Setting up the call home function

Use the call home function to set up your storage system to automatically send prefailure or failure notifications to the IBM Troubleshooting Ticketing system in the IBM Service Center.

You can also set up call home to automatically send alerts directly to you. Call home cannot accept incoming communication, which means that the IBM Service Center cannot contact the storage system by using call home.

When certain events occur in the system, call home sends a notification to the IBM Service Center. After you receive the notification, IBM service personnel analyze the problem promptly and take appropriate action. If the problem requires service, an IBM service representative is sent to your site with any necessary replacement parts. With access to the storage system, IBM service personnel can complete service tasks, such as viewing error logs or initiating trace and dump retrievals.

Call home notifications are sent through email from a simple mail transport protocol (SMTP) server. The storage system's Mail Service function is used by the system to send outgoing call-home emails to IBM.

Note: You must configure the SMTP email system by using the mail service function to enable the system to send outgoing emails for the call home function. The email configuration rules must not inhibit call home emails from being sent in real time. Emails with Importance or X-Priority in the email header must not be delayed. For example, system emails must not be placed in a queue for later delivery or filtered for priority.

Table 1. Call home configuration information

Call home configuration requirement	Value	Details
SMTP port	25	Your SMTP server must be reachable on port 25 from the management IP address.
SMTP address	IP address	The SMTP IP address
Email destination address	flash-sc1@vnet.ibm.com	The SMTP server must allow relaying to this email address.
Email source address	flashsystems@us.ibm.com or customer-defined	The default email address from which the email is sent. You can set this email address to conform to your email relay rules.

Configuring the mail service

The mail service function provides system event email notifications and the ability to email the system report directly for support purposes.

To configure the mail service settings, complete the following steps:

1. In the web interface, select the **Services** node in the tree and clicking the **Mail** node, which displays an overview pane.
2. Clicking the **Configure** button opens the configuration wizard. Use this wizard to enable available functions, to set the simple mail transport protocol (SMTP) server, and to enter target email addresses. Any available mail service functions can be enabled by checking the box that corresponds to the function. The SMTP server might be set manually or found automatically from DHCP by setting the server value to **Default**.
3. Specify up to five email targets to receive emails that are sent by the service. The flash-sc1@vnet.ibm.com email address is stored internally and does not need to be added manually.
4. You can customize the email source address by using the command-line interface:
   a. From a Telnet or Secure Shell (SSH) client, access the system by using the system IP address.
   b. Log in by using the default user name username and the default password password, or your system's unique user name and password.
   c. Enter system call_home_config *<SMTP IP address><custom email address>* at the command prompt. *<SMTP IP address>* can be the IP address of the default mail System SMTP server, or the IP address of a different SMTP of your choice.

Configuring the support contact information

The support contact information is used to route notifications from the IBM Troubleshooting Ticketing System to the IBM support team closest to your geographical location.

The contact information is also used by IBM representatives to notify you when a system requires service. To update the support contact information, complete the following steps:

1. In the web interface, select the **Services** node in the tree and click **Support**, which displays an overview pane.
2. Click **Configure** button to open the configuration wizard.
3. Verify that the ISO Country Code is accurate.
4. Add a contact name, email address, and phone number.