

Support flow

Support model

Lenovo

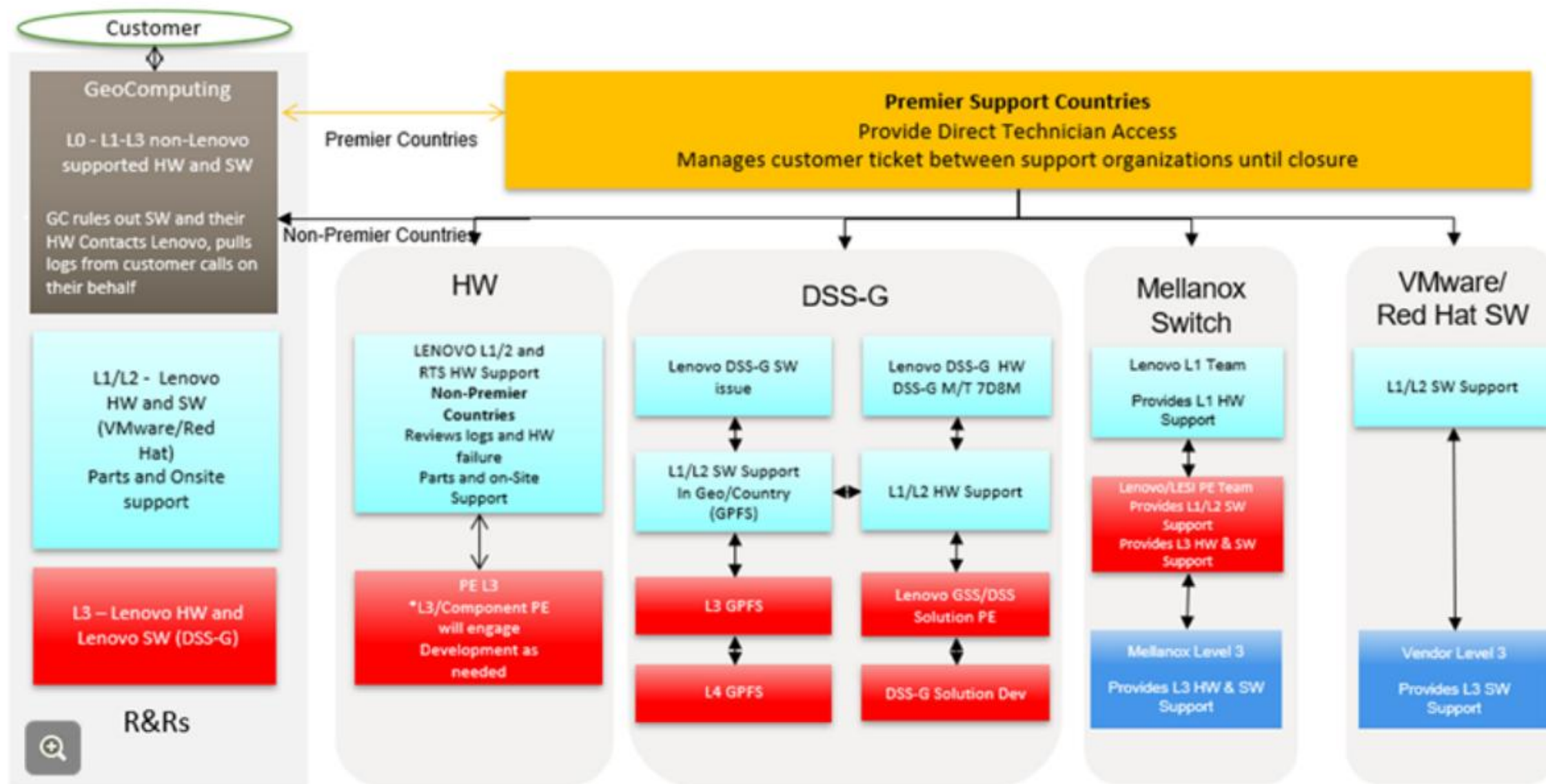
GeoComputing OEM ON DEMAND support model overview

- GeoComputing is providing L1, L2, and L3 support for software, and it will be the first point of contact for users.
- If a user contacts Lenovo or IBM, the agent should open the GLOSSE page documented in the Focused Client List (FCL).
- Lenovo will not be supporting the full GeoComputing solution as it includes unsupported Vendor Logo Hardware (VLH) items, so GeoComputing will vet support requests before engaging with Lenovo Support. Lenovo products and supported items will qualify for the regular entitlements within our system.
- If the Premier Support team determines that a problem on the system is related to software (except for DSS-G) or non-Lenovo-qualified hardware, they will route the problem to GeoComputing.
- For GeoComputing support information, refer to this GLOSSE [page](#).

Support matrix

Base warranty	Three years – NBD 9x5																	
Upsold services for Lenovo hardware	Simplified portfolio with or without Premier Support (except for Time Commitment Service Repair Offerings) One-year post-warranty increments																	
Country scope	Support in 136 countries No support in China																	
Lenovo and GeoComputing roles and responsibilities	<table><tr><th>Service</th><th>GeoComputing</th><th>Lenovo</th></tr><tr><td>L0</td><td>✓</td><td></td></tr><tr><td>L1-3 All software (except DSS-G) Non-Lenovo-qualified hardware</td><td>✓</td><td></td></tr><tr><td>L1-2 Lenovo hardware</td><td></td><td>✓</td></tr><tr><td>L3 Lenovo hardware</td><td></td><td>✓</td></tr></table>			Service	GeoComputing	Lenovo	L0	✓		L1-3 All software (except DSS-G) Non-Lenovo-qualified hardware	✓		L1-2 Lenovo hardware		✓	L3 Lenovo hardware		✓
Service	GeoComputing	Lenovo																
L0	✓																	
L1-3 All software (except DSS-G) Non-Lenovo-qualified hardware	✓																	
L1-2 Lenovo hardware		✓																
L3 Lenovo hardware		✓																

Support flow diagram



Support flow overview

– hardware

- GeoComputing will not call Lenovo regarding parts shown in gray.
- If Lenovo determines there is an issue with parts shown in gray, the issue should be rerouted back to GeoComputing.
- The parts shown in gray are considered VLH or Vendor of Record (VOR) parts and are not supported by Lenovo with servicing or FRUs.

Refer to the [GLOSSE page](#) for the latest list.


Service by:		Description
GeoComputing	7D54CTO2WW	RIVA 48U Rack APC
	7D54CTO3WW	RIVA 48U Rack - Expansion APC
	7D54CTO4WW	RIVA 48U Rack - Storage APC
	7D54CTO5WW	RIVA 48U Rack - Storage Expansion APC
Lenovo	7D8MCTO1WW	Lenovo Distributed Storage Solution for IBM Spectrum Scale for GeoComputing
	7X02CTO5WW	RIVA Management Server - SR630
	7X02CTO6WW	RIVA Data Mover - SR630
	7X02CTO8WW	RIVA Storage Management Server - SR630
	7X06CTO8WW	RIVA Virtual Server Host - SR650
	7X06CTO9WW	RIVA Remote Visualization Systems X-Series - SR650
	7X06CTOFWW	RIVA Remote Visualization Systems H-Series - SR650
	7X06CTOJWW	RIVA Virtual Server Host2 - SR650
	7X06CTOKWW	RIVA Redundant NAS Gateway - SR650
	7X06CTOLWW	ThinkSystem SR650 - 3yr Warranty - HPC&AI
	7D9ACTOLWW	ThinkSystem SR665 V3 - 3yr Warranty - HPC&AI
	7D9ACTOHWW	ThinkSystem SR665 V3 - 3yr Warranty - HPC&AI with controlled GPU
	7D9CCTOLWW	ThinkSystem SR645 V3 - 3yr Warranty - HPC&AI
	4587LC2	Lenovo Storage D1224 - HPC&AI
	6413LC1	Lenovo Storage D3284 High Density Expansion Enclosure - HPC&AI
	0724HDA	Mellanox SB7800 36-port EDR Managed Switch
GeoComputing	7D8NCTO1WW	Digi AnywhereUSB 24 Plus Remote USB 3.1 Hub
	7D8NCTO2WW	StarTech 16-Port USB-to-Serial Hub
	7D8NCTO3WW	StarTech 8-Port Serial Hub USB Connected
	7D8NCTO4WW	StarTech 4-Port Serial Hub USB Connected
	7D8NCTO5WW	StarTech 4-Port USB Hub
	7D99CTO1WW	StarTech 1U Rack shelf 7" deep
Lenovo	7D5FCTO1WW	Mellanox AS4610-54T 1GbE Managed Switch with Cumulus(PSE)
	7D5FCTO9WW	Mellanox SN3700C 100GbE Managed Switch with Cumulus (PSE)
	7D5FCTO7WW	Mellanox SN2410 25GbE Managed Switch with Cumulus (PSE)
	7D5FCTOFWW	NVIDIA SN2201 1GbE Managed Switch with Cumulus (PSE)
	7Z71CTO4WW	RIVA RMS-G5-I - SR630 V2
	7Z73CTO4WW	RIVA VSH-G5-I - SR650 V2
	7Z73CTO5WW	RIVA RVS-G5-I - SR650 V2
	7Z73CTO6WW	RIVA CCN-G5-I - SR650 V2
	7D2VCTO3WW	RIVA CCN-G5-A - SR665
	7D2VCTO4WW	RIVA RVS-G5-A - SR665
	7Z73CTOLWW	ThinkSystem SR650 V2 - 3yr Warranty - HPC&AI (for DSS-G)
	7Y74CTO3WW	Lenovo ThinkSystem DE4000H Hybrid Flash Array LFF Gen2 - HPC&AI
	7Y78CTO3WW	Lenovo ThinkSystem DE6000H Hybrid Flash Array SFF Gen2 - HPC&AI
	7Y63CTO3WW	Lenovo ThinkSystem DE120S 2U12 LFF Expansion Enclosure - HPC&AI
	7Y69CTO3WW	Lenovo ThinkSystem DE600S 4U60 LFF Expansion Enclosure V2 - HPC&AI
	7Y80CTO3WW	Lenovo ThinkSystem DE6000H 4U60LFF
	7D87CTO3WW	Lenovo ThinkSystem DE6600F All Flash NVMe 2U24
	7D6DCTO3WW	GeoComputing Hercules Rack
	7Y68CTO3WW	GeoComputing - ThinkSystem DE 240S 2U24 SFF Expansion Enclosure



Support flow overview

– software

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Serviced by:		Description
GeoComputing ALL SW except DSS-G Solution SW	7S21CTO2WW	RiVA - GCC Services
	7S21CTO2WW	RiVA Operating Environment 4.x
	7S21CTO1WW	ZCentral Remote Boost
	7S21CTO1WW	User Workspace Manager
	7S21CTO1WW	Connection Broker Client
	7S21CTO1WW	Patch Manager Plus Enterprise Edition for Linux Desktop
	7S21CTO1WW	Patch Manager Plus Enterprise Edition for Linux Server
	7S21CTO1WW	Patch Manager Plus Enterprise Edition for Windows Desktop
	7S21CTO1WW	Patch Manager Plus Enterprise Edition for Windows Server
	7S21CTO1WW	Mechdyne TGX Special Bid
	7S21CTO1WW	TGX Perpetual License
	7S21CTO1WW	Microsoft - Windows Enterprise Upgrade
	7S21CTO1WW	Windows 10 Pro 64-bit License
	7S05CTO3WW	Windows Server 2019 Standard (16 core) - MultiLang (not preinstalled)
	7S05CTO6WW	Windows Server 2019 Standard Additional License (2 core) (No Media/Key) (POS Only)
	7S02CTO1WW	NVIDIA RTX vWS Subscription License 1 CCU
	TBD	Cloud Access Plus
	TBD	Cloud Access Plus
 Lenovo	7S06CTOEWW	Lenovo Provided VMware HCI Kit 6 Standard (Per CPU)
	7S06CTOLWW	Lenovo Provided VMware vCenter Server 7 Standard for vSphere 7 (Per Instance) Spectrum Scale (part of DSS-G Solution)
	7S0FCTO1WW	RH Enterprise Linux Server, Self-Service
	7S0FCTO3WW	RH Enterprise Linux Workstation, Standard

Customer call flow assurance

Branding

These systems are branded with RiVA GeoComputing labels and packaging.

If a customer mistakenly calls Lenovo first

They will be redirected to GeoComputing via:

- The Lenovo e-support page
- The FCL
- The unique SDF code

If the customer is not redirected, they will still be entitled to assistance from Lenovo.

