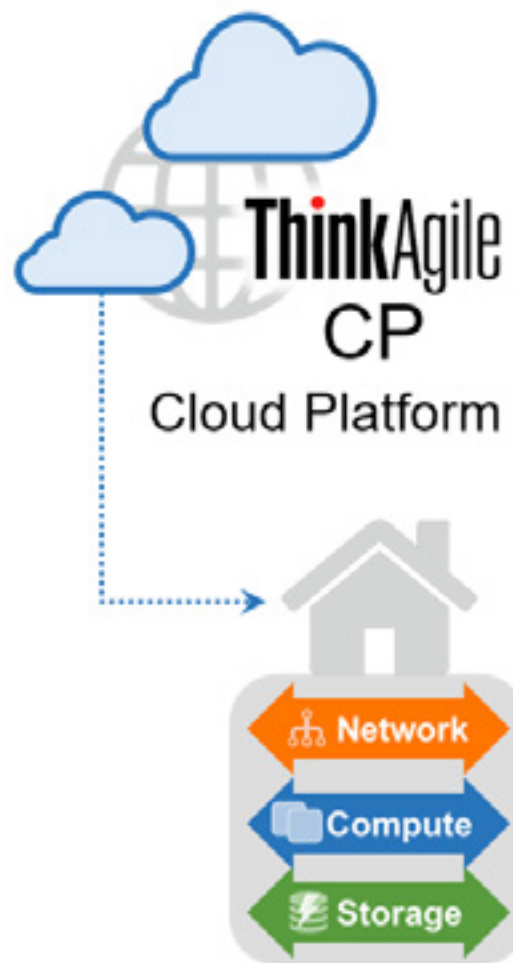


Lenovo Support Plan

ThinkAgile CP



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://support.lenovo.com/solutions/ht503310>

Services warranty service agreement terms and conditions

To review the service agreement for warranty extensions and upgrades, go to:

<https://datacentersupport.lenovo.com/solutions/HT116628>

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 links to access the Warranty and Parts Lookup portal.

For ThinkAgile products, go to:

<http://datacentersupport.lenovo.com/>

Warranty upgrade information

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

General warranty information

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



Finding your support phone number for ThinkAgile

Note: ThinkAgile CP offers the convenient option of contacting Lenovo Support using chat. Click the **Support** chat button in the CP management interface to connect to a ThinkAgile Advantage Support representative.

With ThinkAgile Advantage, you never have to wonder where to call for support. All support requests should be channeled through Lenovo. The ThinkAgile Advantage support team will provide you with end-to-end case management even if they need to engage other support teams or third-party support centers on your behalf.

To find your support phone number, go to <https://datacentersupport.lenovo.com>.

IMPORTANT: Enter the serial number that corresponds to the Machine Type 7Y34 of your ThinkAgile CP solution.



Find Your Product

Search by product name, serial number, machine type 



After your serial number has been authenticated as a part of a ThinkAgile solution, select **Contact Us** in the top right navigation bar. Then, select **Support Phone List**. Alternatively, you can select **Submit a Service Request** online.



Working with your remote technical support representative

Before contacting support

To help support technicians more quickly determine and resolve your problem, make sure to have the following information available:

- Machine Type, model, and Serial Number of your ThinkAgile CP solution, Machine Type 7Y34.

- Pertinent information, such as error messages and/or logs, that you have received.
- A definition of the problem: being able to articulate the problem and symptoms before contacting support helps to expedite the problem-solving process. Helpful background information might include:
 - Has the problem happened before?
 - What steps led up to the failure?
 - Can the problem be re-created?
 - The business impact of the problem being experienced
 - On-site personnel available to work with Lenovo support technicians

Contacting Support by way of Chat

After you have gathered the appropriate information, you can contact ThinkAgile Advantage Support by clicking the **Support** chat button in the CP management interface. You will be prompted to select a product; choose **Lenovo ThinkAgile CP** to ensure that your case is routed properly.

You might be asked for entitlement information, such as Machine Type and Serial Number.

You will be asked a few questions to help document the problem you are experiencing, so the ThinkAgile Advantage Support representative can immediately begin troubleshooting your problem.

If necessary, the Support representative has the ability to engage higher levels of support and third parties for all components in the ThinkAgile CP solution, including hardware, software, and networking.

IMPORTANT: Be sure to note your case number so that you can refer to it when needed.

Calling ThinkAgile Advantage Support

After you have gathered the appropriate information, you are ready to place a call. You will be asked for entitlement information, such as Machine Type and Serial Number.

IMPORTANT: Be sure to open service requests with the Serial Number that corresponds to the Machine Type 7Y34 of ThinkAgile CP solution.

Once entitlement is confirmed, you will then be asked a few questions to help document the problem you are experiencing, so the ThinkAgile Advantage representative can immediately begin troubleshooting your problem.

If necessary, the ThinkAgile Advantage Support representative has the ability to engage higher levels of support and third parties for all components in the ThinkAgile solution including any hardware, software, or networking.

In some cases, the support representative might ask for the Machine Type and Serial Number of the specific node or subcomponent in need of repair.

IMPORTANT: Record your case number and verify it with the support staff.

Problem Determination and Issue Resolution

IMPORTANT: The ThinkAgile CP solution management platform has a Support mode, which enables Technical Support personnel to access some solution functionality and data remotely. This mode is enabled only by the CP management software end user and only with explicit permission. You can decline to enable Support mode, but that might slow or hinder resolution of technical support issues.

Support might require logs or data that identifies the problem. The ThinkAgile Advantage Support team can assist you in collecting the necessary data.

Some data might need to be submitted using the Lenovo Upload Tool at the following address: <https://logupload.lenovo.com/>

IMPORTANT: Lenovo is not responsible for lost data or software and is not required to advise or remind you of appropriate backup, security, or other procedures. Before repairs are made, it is your responsibility to:

- Implement any prerequisites indicated in the solution documentation or identified by Technical Support:
- Implement any prerequisites indicated in the solution documentation or identified by Technical Support.
- Ensure that the solution hardware is easily identified and accessible.
- Ensure that your authorized personnel have access to the CP management interface during the service.
- Ensure that the necessary personnel will be available during the service, including those with permission to manage the CP solution. In some cases, a user with Administration-level access will need to be present.
- If necessary, enable Support mode in the CP solution so that Technical Support can implement changes.



Billable services

Some services may be determined to be beyond the normal break/fix support covered by your warranty or maintenance contract coverage. In these instances, you may be asked to provide a Purchase Order (PO) or credit card number to pay for the billable service. Billable, or out of scope, work is provided on a best effort basis.

Here are some examples of when service may be billable:

- Hardware warranty or maintenance contract has expired.
- Technician requested to repair damage that is determined to be customer induced.
- Technician requested to install accessories or components not covered by warranty or maintenance contract.
- Technician requested to install or configure operating system, software, firmware, etc.
- Technician requested to perform onsite problem determination or gather logs.



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.



Contact Lenovo Professional Services to learn more about available services or to schedule a Professional Services engagement.

DCG_PS_NA@lenovo.com (for North America)

DCG_PS_LA@lenovo.com (for Latin America)

DCG_PS_EMEA@lenovo.com (for EMEA)

DCG_PS_AP@lenovo.com (for Asia Pacific)



Resources

Product support page

<https://datacentersupport.lenovo.com/products/solutions-and-software/thinkagile-cp>

Publications

http://thinkagile.lenovofiles.com/help/topic/thinkagile_cp/thinkagile_cp_introduction.html