Service and support

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

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.

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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**.

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Configuring Call Home – Auto CRU

A reactive parts auto dispatch option, or Auto CRU (Customer Replaceable Unit), 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

Reset to default   Apply

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Service and support

Creating a service ticket

Work through the following steps to create a service ticket:

Click each number in turn to see the procedure.

Step **1**—**2**—**3**

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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.
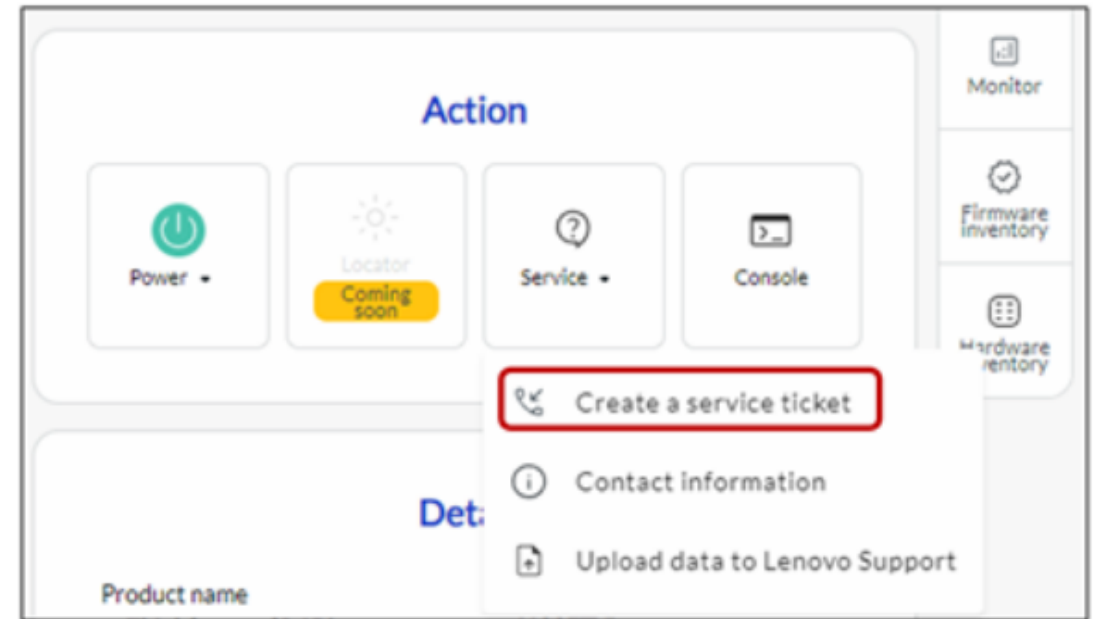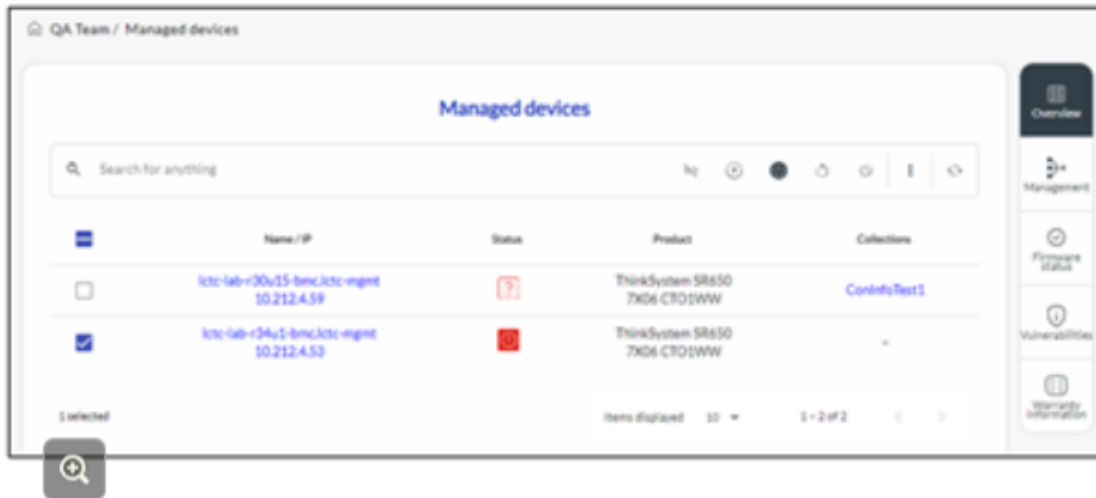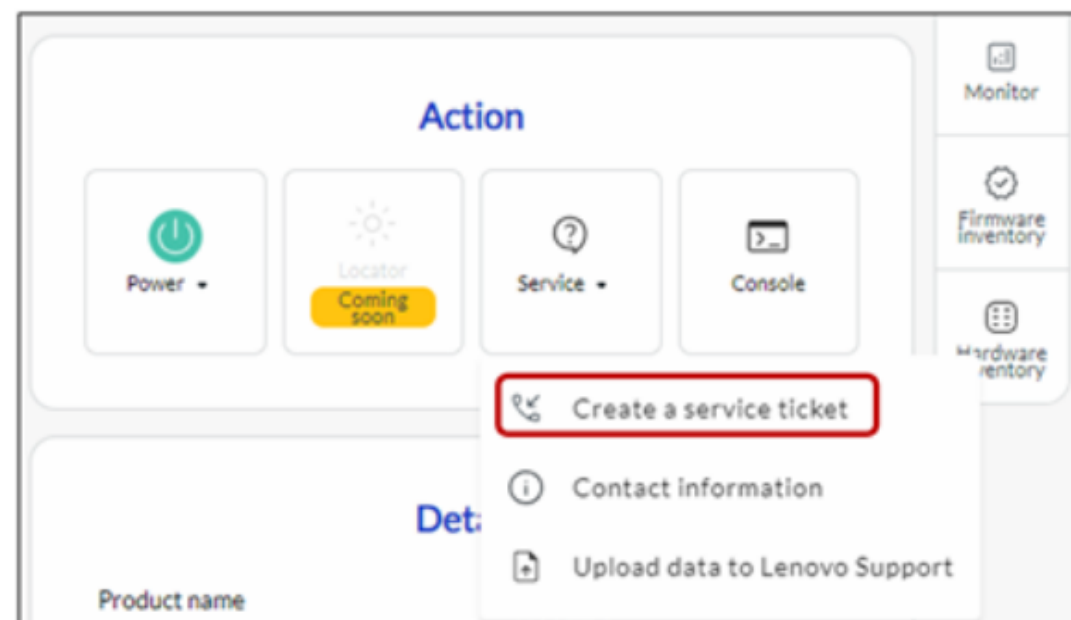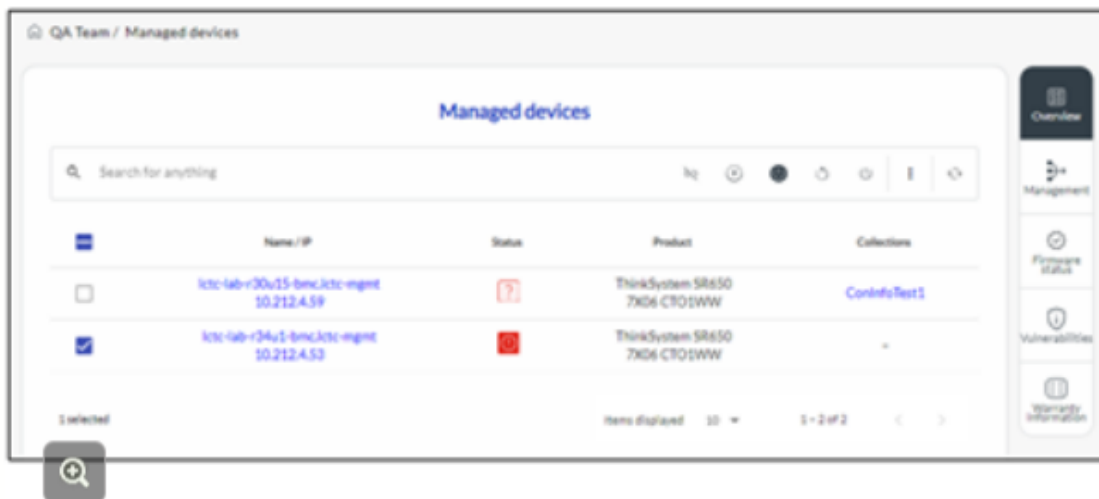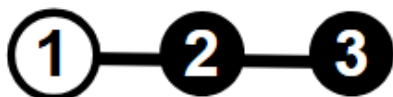

Step ①—②—③

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 ①—②—③

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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.

Step ①—②—③

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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.

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.
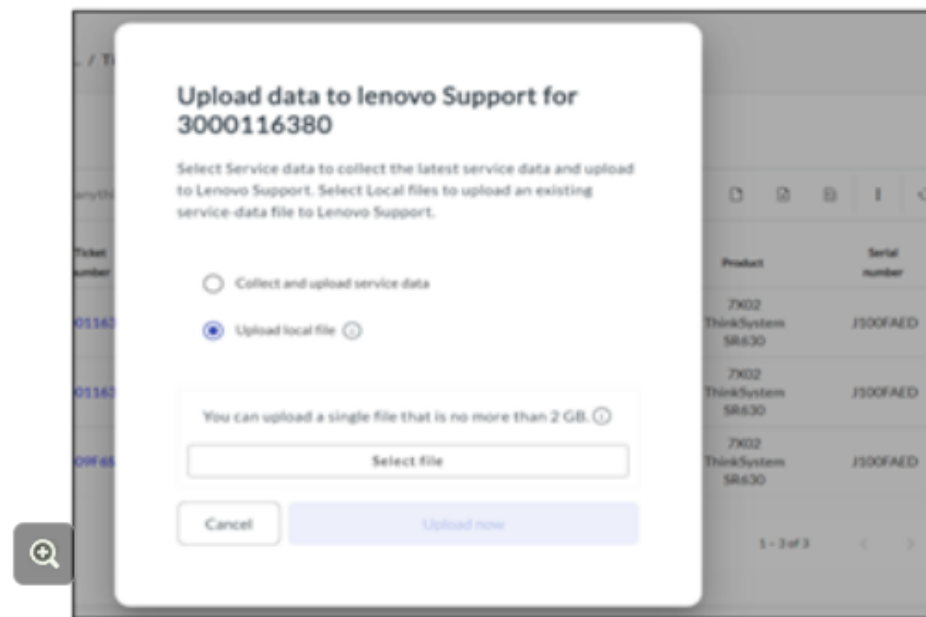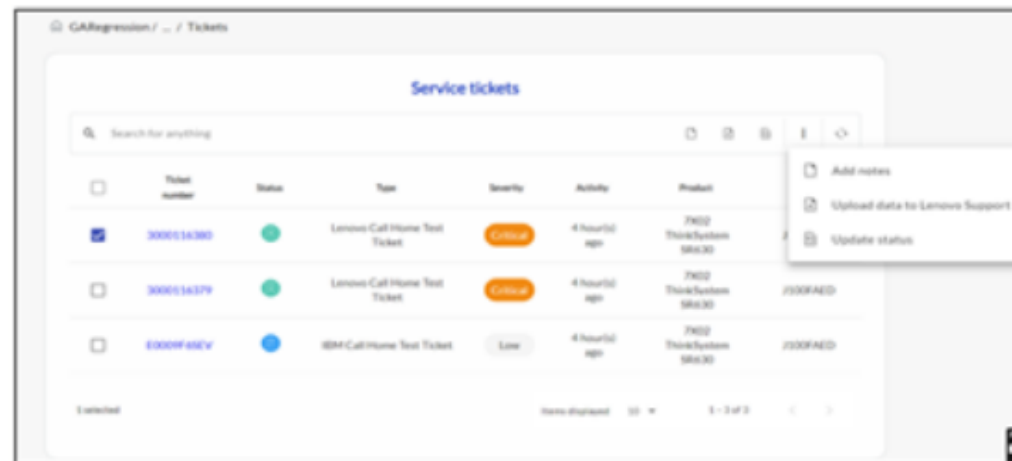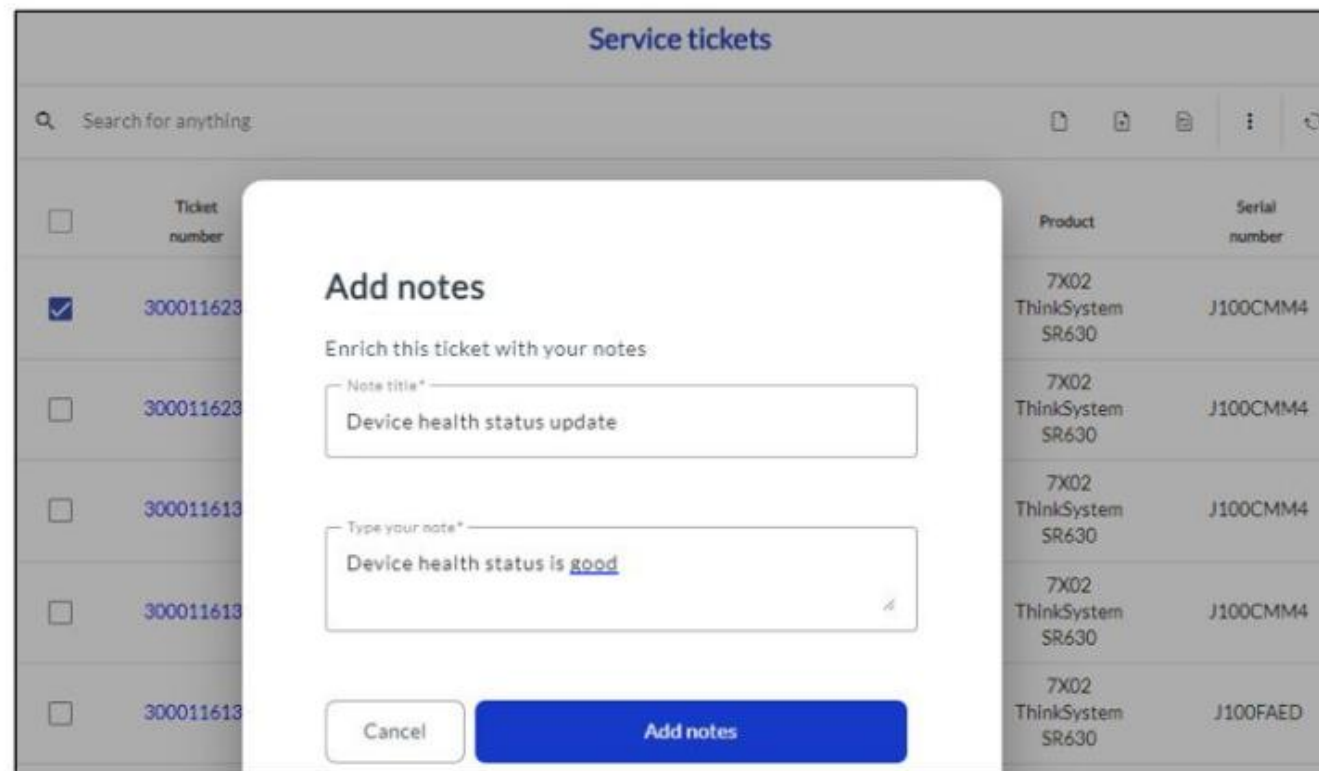
Adding notes to service tickets

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**.

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

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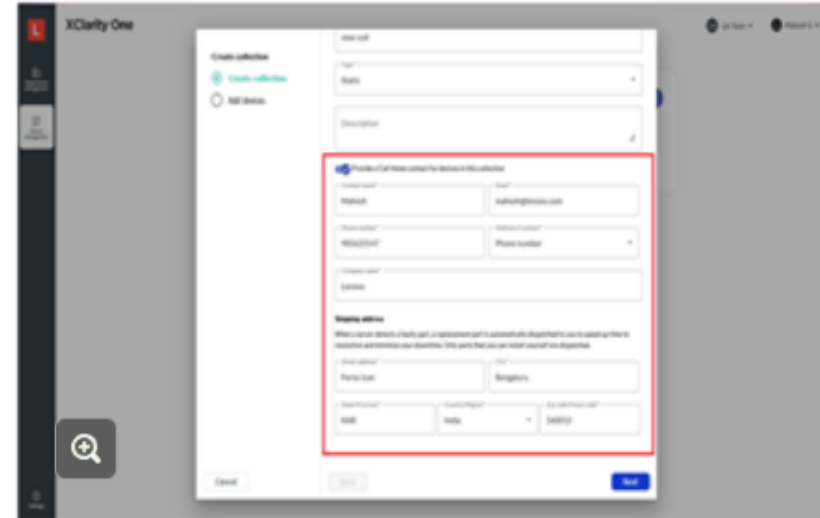
The donut chart shows the total number of open, in progress, and on hold tickets. The bar chart shows when tickets were raised over the last month. Hover over a bar in this chart to show how many tickets were raised in that specific period.

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.

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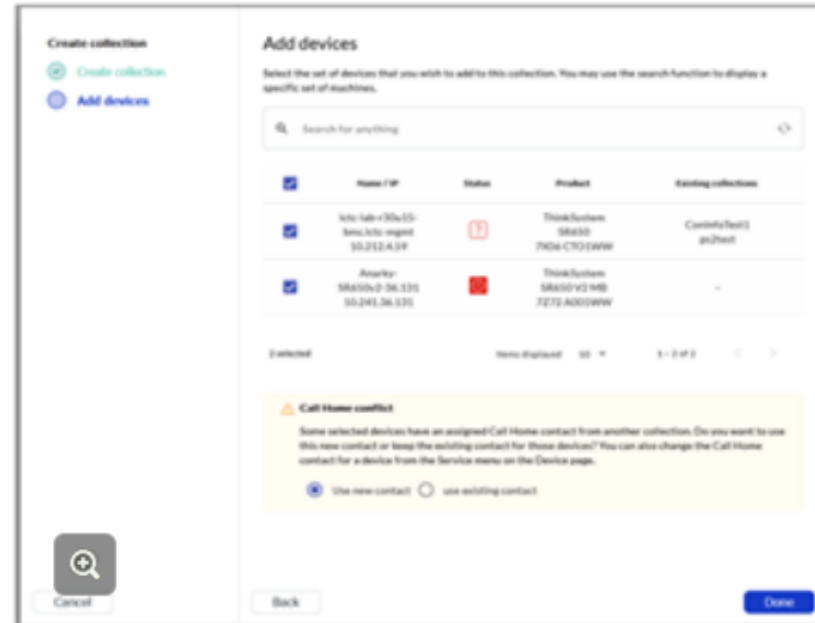
During the resource collection creation process, users can specify contact information and a shipping address for the entire collection. This streamlines the process, as it will not be not necessary to enter updates for each device.

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.

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.
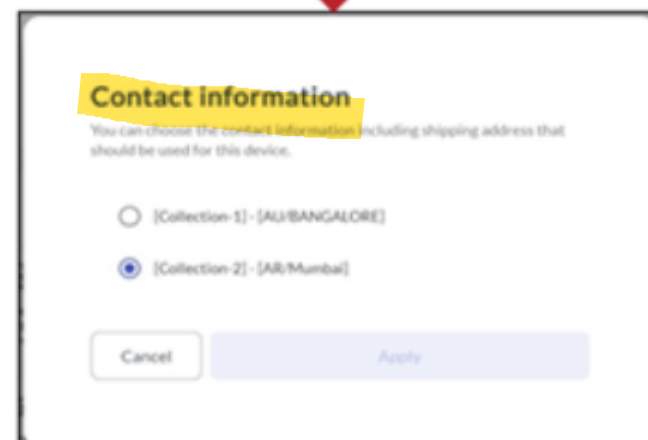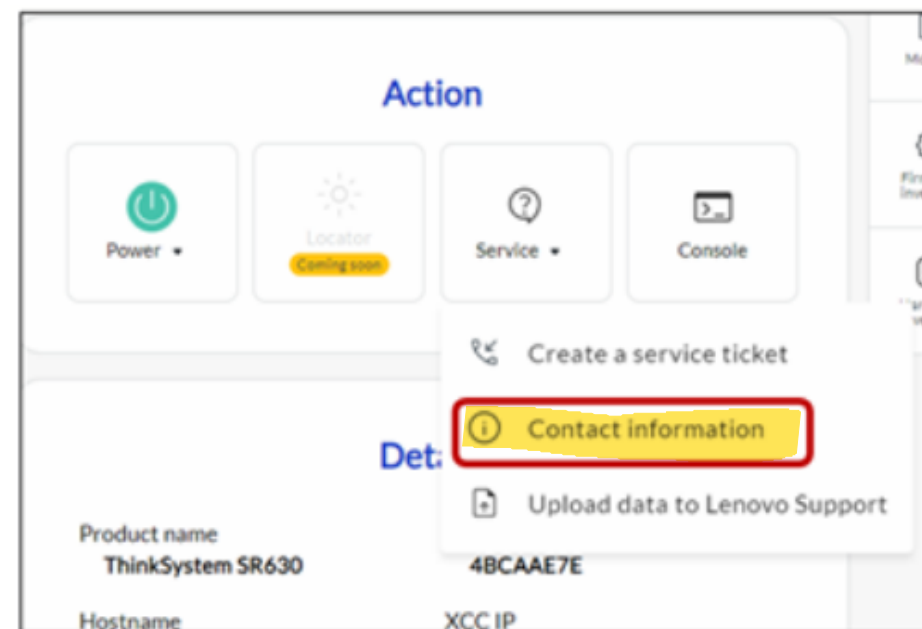
Warranty

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

	Name / IP	Status	Product	Serial number	Warranty ID	Warranty expiration
☐	VX3320-RO-1-ESXI-54.5 10.241.30.250	🔴	ThinkAgile VX3320 7Y13 CTO1WW	J3008AG4	3XL	3 year(s) ago
☐	VX3320-RO-3-ESXI-54.7 10.241.30.248	🔴	ThinkAgile VX3320 7Y13 CTO1WW	J3008AG3	3XL	3 year(s) ago
☐	SR850-RO1-ESXI-54.8 10.241.30.251	🔴	ThinkSystem SR850 7X19 CTO1WW	S4ADL547	-	-
⊕	VX3320-RO-2-ESXI-54.6 10.241.30.249	🔴	ThinkAgile VX3320 7Y13 CTO1WW	J3008AV4	3XL	3 year(s) ago 04/25/2021

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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

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