



Towards Proactive Service with Call Home

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What is Software Call Home?



- Main features:
 - Upload of daily/weekly data collection*
 - Event-based data collection and upload
 - On-demand sharing data with support
- Currently supported on RHEL7 (x86, ppc, s390), SLES and Ubuntu
- Disabled by default.
- Please note:
 - ESS Hardware Call Home \neq Spectrum Scale Software Call Home
 - Recommendation: Enable both!



Why enable it? [1/2]



- Who has Spectrum Scale / ESS Software Call Home enabled?
- Running 4.2.3.8, 5.0.0 or higher?
 - Please enable Call Home
- Why?
 - Faster service response times
 - Easier/faster sharing data with support
 - Better test coverage for your configuration
 - (Future) Proactive recognition of issues
 - (Future) Automatically open service tickets for selected cases



Why enable it? [2/2]



- Who has Spectrum Scale / ESS Software Call Home enabled?
- Running 4.2.3.8, 5.0.0 or higher?
 - Please enable Call Home
- How?
 - Spectrum Scale installer
 - Spectrum Scale GUI
 - mmcallhome command

The image shows two overlapping windows. The background is a terminal window with the following content:

```
root@gpfs-11 ~# mmcallhome --help
Usage:
    mmcallhome group      Administer the group configuration.
    mmcallhome capability Enable, disable, or query capabilities.
    mmcallhome info       Administer customer data.
    mmcallhome proxy      Administer proxy configuration.
    mmcallhome schedule   Administer call home scheduling.
```

The foreground window is a GUI titled "Call Home" with a dark sidebar on the left containing navigation icons. The main content area includes:

- Enable Call Home
- Call home node: gpfs-11.localnet.com
- Company Information**
- Company name: [text input]
- Customer ID: [text input]
- E-mail: [text input]
- Country: [dropdown menu]
- Proxy Information**
- Enable Proxy
- Proxy host: [text input]
- Proxy port: [text input]
- Enable Proxy authentication
- Proxy username: [text input]
- Proxy password: [text input]
- Buttons: "Test Connection" and "Configure Call Home"

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