

Towards Proactive Servicewith Call Home

Pavel Safre 20.03.2019



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 ≠ Spectrum Scale Software Call Home
 - Recommendation: Enable both!



Why enable it? [1/2]

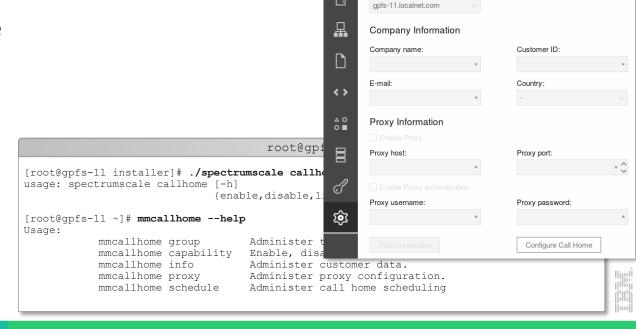


- Who has Spectrum Scale / ESS Software Call Home enabled?
- Running 4.2.3.8, 5.0.0 or higher?
 - Please enable Call Home
- Why?
 - Faster service response times
 - Easier/faster sharing data with support
 - Better test coverage for your configuration
 - (Future) Proactive recognition of issues
 - (Future)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



Call Home

Call home node:

☐ Enable Call Home

③

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