

What is IBM Call Home, IBM Remote Support and IBM Storage Insights ?

IBM Call Home

IBM Call Home is a support function embedded in all IBM Spectrum Virtualize storage products. By enabling Call Home, the health and functionality of your system is constantly monitored. Should a software or hardware error occur, the Call Home function notifies IBM Support of the event. The function then automatically opens a service request. By obtaining information in this way, IBM Support is quickly informed about the issue and can develop an action plan for problem resolution.

IBM Call Home provides:

- 24/7 system monitoring
- Predictive healing
- Automatic notification in the event of a system error
- Faster diagnosis and time to resolution

In addition, IBM Call Home enables predictive support, as it allows inventory information regarding the storage system health and components to be sent to IBM Support at predefined intervals. IBM analyzes the inventory information to check the system health and make recommendations to improve system health and reliability.

IBM Remote Support

The enablement of **IBM Remote Support** can further reduce time to resolution for those incidents where IBM support needs to interact with your storage system. This capability is only available if there is a suitable maintenance or warranty contract in place.

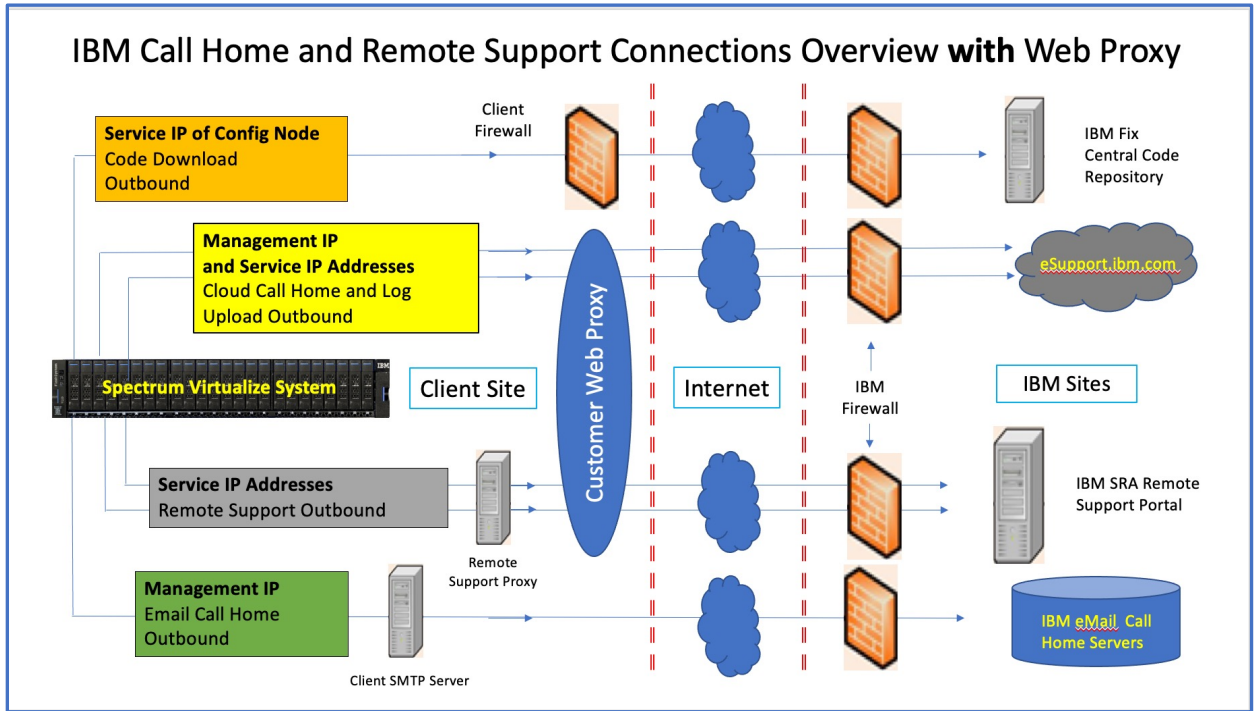
The remote support function allows IBM support to remotely, and securely, access your storage system when needed during a support call. By using remote support, the customer initiates a secure connection from the IBM Spectrum Virtualize system back to IBM as needed. The IBM remote support specialist can then connect to the system to analyze the problem, repair it remotely if possible, or assist an IBM SSR who is onsite. Remote support also helps to streamline complex repair actions.

IBM Storage Insights

Available at no charge, cloud-based **IBM Storage Insights** provides a single dashboard that gives you a clear view of all your IBM block storage. You can make better decisions by seeing trends in performance and capacity. With storage health information, you can focus on areas that need attention, and when IBM support is needed, **IBM Storage Insights** simplifies uploading logs, speeds resolution with online configuration data, and provides an overview of open tickets all in one place.

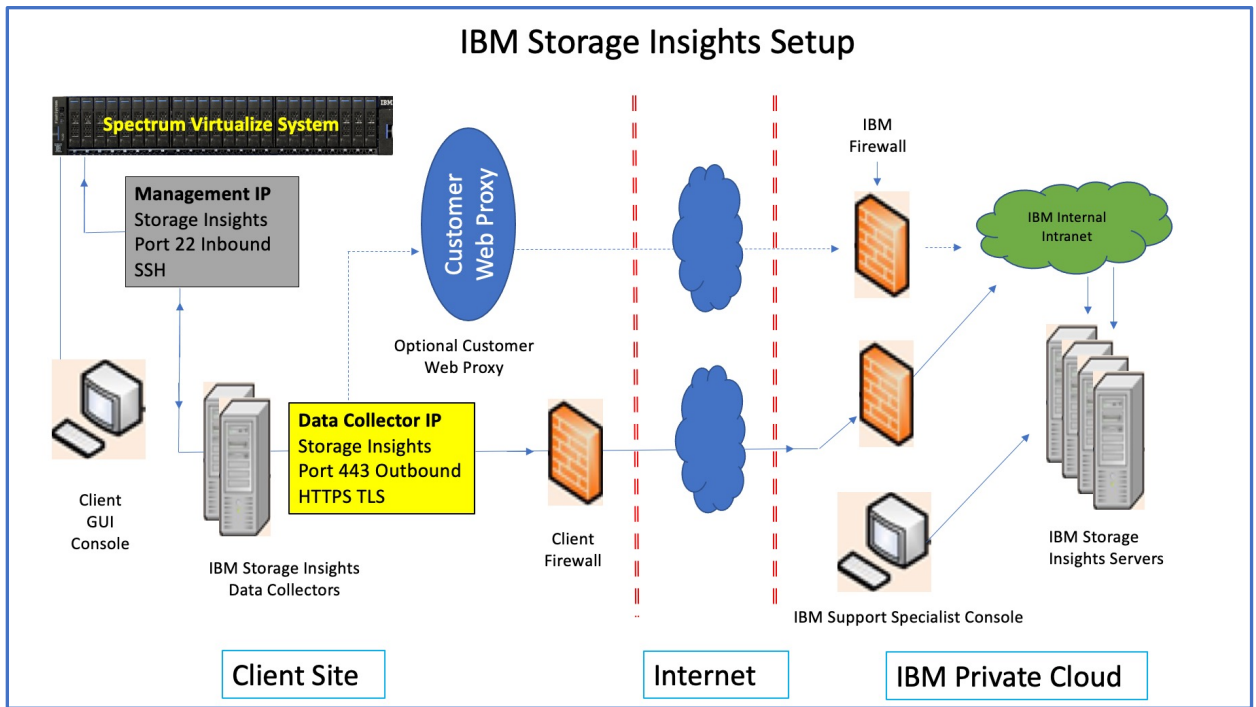
Some of these features are:

- Provides a single view to see all your system's characteristics
- See all your IBM storage inventory in real time
- Real-time system reporting of capacity and performance
- The overall health of the system
- Monitoring of the configuration to see whether it meets preferred practices
- System resource management determines which system is overloaded and provides proactive recommendations to fix it
- View support tickets, open and close them, and track trends
- Auto log collection capability



IBM Call Home and Remote Support Setup

<https://www.ibm.com/docs/en/flashsystem-9x00/8.4.0?topic=overview-call-home>



IBM Storage Insights Setup

<https://www.ibm.com/docs/en/storage-insights>