IBM ServicePac offers proactive system check for storage

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At a glance

The IBM® Proactive System Check ServicePac® portfolio has been updated.

The IBM ServicePac portfolio is now linked to an online product guide. This guide contains details of the latest changes and all related ServicePac part numbers and machine compatibilities.

For Proactive System Check ServicePac details, refer to the IBM ServicePac Europe Middle East and Africa Product Guide at

http://www-05.ibm.com/services/europe/maintenance/useful-information.html

Overview

Storage is a fast-growing and very dynamic market segment because of the increasing amounts of data (+50% YoY) and the complexity of the infrastructures. In IT environments, data should be quickly and continuously available. To avoid system down time and to achieve optimal performances, storage systems and their configurations should be checked proactively and regularly.

IBM Global Services has developed a three-stage service for this proactive system check:

- A health check to validate the functional integrity of the machine
- A configuration check to validate the set-up of the machine in its environment
- A communication check to validate the connections of the machine with its environment

The detailed analysis of these large error logs allows diagnosis of areas of concern well in advance of any application slow down or system breakage.

As a result of the basic proactive environment check, IBM provides the status reports for the health check along with a list of recommendations for the following service options:

- IBM Tape Library Systems
- IBM SAN Volume Controller
- IBM IBM Storwize® V7000
- IBM XIV® Storage System
- IBM DS8000®
- IBM Entry and Midrange Disk Systems and
- IBM SAN Switches
Refer to the Description section for details of these service options.

ServicePac offerings are available through the same IBM Business Partners who sell the related IBM hardware. With this ServicePac offer, you get an off-the-shelf solution. The number of unique ServicePac offerings is kept to a minimum with each part number supporting a range of machine types.

To select the correct ServicePac for a particular machine type, you can use a selection guide that includes a complete list of machine types with cross-references. Alternatively, ServicePac details can be found at


You can order ServicePac offerings by part number through SAP in the same way you order IBM products. The simple registration process ensures that you receive fast and efficient coverage. You must register a ServicePac offering within 15 days of purchase by completing the ServicePac online registration at

http://www.ibm.com/servicepac

Planned availability date

October 29, 2013

Description

IBM Tape Library Systems

This service option provides a proactive system check on an IBM Tape Library system. Content of the check is a remote analysis of the support data and an on-site analysis of the mechanical parts of the system.

In a dynamic infrastructure, IBM recommends performing a proactive system check at least twice a year in order to pre-emptively identify potential problems and avoid outages.

IBM responsibilities

IBM will identify an IBM service specialist who is responsible for the delivery of the service and will:

- Communicate with customer representative
- Assist the customer, as needed, with sending the support data to the IBM Enhanced Customer Data Repository (ECuRep) at
  http://www.ibm.com/de/support/ecurep/
- Gather the support data if they are not sent
- Execute an extended check to validate the internal function
- Execute an on-site analysis of the Tape Library system by an IBM service specialist, including
  a. Mechanical defects
  b. Abrasion of the components
  c. Alignment of the Library frames and assessors (horizontal, vertical)
  d. Pollution within the Library
  e. A status report with a list of actions that IBM recommends based on the results of the checks

Note: The onsite analysis will not be performed on the following IBM machine types: 3592, 3953, 3954, 3955, 3956, 3957, and 3994 (IBM Virtualization Engine and Library Manager).
The deliverable materials for the proactive system check for IBM Tape Library systems are:

- A status report of the health check
- A support plan with a list of the IBM recommendations for the IBM Tape Library system

In addition, IBM will conduct a consulting call with the customer to explain the results.

**Customer responsibilities**

- The customer names a primary contact person for IBM.
- The customer will follow IBM's instructions in order to send the support data to the IBM Enhanced Customer Data Repository (ECuRep) at http://www.ibm.com/de/support/ecurep/

The customer can also enable access to the IBM Tape Library system for gathering the support data on-site. In this case, IBM will charge one hour travel costs and one hour on-site support for an IBM service specialist in addition to the proactive system check fees.

**IBM SAN Volume Controller and IBM Storwize V7000**

The purpose of this service option is the execution of a proactive system check on an IBM SAN Volume Controller system or IBM Storwize V7000 system with the remote analysis of the support data. If this check cannot be executed remotely, an IBM service specialist will provide on-site support under the conditions described in the terms and conditions.

In a dynamic infrastructure, IBM recommends performing a proactive system check at least twice a year in order to pre-emptively identify potential problems and avoid outages.

**IBM responsibilities**

IBM will identify an IBM service specialist, who is responsible for the delivery of the service, and will:

- Communicate with the customer representative
- Provide guidance to the customer, if needed, on sending support data to the IBM Enhanced Customer Data Repository (ECuRep) at http://www.ibm.com/de/support/ecurep/
- Gather the support data if they are not sent
- Execute an extended health check to validate the internal functions
- Write a status report with a list of actions that IBM recommends based on the results of the checks.

The deliverable materials for the proactive system check for IBM SAN Volume Controller are:

- A status report of the health check
- A support plan with a list of the IBM recommendations for the IBM SAN Volume Controller or the IBM Storwize V7000 system

In addition, IBM will conduct a consulting call with the customer to explain the results.
**Customer responsibilities**

- The customer names a primary contact person for IBM.
- The customer will follow IBM's instructions for sending the support data to the secured IBM Enhanced Customer Data Repository (ECuRep) at [http://www.ibm.com/de/support/ecurep/](http://www.ibm.com/de/support/ecurep/)

The customer can also enable access to the SAN Volume Controller or IBM Storwize V7000 system for the IBM service specialist for gathering the support data on-site. In this case, IBM will charge one hour travel costs and one hour on-site support for an IBM service specialist per storage engine in addition to the proactive system check fees.

**IBM XIV Storage System**

This service option provides a proactive system check on an IBM XIV storage system with a dial-in access to the customer's systems and the analysis of the error logs. If this check cannot be executed remotely, an IBM service specialist will provide on-site support under the conditions described in this service option attachment.

In a dynamic infrastructure, IBM recommends performing a proactive system check at least twice a year to preemptively identify potential problems and avoid outages.

**IBM responsibilities**

IBM identifies an IBM service specialist who is responsible for the delivery of the service and will:

- Communicate with the customer delegates
- Dial into the IBM XIV Storage system after the IBM service specialist is authorized by the customer
- Provide guidance to the customer, as needed, on sending the support data to the secured IBM Enhanced Customer Data Repository ECuRep at [http://www.ibm.com/de/support/ecurep/](http://www.ibm.com/de/support/ecurep/)
- Gather the system logs file (x-ray) if they are not sent
- Execute an extended health and communication check to validate the internal functions and the quality of the connection between IBM XIV Storage system and the SAN (Storage Area Network) or the mainframe.
- Write a status report with a list of actions that IBM recommends based on the results of the tests.
- Execute a "Call Home" test (the "Call Home" function warns IBM via Internet about a possible issue) if the machine is connected to IBM

The deliverable materials for the proactive system check for the IBM XIV Storage system are:

- A status report of the health check
- The result of the "Call Home" test
- A support plan with a list of the IBM recommendations for the IBM XIV Storage system

In addition, IBM will conduct a consulting call with the customer to explain the results.

**Customer responsibilities**

- The customer names a primary contact person for IBM.
- If the IBM XIV Storage system is not connected to IBM, the customer provides access to the IBM XIV Storage system for the IBM service specialist. In such cases, IBM will charge one hour travel costs and one hour on-site support for an IBM service specialist in addition to the proactive system check fees.
• If the machine is connected to IBM via modem only, the customer allows the dial-in and follows IBM’s instructions for sending the system logs file (x-ray) to the IBM Enhanced Customer Data Repository (ECuRep) at http://www.ibm.com/de/support/ecurep/

• If the machine is connected to IBM via modem and a fast Internet connection, the customer allows the dial-in and the forwarding of the error logs.

**IBM DS8000**

The purpose of this service option is the execution of a proactive system check for the DS8000 system with a dial-in into the system and the analysis of the error logs. If this check can not be executed remotely, an IBM specialist will provide on-site support under the conditions described in the ServicePac terms and conditions.

**IBM responsibilities**

IBM identifies an IBM service specialist who is responsible for the delivery of the service and will:

- Communicate with the customer delegates
- Dial into the DS8000 after initialization and authorization by the customer
- Provide guidance to the customer on sending the product engineering packages (CRON job, FTP-server), if needed
- Gather the product engineering packages if they are not sent automatically
- Execute an extended health and communication check to validate the internal functions and the quality of the connection between the DS8000 and the SAN (Storage Area Network) or the mainframe
- Write a status report with a list of actions that IBM recommends based on the results of the tests
- Execute a "Call Home" test (the "Call Home" Function warns IBM via modem or internet about a possible issue)

The deliverable materials for the proactive system check for the IBM DS8000 are:

- A status report of the health check
- The result of the "Call Home" test
- A support plan with a list of the IBM recommendations for the IBM DS8000

In addition, IBM will conduct a consulting call with the customer to explain the results.

**Customer responsibilities**

- The customer names a primary contact person for IBM.
- If the IBM DS8000 system is not connected to IBM, the customer provides access to the IBM DS8000 system for the IBM service specialist. In such cases, IBM will charge one hour travel costs and one hour on-site support for an IBM service specialist in addition to the proactive system check fees.
- If the machine is connected to IBM via modem only, the customer allows the dial-in and follows IBM’s instructions for sending the error logs on a storage medium.
- If the machine is connected to IBM via modem and a fast internet connection, the customer allows the dial-in and the forwarding of the error logs.

**IBM Entry and Midrange Disk Systems**

This service option provides a proactive system check on a DS3000, DS4000®, or DS5000 system with the remote analysis of the support data. If this check can not be executed remotely, an IBM specialist will provide on-site support under the conditions described in ServicePac terms and conditions.
**IBM responsibilities**

IBM identifies an IBM service specialist who is responsible for the delivery of the service and will:

- Communicate with the customer delegates
- Provide guidance to the customer, as needed, on sending the support data to the secured IBM Enhanced Customer Data Repository (ECuRep) at http://www.ibm.com/de/support/ecurep/
- Gather the system data if they are not sent
- Execute an extended health check to validate the internal functions
- Execute a communication check to validate the quality of the connections with the environment during a six-hour time window
- Write a status report with a list of actions that IBM recommends based on the results of the tests.

The deliverable materials for the proactive system check for the DS3000/DS4000/DS5000 are:

- A status report of the health check
- A status report of the communication check
- A support plan with a list of the IBM recommendations for the disk system

In addition, IBM will conduct a consulting call with the customer to explain the results.

**Customer responsibilities**

- The customer names a primary contact person for IBM.
- The customer will follow IBM's instructions in order to send the support data to the secured IBM Enhanced Customer Data Repository (ECuRep) at http://www.ibm.com/de/support/ecurep/
- The customer can also provide access to the DS3000, DS4000 or DS5000 disk system for the IBM service specialist in order to gather the support data on-site. In this case IBM will charge one hour travel costs and one hour on-site support in addition to the proactive system check fees.

**IBM SAN Volume Controller**

This service option provides a proactive system check on a SAN Volume Controller system with the remote analysis of the support data. If this check can not be executed remotely, an IBM specialist will provide on-site support under the conditions described in ServicePac terms and conditions.

**IBM responsibilities**

IBM identifies an IBM service specialist who is responsible for the delivery of the service and will:

- Communicate with the delegates of the customer
- Provide guidance to the customer, as needed, on sending the support data to the secured IBM Enhanced Customer Data Repository (ECuRep) at http://www.ibm.com/de/support/ecurep/
- Gather the system data if they are not sent
- Execute an extended health check to validate the internal functions
- Write a status report with a list of actions that IBM recommends based on the results of the checks
The deliverable materials for the proactive system check for the SAN Volume Controller are:

- A status report of the health check
- A support plan with a list of the IBM recommendations for the SAN Volume Controller

In addition, IBM will conduct a consulting call with the customer to explain the results.

**Customer responsibilities**

- The customer names a primary contact person for IBM.
- The customer will follow IBM's instructions in order to send the support data to the secured IBM Enhanced Customer Data Repository (ECuRep) at [http://www.ibm.com/de/support/ecurep/](http://www.ibm.com/de/support/ecurep/)
- The customer can also provide the access to the SAN Volume Controller for the IBM service specialist to gather support data on-site. In this case IBM will charge one hour travel costs and one hour on-site support in addition to the proactive system check fees.

**IBM SAN switch and director**

This service option provides a proactive system check on a SAN (Storage Area Network) switch or director with the remote analysis of the support data. If this check can not be executed remotely, an IBM specialist will give on-site support under the conditions described in ServicePac terms and conditions.

**IBM responsibilities**

IBM identifies an IBM service specialist who is responsible for the delivery of the service and will:

- Communicate with the customer delegates
- Provide guidance to the customer, as needed, on sending the support data to the secured IBM Enhanced Customer Data Repository (ECuRep) at [http://www.ibm.com/de/support/ecurep/](http://www.ibm.com/de/support/ecurep/)
- Gather the support data if they are not sent
- Execute an extended check to validate the internal functions
- Write a status report with a list of actions that IBM recommends based on the results of the checks

The deliverable materials for the proactive system check for the SAN switch or director are:

- A status report of the health check
- A support plan with a list of the IBM recommendations for the SAN switch and director

In addition, IBM will conduct a consulting call with the customer to explain the results.

**Customer responsibilities**

- The customer names a primary contact person for IBM.
- The customer will follow IBM's instructions in order to send the support data to the secured IBM Enhanced Customer Data Repository (ECuRep) at [http://www.ibm.com/de/support/ecurep/](http://www.ibm.com/de/support/ecurep/)
- The customer can also enable access to the SAN switch or director for the IBM service specialist in order to gather the support data on-site. In this case IBM
will charge one hour travel costs and one hour on-site support in addition to the proactive system check fees.

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http://www-05.ibm.com/services/europe/maintenance/useful-information.html

To be eligible for service, you must follow the registration instructions on the registration e-mail received upon purchase and must successfully register the ServicePac offering.

**Prices**

For pricing information, contact your IBM representative or your IBM Business Partner.

**Announcement countries**

Announcement is restricted to the following countries:

- Austria
- Denmark
- Finland
- Germany
- Norway
- South Africa
- Sweden
- United Kingdom

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