Call Home support

The Call Home function automatically generates a service alert when a problem is detected within the subsystem, such as a problem in the following components:

- Inside the TS7700 components themselves
- In the associated TS3500 or TS4500 library and tape drives
- In the cache disk subsystem

Status information is transmitted to the IBM Support Center for problem evaluation. An IBM Service Support Representative (IBM SSR) can be dispatched to the installation site if maintenance is required. Call Home is part of the service strategy that is adopted in the TS7700 family. It is also used in a broad range of tape products, including VTS models and tape controllers, such as the IBM System Storage® 3592-C07.

The Call Home information for the problem is transmitted with the appropriate information to the IBM product support group. This data includes the following information:

- Overall system information, such as system serial number and Licensed Internal Code level
- Details of the error
- Error logs that can help to resolve the problem

After the Call Home is received by the assigned IBM support group, the associated information is examined and interpreted. Following analysis, an appropriate course of action is defined to resolve the problem. For instance, an IBM SSR might be sent to the site location to take the corrective actions. Alternatively, the problem might be repaired or resolved remotely by IBM support personnel through a broadband (if available) or telephone (if necessary) connection.

The TS3000 Total Storage System Console (TSSC) is the subsystem component responsible for placing the service call or Call Home when necessary. Since model 93p and release TSSC V4.7, only broadband connection is supported.

2.2 Stand-alone cluster: Components, functions, and features

In general, any cluster can be used as a stand-alone cluster. The TS7700 has several internal characteristics for High Availability (DDP or RAID 6 protection, dual power supplies, and so forth). However, a grid configuration can be configured for both additional HA and DR functions with different levels of business continuance. See Chapter 3, “IBM TS7700 usage considerations” on page 111.

Next, general information is provided about the components, functions, and features used in a TS7700 environment. The general concepts and information are also in 2.2, “Stand-alone cluster: Components, functions, and features” on page 30. Only deviations and additional information for multi-cluster grid are in 2.3, “Multi-cluster grid configurations: Components, functions, and features” on page 61.