Lenovo Support Plan

ThinkAgile HX Appliance & Lenovo Converged HX Series

Welcome to Lenovo!

As a customer of ThinkAgile HX Appliance or Lenovo Converged HX Series product, you have 24x7 access to a worldwide team that is trained to support each component in your solution.

ThinkAgile HX and Lenovo Converged HX Series products come preloaded with specific software and firmware that has been tested and validated for your solution. This combination of firmware and software is referred to as the Best Recipe. It is important to validate that any software or firmware changes adhere to the Best Recipe published on the Lenovo Support Portal.

Lenovo ThinkAgile HX Series Knowledge Based Articles

[HX Knowledge Base Articles](#)

Terms and conditions

The Lenovo statement of limited warranty

To review the systems base warranty in the Lenovo license agreement, go to [Warranty Policy](#).

Services warranty service agreement terms and conditions

To review the service agreement for warranty extensions and upgrades, go to [Service Agreement](#).

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 HX products, go to [Data Center Support](#).

For **Warranty upgrade information**, go to [DCSC Services](#).

For **General warranty information**, go to [Services](#).

Finding your support phone number for ThinkAgile HX Appliances

All support requests should be channeled through Lenovo support. To find your support phone number, go to Data Center Support and type in your serial number in the search field.
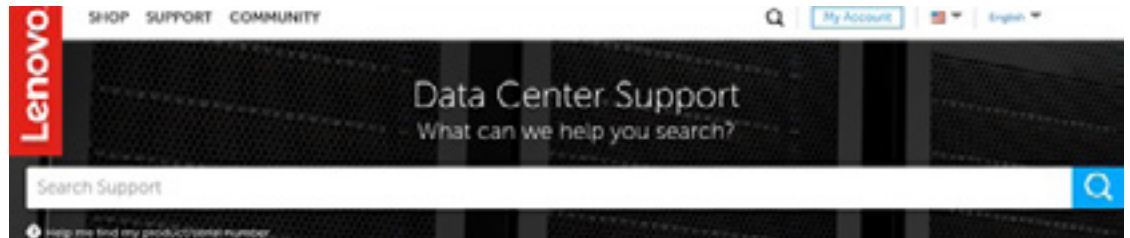
After your serial number has been authenticated as a part of a ThinkAgile solution, select **Contact Us** in the navigation bar on the left. Then, select **Support Phone List**. Alternatively, you can select **Submit a Service Request** or **Chat with a Support Agent** where available. The Lenovo support team will engage higher levels of support and third-party support centers on your behalf as needed.

Working with your support representative

Before contacting support

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

- Machine type, model, and serial number found on your solution
- Best Recipe including software, firmware, driver, and microcode versions currently installed
- Other 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

Placing the call

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 (MT) and Serial Number (SN) found on the sticker as shown below.

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

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

Collecting and Sending in Logs for the Problem Determination Process

- • Support will require log collection data that represents the problem.
- • After you have recorded your case number, you will then be able to submit logs for analysis.
- • Logs can also be submitted using the Lenovo Upload tool here.

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:

- • Back up all data and software
- • Remove any removable media
- • Reload data and software

Nutanix case handling

If Lenovo needs to engage Nutanix on a support issue for your appliance, Lenovo will open a ticket with Nutanix so they can assist you with any Nutanix support needs. Nutanix uses the following priority definitions and response times for ThinkAgile HX appliances:

Priority	Description	Response
P1	Emergency - System is not available and productivity has been halted. Product is unusable in its current state. All data corruption issues are assigned this priority level.	Within 30 minutes
P2	Critical - System is available but experiencing issues that have a direct impact on productivity. Major inconvenience.	Within 2 hours
P3	Normal - System is having an occasional issue that has been identified as needing to be resolved, but the issue has not greatly affected productivity. Minor inconvenience.	Within 4 hours
P4	Low - Questions about documentation, processes, or P4 procedures. General requests about information.	Within next two business days

Nutanix software case tracking and escalation

Once a case has been opened with Nutanix, the customer will be provided with a Nutanix case tracking number. Any person can register to have access to the Nutanix support portal and have all of the documentation available to them. Go here to register.

The support portal also allows a customer to track the status of his or her case. Once a case has been opened, Nutanix will provide you with an activation code that allows you to track your cases. You will also see the escalate button once you have a case open that you can use if you think that proper attention is not being delivered. The escalate button goes directly to a Nutanix management chain for support and the customer will be contacted by Nutanix by this chain.

Note: General access to the support portal for documentation is open to everyone and does not need the activation code.

Need more help?

Technical support does not cover help with the initial installation of the product, software how-to, training, or configuring the production environment. If you need assistance in these areas, contact your Lenovo Sales Representative or Lenovo Business Partner for the best service offering that will meet your needs.

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.

Lenovo DCG Services
Maximize your ROI with award-winning services that ensure you have the best solution for every stage of your IT lifecycle

Solution Services
- From the simple to the complex, our Principal Consultants work with you to find the right solution for your one-of-a-kind strategic and business needs.

Implementation Services
- Accelerate time to productivity so you can focus on taking care of your customers and growing your business.

Support Services
- Around the world and around the clock, our experts are standing by 24x7 to safeguard your IT investment.

TruScale Infrastructure Services
- The pay-as-you-use data center, leverage the best of public-cloud economics while maintaining all the benefits of security and control of on-prem hardware.

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