

Note: All inbound connections are subject to the security policies and standards that are defined by the client. When a Storage Authentication Service, Direct Lightweight Directory Access Protocol (LDAP), or RACF policy is enabled for a cluster, service personnel (local or remote) are *required* to use the LDAP-defined service login.

Be sure that local and remote authentication is allowed, or that an account is created to be used by service personnel, before enabling storage authentication, LDAP, or RACF policies.

The outbound communication that is associated with ECC Call Home can be through an Ethernet connection, a modem, or both, in the form of a failover setup. A modem connection is not supported in the new TS3000 TSSC. The local subnet LAN connection between the TSSC and the attached subsystems remains the same. It is still isolated without any outside access. ECC adds another Ethernet connection to the TSSC, which brings the total number to three. The following connections are labeled:

- ▶ The External Ethernet Connection, which is the ECC Interface
- ▶ The Grid Ethernet Connection, which is used for the TS7700 Autonomic Ownership Takeover Manager (AOTM)
- ▶ The Internal Ethernet Connection, which is used for the local attached subsystem's subnet

Note: The AOTM and ECC interfaces should be in different TCP/IP subnets. This setup avoids both communications from using the same network connection.

All of these connections are set up by using the Console Configuration Utility User Interface that is on the TSSC. TS7700 events that start a Call Home are displayed in the Events window under the Monitor icon.

9.4.2 Assist On-site

Assist On-site allows IBM Support personnel to remotely access local TSSC and the Tape Subsystems under it to identify and resolve technical issues in real time. Assist On-site facilitates problem determination and solution by providing a powerful suite of tools that enables the IBM Support team to quickly identify and fix issues with the system.

AOS uses the same network as broadband Call Home, and works on HTTP or HTTPS. Although the same physical Ethernet adapter is used for these functions, different ports must be opened in the firewall for the different functions. For more information, see 4.1.3, "TCP/IP configuration considerations" on page 142. The AOS function is disabled by default.

When enabled, the AOS can be configured to run in attended or unattended modes:

- ▶ Attended mode requires that the AOS session is started at the TSSC that is associated with the target TS7700, which requires physical access by the IBM SSR to the TSSC or the client through the customer interface.
- ▶ Unattended mode, also called *Lights Out mode*, enables a remote support session to be established without manual intervention at the TSSC associated with the target TS7700.

All AOS connections are outbound, so no connection is started from the outside to the TSSC. It is always the TSSC that starts the connection.

In unattended mode, the TSSC periodically checks whether a request was made for a session when it connects to the regional AOS relay servers. When a session request exists,