Lenovo Support Plan

BeeGFS

Worldwide

Welcome to Lenovo!

Thank you for choosing Lenovo! Lenovo offers a comprehensive portfolio of services with a global service delivery network that provides a level of service and execution that you will not get from other companies. The Lenovo Services team is here to support you with services that are reliable, flexible, and trusted.

This Support Plan provides contact numbers, resources, and guidance to help you get the best support possible when and where you need it.

Terms and conditions

The Lenovo statement of limited warranty

To review the systems base warranty in the Lenovo license agreement, go to:
https://datacentersupport.lenovo.com/en/warrantylookup/warrantypolicy

Services warranty service agreement terms and conditions

To review the service agreement for warranty extensions and upgrades, go to:
https://download.lenovo.com/pccbbs/thinkservers/global_data_center_services_agreement_english.pdf

Warranty information

Warranty status and expiration

To use the Warranty and Parts lookup Support portal, the four-digit machine type and serial number is required. Use the following link to access the Warranty and Parts Lookup portal.

For System x, ThinkSystem, and ThinkServer products, go to:
https://datacentersupport.lenovo.com/us/en/systemxwarrantylookup

Warranty upgrade information

Go to: https://datacentersupport.lenovo.com/warrantylookup#/upgrade

General warranty information

Go to: https://datacentersupport.lenovo.com/warrantylookup#/

Solution Overview

BeeGFS is an open source, scale out, high performance parallel file system that Lenovo supports as part of the Lenovo Scalable Infrastructure (LeSI) HPC/AI solution framework.

Lenovo's BeeGFS solutions include BeeGFS as the parallel file system tier on top of the ThinkSystem DE Series block storage controllers, which guarantee flexibility and high availability to the solution stack from the hardware level.

Lenovo's BeeGFS solutions require purchase of Lenovo Premier Support for all the components within the BeeGFS solution, as well as vendor support on the software from ThinkParQ, the company behind BeeGFS. Lenovo will take the first call and route and triage support as appropriate, leveraging Premier Support to provide a seamless customer experience, resulting in rapid resolution of any open tickets.

Please contact your Lenovo sales representative for further details.

Contacting support
- Go to https://datacentersupport.lenovo.com
- Search for **BeeGFS** in the search field or select **Solutions and Software --> BeeGFS**
- You will see both a Lenovo phone number for support for your country/region and also an option to submit an electronic support ticket

Software download

ThinkParQ maintains the repository of BeeGFS software, and you should download the software from the links provided by ThinkParQ. In particular, if you are looking for Best Recipe support, make sure to adhere to the BeeGFS version that is included in the most recent Best Recipe.

Scope of Support

Technical support for software means the provision of telephone or web-based technical assistance by Lenovo to Customer's technical contact(s) with respect to any software defects, errors, and product problems exhibited on supported Lenovo configurations.

Technical support does not cover help with initial installation of the product, software how-to, and/or configuring production environment. If you need assistance in these areas, please contact your Lenovo Sales Representative or Lenovo Business Partner for the most applicable services offering.

BeeGFS is supported via Lenovo Premier Support, which is entitled against the hardware models that comprise BeeGFS solutions. The following table includes the hardware components that may be part of a BeeGFS solution:

Description	Machine Type Model
ThinkSystem SR630	7X02CTOLWW
ThinkSystem SR650	7X06CTOLWW
ThinkSystem DE4000F	7Y76CTOLWW
ThinkSystem DE6000F	7Y79CTOLWW
ThinkSystem DE2000H	7Y70CTOLWW (2U12 LFF)
	7Y71CTOLWW (2U24 SFF)
ThinkSystem DE4000H	7Y74CTOLWW (2U12 LFF)
	7Y75CTOLWW (2U24 SFF)
	7Y77CTOLWW (4U60 LFF)
ThinkSystem DE6000H	7Y78CTOLWW (2U24 SFF)
	7Y80CTOLWW (4U60 LFF)
ThinkSystem DE240S	7Y68CTOLWW (2U24 SFF expansion)
ThinkSystem DE120S	7Y63CTOLWW (2U12 LFF expansion)
ThinkSystem DE600S	7Y69CTOLWW (4U60 LFF expansion)

By contacting Lenovo support as described above in the "Contacting Support" section, your ticket will be assisted by Lenovo's Premier Support team. Please have your machine type, model (MTM), and serial number at the ready. Record any error messages you see on the screen, particularly error codes, and be prepared to provide system logs as well as an overview of your problem. For more information, please see the guide for contacting Lenovo Premier Support at https://datacentersupport.lenovo.com/us/en/solutions/ht505332

Additionally, as part of LeSI, BeeGFS customers receive interoperability support on their hardware and software components as long as the BeeGFS solution is adhering to an LeSI Best Recipe. For a list of firmware, software, and OS levels that make up the LeSI Best Recipe, go to https://support.lenovo.com/us/en/solutions/HT510136

All components are supported individually based on their individual warranty and maintenance scope or purchased support entitlement.

LeSI solution-level interoperability support is initiated by opening a hardware (HW) ticket based on the LeSI Rack (Model 1410) or LeSI Client Site Integration Kit (Model 7X74). The LeSI Support team will then triage the issue and recommend further steps for you, which might include opening tickets with other components of the solution. For more information about the LeSI support plan, please see the LeSI support plan at https://support.lenovo.com/us/en/solutions/ht505184-lenovo-data-center-support-plan-intelligent-cluster-solutionslenovo-scalable-infrastructure

Resources

| Description	URL
Lenovo Corporate	http://www.lenovo.com
WEB SUPPORT PORTAL	
System x, ThinkSystem, and ThinkServer	https://datacentersupport.lenovo.com/
ToolsCenter	https://datacentersupport.lenovo.com/us/en/solutions/LNVO-CENTER https://datacentersupport.lenovo.com/tw/en/solutions/lnvo-tcli
ToolsCenter InfoCenter	http://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/index.jsp
Open a Service Request	https://datacentersupport.lenovo.com/us/en/servicerequest
HARDWARE TECHNICAL SUPPORT	
System x, ThinkSystem, and ThinkServer	https://datacentersupport.lenovo.com/
Lenovo Press	http://www.lenovopress.com
Enterprise Solution Services	http://shop.lenovo.com/us/en/systems/services/
SERVICES LOOKUP TOOLS	
Data Center Solution Configurator	http://dcsc.lenovo.com/#/
Firmware Best Practices Guide	https://lenovopress.com/lp0656-lenovo-thinksystem-firmware-and-driver-update-best-practices
MY NOTIFICATIONS Alerting	https://account.lenovo.com/us/en#/mysubscriptions
WARRANTY	
System x, ThinkSystem, and ThinkServer Warranty Look-Up	https://datacentersupport.lenovo.com/en/warrantylookup
Lenovo Statement of Limited Warranty	https://datacentersupport.lenovo.com/en/warrantylookup/warrantypolicy
Services Warranty Service Agreement	https://datacentersupport.lenovo.com/tw/en/solutions/ht116628
MISCELLANEOUS	
3D Product Tours	http://www.lenovofiles.com/3dtours/products/index.html
Lenovo Forums	https://forums.lenovo.com/t5/English-Community/ct-p/Community-EN
Product Registration	http://shop.lenovo.com/us/en/landingpage/product-registration/?linkTrack=footer:Resources_Product%20Registration

Services lookup tools

Data Center Solution Configurator

To instantly find compatible services for any Lenovo server, storage and network, use the Data Center Solution Configurator at: http://dscs.lenovo.com/
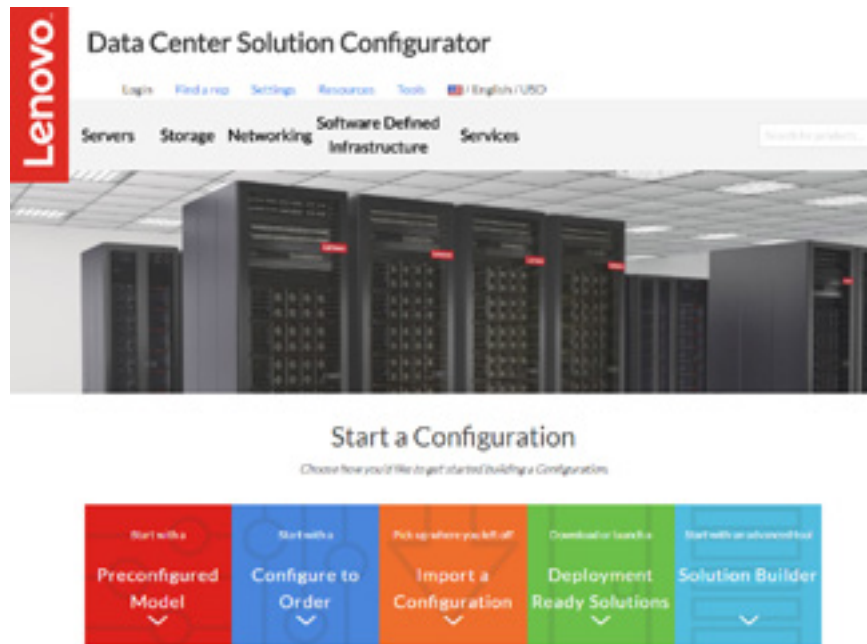
Data Center Services Portfolio

Lenovo offers a comprehensive portfolio of services that supports the full lifecycle of your Lenovo IT assets. At every stage from planning through end-of-life, we offer the expertise and services you need to more accurately budget for IT expenses, deliver better service level agreements, and generate greater end-user satisfaction.