enabled, replacement parts will be automatically shipped to the given address when a server detects a faulty CRU. Users can select one of two values:

- **Yes**: The user consents to automatic replacement-part shipments
- **No**: The user dissents to automatic replacement-part shipments

If neither **Yes** nor **No** is selected, Auto CRU will remain disabled.

Specify your default Lenovo customer number to use when reporting problems (see [How to find your customer number](#)).

Contacts

Contact name*	Email*
Phone number*	Method of contact*
Company name*	

☐ Enable secondary contact

Shipping address

Street address*	City*	
State/Province*	Country/Region*	Zip code/Postal code*

I agree to automatically ship replacement parts under warranty to this address ☐ Yes ☐ No

Creating a service ticket

Work through the following steps to create a service ticket:

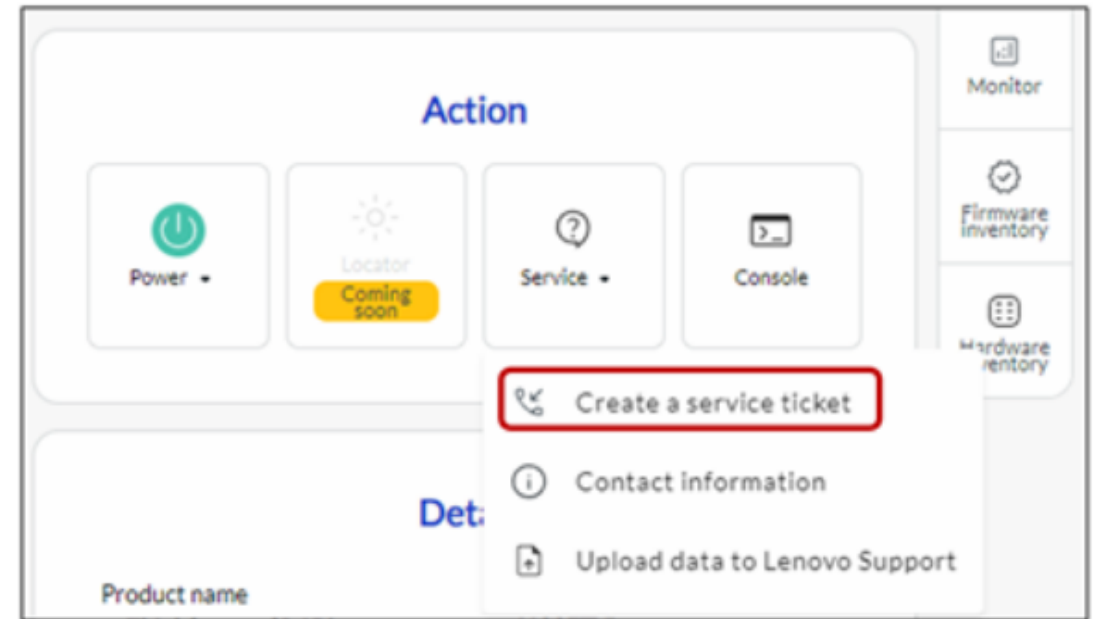
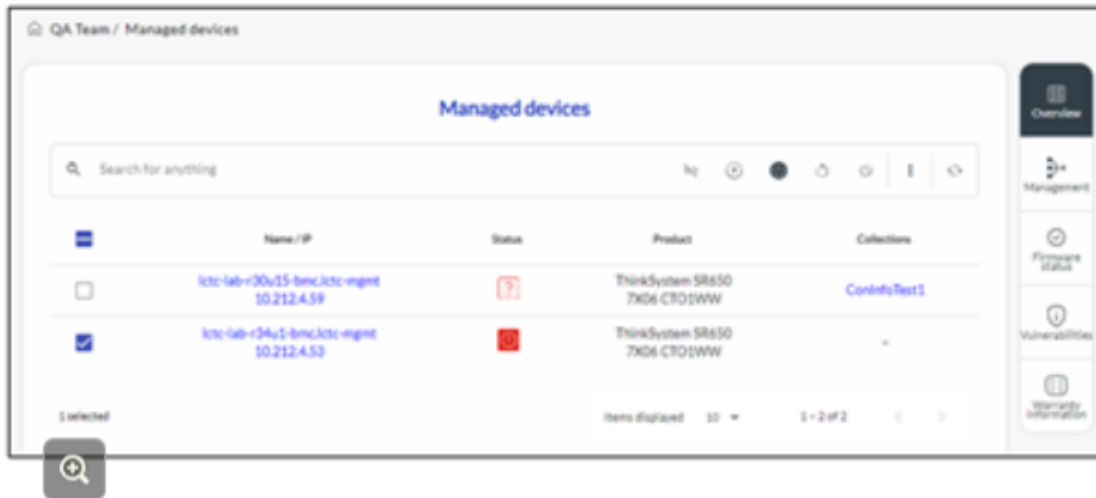
Click each number in turn to see the procedure.

Step



Creating a service ticket

Step 1. Select a specific device from the **Managed devices** page. On the following page, go to the **Actions** panel and select **Create a service ticket** from the **Service** drop-down menu.

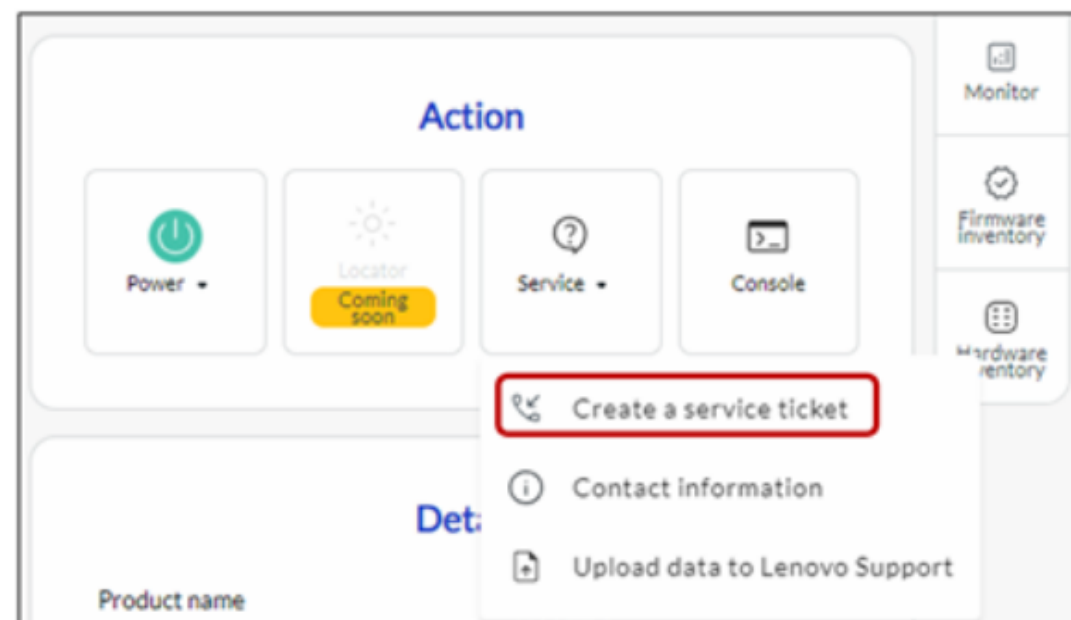
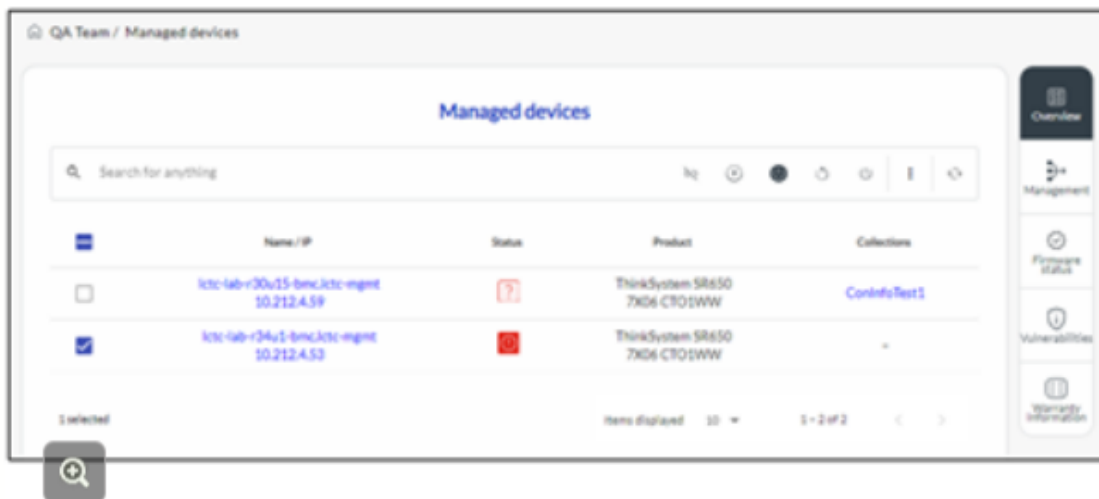


Step 1 — 2 — 3

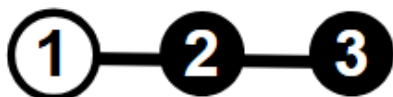


Creating a service ticket

Step 1. Select a specific device from the **Managed devices** page. On the following page, go to the **Actions** panel and select **Create a service ticket** from the **Service** drop-down menu.



Step



Creating a service ticket

Step 3. Click the **Creating a service ticket** button. A service ticket will be created, and the service data will be submitted to Lenovo Support.

Things to do 4

Creating a service ticket

Enter a description for the problem that is being reported, including any relevant event code:

i Ensure that the privacy statement is accepted and call home is enabled and configured. For more information see [Call Home](#)

Description*
This is a test

Severity*
Low severity

☒ Make this a Call Home test *i*

Cancel Creating a service ticket

Step 1—2—3



Creating a service ticket

Step 3. Click the **Creating a service ticket** button. A service ticket will be created, and the service data will be submitted to Lenovo Support.

Things to do

Creating a service ticket

Enter a description for the problem that is being reported, including any relevant event code:

i Ensure that the privacy statement is accepted and call home is enabled and configured. For more information see [Call Home](#)

Description*
This is a test

Severity*
Low severity

☒ Make this a Call Home test *i*

Cancel Creating a service ticket

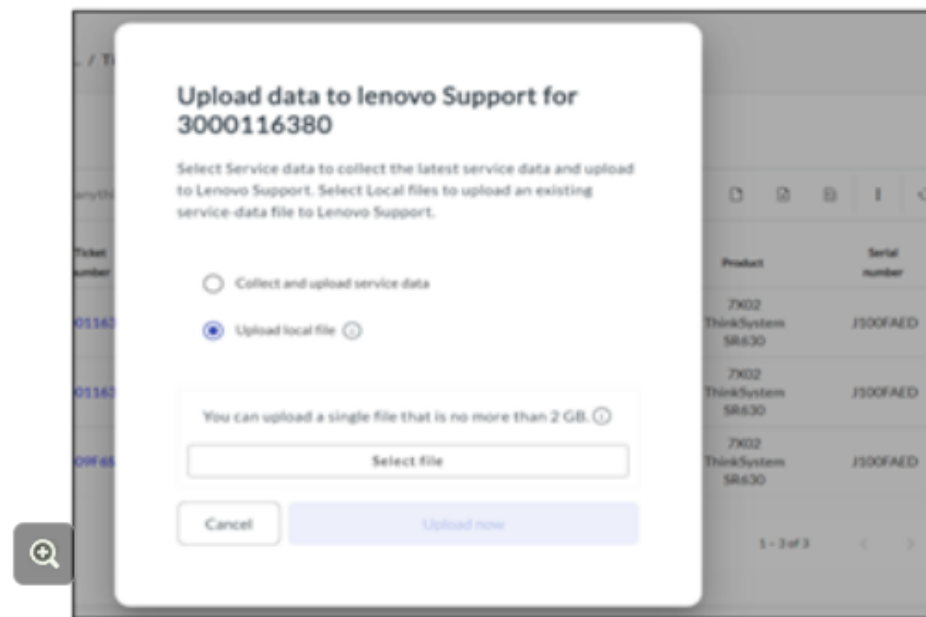
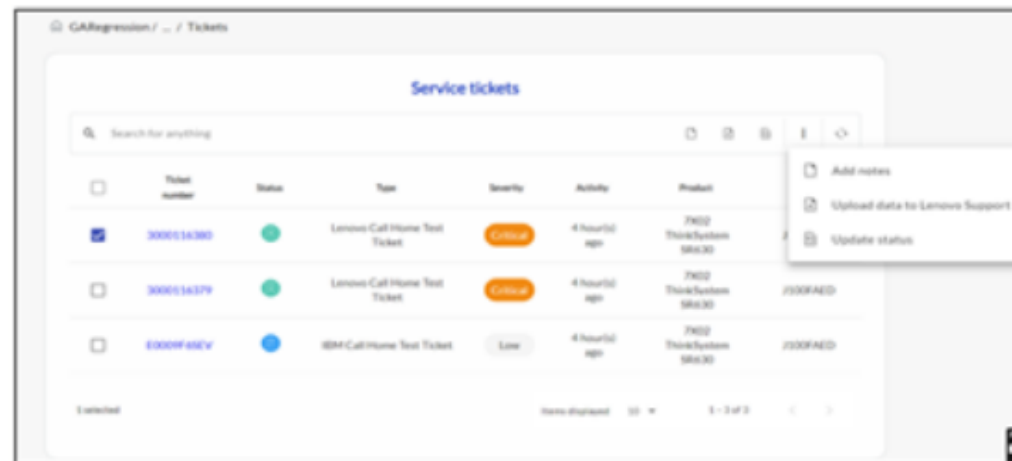
Step 1—2—3



Uploading a local file


After collecting the service data, the service data file should be saved to the local system as an archive in **tar.gz** format and then **sent to Lenovo Support**.

Other files can also be sent from the local system to Lenovo Support.



Adding notes to service tickets

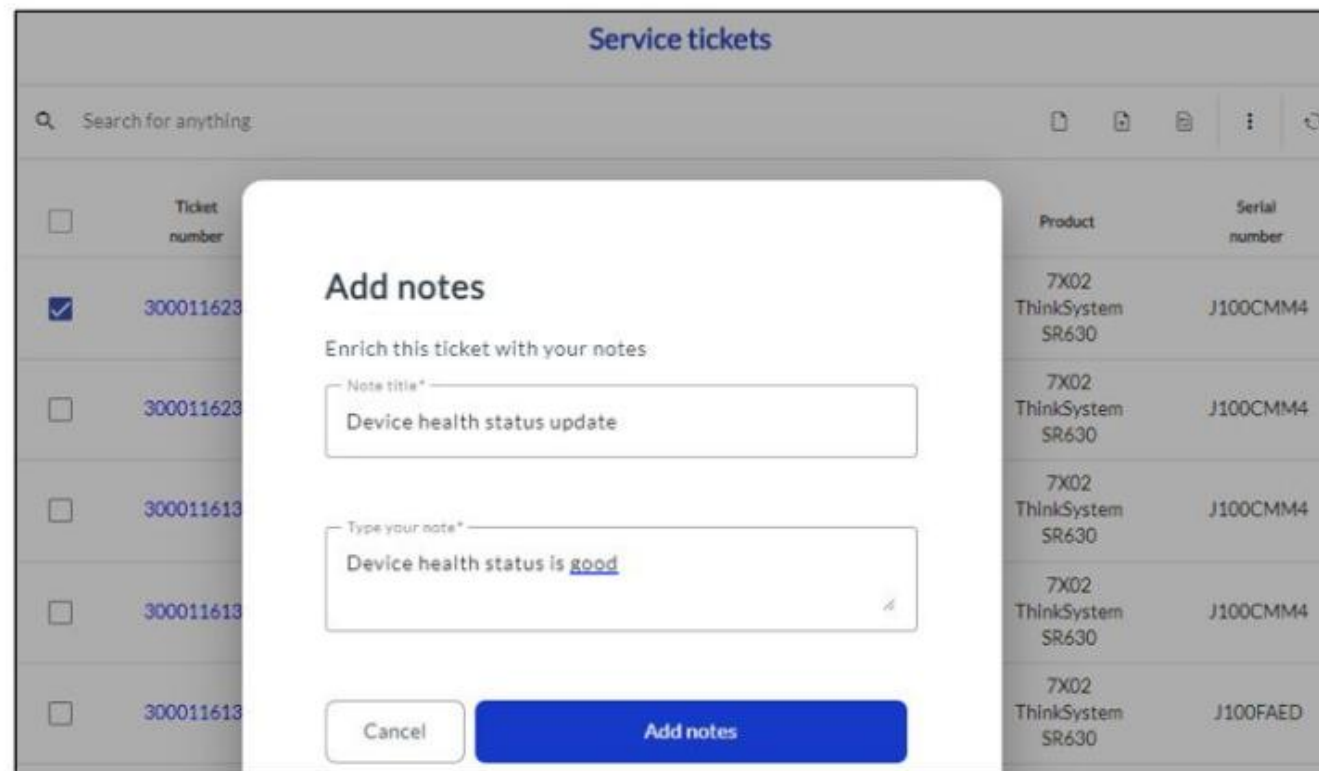
While a ticket is in progress, users can add notes or upload new service data files.

To do this, select the service ticket, click the  icon, enter the necessary information in the **Add notes** pop-up window, and then click **Add notes**.

Service tickets



A screenshot of the 'Service tickets' header area. It shows a search bar and a list of tickets. A red arrow points to the 'Add notes' icon (a document with a plus sign) located at the bottom right of the list.



A screenshot of the 'Add notes' pop-up window. The window is titled 'Add notes' and contains the following fields:

- Note title***: A text input field with the value 'Device health status update'.
- Type your note***: A text input field with the value 'Device health status is good'.

At the bottom of the window are two buttons: 'Cancel' and 'Add notes'.


The background shows a table of service tickets with columns: Ticket number, Product, and Serial number.


Ticket number	Product	Serial number
<input checked="" type="checkbox"/> 300011623	7X02 ThinkSystem SR630	J100CMM4
<input type="checkbox"/> 300011623	7X02 ThinkSystem SR630	J100CMM4
<input type="checkbox"/> 300011613	7X02 ThinkSystem SR630	J100CMM4
<input type="checkbox"/> 300011613	7X02 ThinkSystem SR630	J100CMM4
<input type="checkbox"/> 300011613	7X02 ThinkSystem SR630	J100FAED




Updating service ticket status

To update the status of a service ticket, **sync** the status from eSupport.

To do this, select the **service ticket**, click the **⋮** icon, and then select **Update status**.

Service tickets						
Search for anything						
<input type="checkbox"/>	Ticket number	Status	Type	Severity	Activity	Product
<input checked="" type="checkbox"/>	3000116235		Lenovo Call Home Ticket	Medium	Yesterday	7X02 ThinkSystem SR630



-  Add notes
-  Upload data to Lenovo Support
-  Update status

Monitoring service tickets

Service ticket metrics can be tracked by selecting **Monitor** from the context menu on the **Device management** page. The **Service tickets** panel summarizes data relating to tickets that were raised by managed devices.

The donut chart shows the **total number of open**, in progress, and on hold tickets. The bar chart shows when tickets were raised over the last month. Hover over a bar in this chart to **show how many tickets were raised** in that specific period.

Total numbers of **open**, **in progress**, and **on hold** tickets are written in blue next to the bar chart. Click one of these lines to open the **Service tickets** page. Service tickets with the selected status are listed with their **ticket number**, **severity**, and **device serial number**.



QA Team / Monitor / Tickets

Service tickets

Search for anything

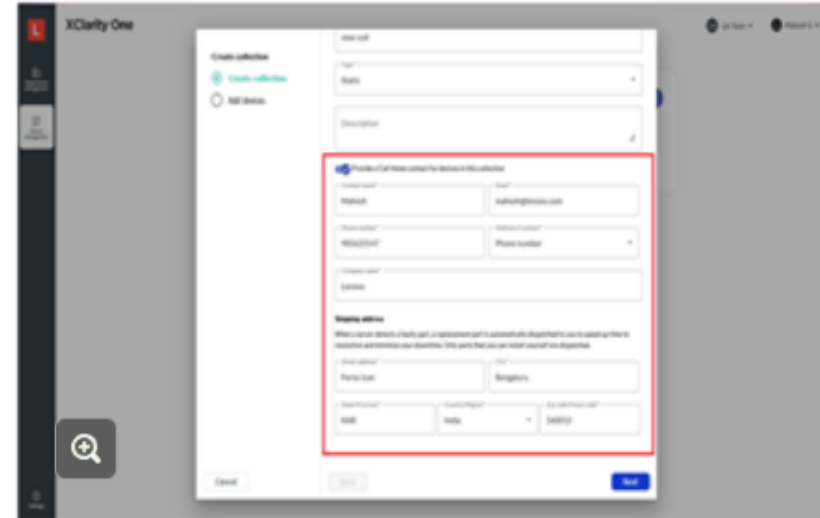
	Ticket number	Status	Type	Severity	Activity	Product	Serial number
<input type="checkbox"/>	3000156235	●	Lenovo Call Home Ticket	Medium	21 hour(s) ago	7X02 ThinkSystem SR630	J100CMM4
<input type="checkbox"/>	3000156234	●	Lenovo Call Home Ticket	Low	21 hour(s) ago	7X02 ThinkSystem SR630	J100CMM4
<input type="checkbox"/>	3000156133	●	Lenovo Call Home Ticket	Low	2 day(s) ago	7X02 ThinkSystem SR630	J100CMM4
<input type="checkbox"/>	3000156131	●	Lenovo Call Home Ticket	Low	2 day(s) ago	7X02 ThinkSystem SR630	J100CMM4

Contact information for resource collections

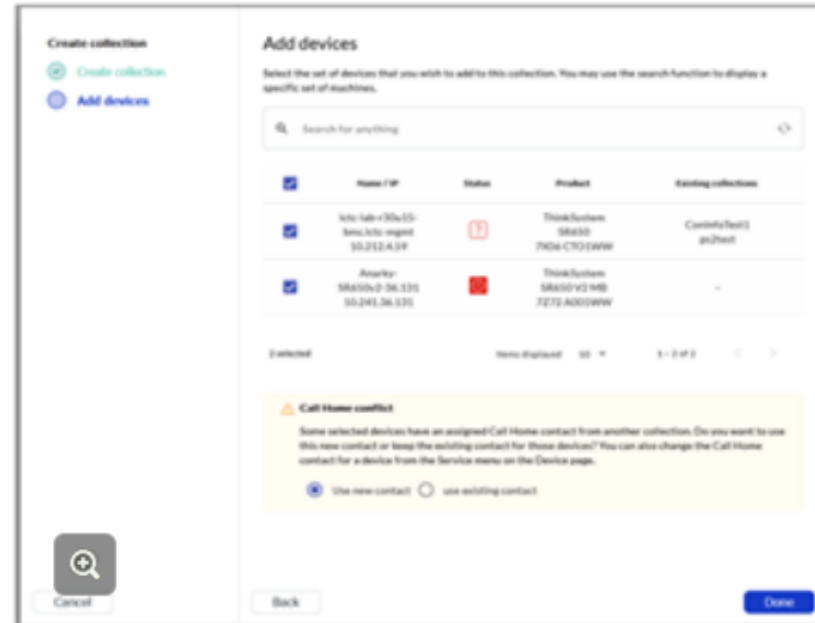
During the resource collection creation process, users can specify **contact information** and a **shipping address** for the **entire collection**. This streamlines the process, as it will not be necessary to enter updates for each device.

Devices can belong to multiple collections, and a **preferred contact** can be selected for each device.

Users must **ensure that the correct contact and shipping address information** is associated with each collection of devices so that **Auto CRU parts** are **dispatched to the right location**.



The screenshot shows the 'Create collection' form in the XClarity One interface. A red box highlights the 'Contact and shipping address' section, which includes fields for 'Email', 'Phone number', 'Address', and 'City'. Below this, there is a 'Shipping address' section with fields for 'Address', 'City', 'State', and 'Zip code'. The form also includes a 'Name' field and a 'Description' field.



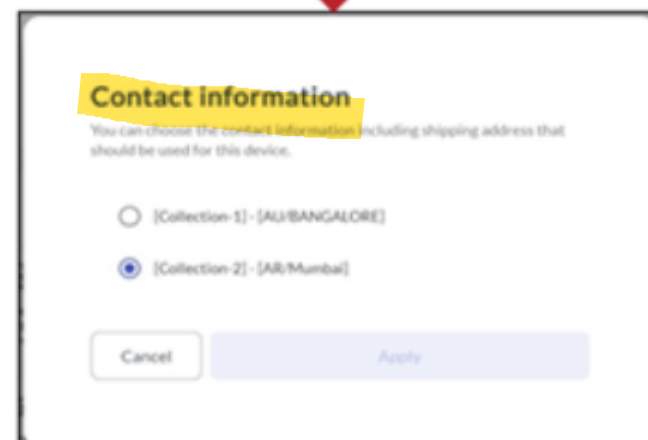
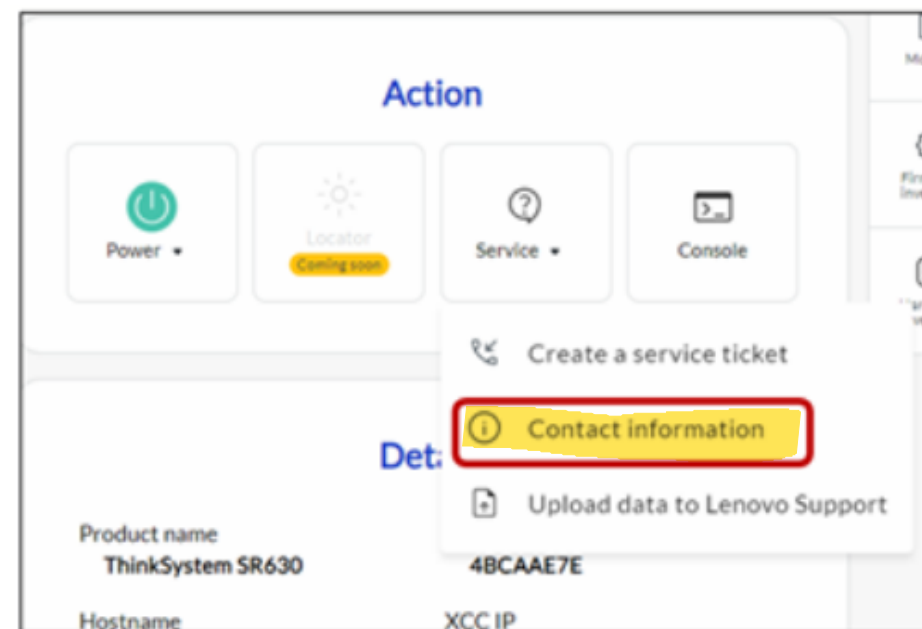
The screenshot shows the 'Add devices' form in the XClarity One interface. It features a search bar and a table of devices. The table has columns for 'Name / IP', 'Status', 'Product', and 'Existing collection'. Two devices are listed: 'Info tab - 30w ES-Sens info regent' and 'Amplifier'. Below the table, there is a 'Call Home conflict' warning message and a 'Done' button.

Name / IP	Status	Product	Existing collection
Info tab - 30w ES-Sens info regent 10.212.4.19	1	ThinkSystem SR635 7N04-CT01WW	ContactsTest1 gr2test
Amplifier SR635v2 36.130 10.241.26.130	2	ThinkSystem SR635V2 M6 3272-AD01WW	-

Updating contact information

Use the Service menu to check a device's contact information. The information for a collection can be modified at any time. Devices can be added to or removed from a collection and contact details can also be edited.

When a collection is deleted, the contact details associated with the collection and any devices that were part of the collection will be removed.



Warranty

Device warranties can be seen in the **Managed devices** page by selecting **Warranty information**.

The name, IP address, health status, product name, platform, model, serial number, warranty ID, and warranty expiration are all listed.

Hover over a **Warranty expiration** entry to see the exact date of the device's warranty expiration.

Managed devices						
<input type="text" value="Search for anything"/>						
<input type="checkbox"/>	Name / IP	Status	Product	Serial number	Warranty ID	Warranty expiration
<input type="checkbox"/>	VX3320-RO-1-ESX0-54.5 10.241.30.250		ThinkAgile VX3320 7Y13 CTO1WW	J3008AG4	3XL	3 year(s) ago
<input type="checkbox"/>	VX3320-RO-3-ESX0-54.7 10.241.30.248		ThinkAgile VX3320 7Y13 CTO1WW	J3008AG3	3XL	3 year(s) ago
<input type="checkbox"/>	SR850-RO1-ESX0-54.8 10.241.30.251		ThinkSystem SR850 7X19 CTO1WW	S4ADL547	-	-
	VX3320-RO-2-ESX0-54.6 10.241.30.249		ThinkAgile VX3320 7Y13 CTO1WW	J3008AV4	3XL	3 year(s) ago 04/25/2021

Summary

This course enabled you to:

- Describe the features of Lenovo XClarity One
- Describe the user roles and organization of Lenovo XClarity One
- Describe the Lenovo XClarity One login procedure
- Explain management hubs and how to connect them to Lenovo XClarity One
- Outline the steps used to add a device to Lenovo XClarity One
- Explain how to perform common tasks such as monitoring devices, submitting a Call Home request, and uploading service data logs