Lenovo Support Plan

Lenovo XClarity

Worldwide

Infrastructure Solutions Group 2024

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/us/en/warrantylookup/

Services warranty service agreement terms and conditions

To review the service agreement for warranty extensions and upgrades, go to: https://datacentersupport.lenovo.com/us/en/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 link to access the Warranty and Parts Lookup portal.

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#/

Lenovo XClarity

Solution Overview

The Lenovo XClarity products include a centralized resource management solution that enables administrators to deploy infrastructure faster and with less effort. Lenovo XClarity Administrator provides automated discovery, monitoring, firmware updates and compliance, pattern-based configuration management, and deployment of operating systems and hypervisors to multiple systems.

Support

- You will find your local support number at the following URL: https://datacentersupport.lenovo.com/us/en/supportphonelist, or go to XClarity home page and select Contact Us in the top right navigation bar. Then, select Support Phone List. Alternatively, you can select Submit a Service Request online.
- Refer to the "Scope of support" section for a list of supported products.
- Refer to the "Entitlement" section for details regarding what to have ready before you call for support.

XClarity Service provides support in the following languages:

Region	Languages
EMEA	French / Italian/ German / Spanish
Asia Pacific	Korean / Japanese / Madarin
Latin America	Spanish
Note: English is available 24 hours a day, 7 days a week	

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, training and/or configuring production environment. If you need assistance in these areas, contact your Lenovo Sales Representative or Lenovo Business Partner for best service offering.

The following XClarity Integrator products are covered when you purchase Subscription and Support from Lenovo:

- LXCI for Microsoft System Center Support
- LXCI for VMware vCenter Support

- LXCI for MSSC
- LXCI for VMware vRealize
- LXCI for Zenoss

Support is provided through Contact Us. Place a call and select the XClarity option from the menu.

For XClarity Administrator, follow the instructions above.

The following XClarity Integrator products are provided "as is" without support:

- MoogSoft XClarity Link Access Module
- XClarity Integrator for Splunk Enterprise
- LXCI for ServiceNow (TBC if stand-alone or integrated into ServiceNow)

The following XClarity products are supported through your server warranty:

- XClarity Controller (LXCC)
- XClarity Provisioning manager (LXPM)
- XClarity Essentials (LXCE)

Support is provided through Contact Us. Place a call and select the Hardware option from the menu.

For XClarity Energy Manager, support is dependent on your method of purchase:

- If you purchased LXEM as stand-alone software, follow the XClarity Integrator instructions above.
- If you purchased LXEM as part of XClarity Controller, follow the XClarity Controller instructions above.

For XClarity Mobile, support is provided. Refer to the forums for help at: https://forums.lenovo.com/t5/Lenovo-XClarity/bd-p/xc01_eg.

Resources

Description	URL
Lenovo Corporate	http://www.lenovo.com
SUPPORT	
Lenovo Systems Management	https://www.lenovo.com/us/en/data-center/software/management/
Lenovo XClarity Administrator Product Guide	https://lenovopress.com/tips1200-lenovo-xclarity-administrator
Lenovo License information	https://support.lenovo.com/us/en/solutions/LNVO-EULA
Lenovo Product Security Advisories	https://support.lenovo.com/us/en/product_security/home
Lenovo XClarity Administrator Forum	https://forums.lenovo.com/t5/Lenovo-XClarity/bd-p/xc01_eg
Knowledge Base	https://forums.lenovo.com/t5/Lenovo-XClarity-Knowledge-Base/tkb-p/xc01_eg%40tkb
XClarity Ideation	https://forums.lenovo.com/t5/XClarity-Ideation/idb-p/id_xc_en
DOWNLOADS	
Lenovo XClarity Administrator Updates & OS Resources	https://support.lenovo.com/us/en/solutions/LNVO-LXCAUPD
Lenovo Server OS Support Center	https://download.lenovo.com/supportdata/index.html
PRODUCT DOCUMENTATION, PAPERS, AND VIDEOS	
Lenovo XClarity Administrator online documentation	http://sysmgt.lenovofiles.com/help/index.jsp?topic+%2Fcom.lenovo.lxca.doc%2Faug_product_page.html
Lenovo XClarity Administrator Publications	http://sysmgt.lenovofiles.com/help/index.jsp?topic=%2Fcom.lenovo.lxca.doc%2Fprintable_doc.html
Lenovo XClarity Administrator Planning and Implementation Guide	https://lenovopress.com/sg248296-lenovo-xclarity-administrator-planning-and-implementation-guide
Lenovo XClarity Administrator Performance (White paper)	https://download.lenovo.com/servers_pdf/Lenovo_XClarity_Performance_V2.1.0.pdf
Lenovo XClarity Administrator Preparing Windows System for OS Device-Drive Updates (White paper)	https://download.lenovo.com/servers_pdf/Lenovo_XClarity_Preparing_for_OS_Device_Driver_Updates_V2.1.0.pdf

Compatibility

- [Converged HX, NeXtScale, System x, ThinkAgile, and ThinkSystem rack and tower servers](#)
- [Flex System and ThinkSystem devices in Flex System chassis](#)
- [ThinkServer rack and tower servers](#)
- [RackSwitch devices](#)
- [Storage devices](#)

Entitlement

When you purchased the software, you should have received an e-mail with the electronic Proof of Entitlement (ePOE) that contains the Lenovo and IBM customer number (refer to the following example). Your Lenovo and/or IBM customer number is required to receive support.

Proof of Entitlement

Customer Contact :

Chuck Weber
100 Think Place
Morrisville
NC
12345

This Lenovo Proof of Entitlement supported by your matching paid invoice or receipt is evidence of your level of authorized the terms of the Lenovo International Software and Support Customer Agreement.

Lenovo Customer Number:	1134567890	IBM Customer Number:	lv12345
Lenovo Order Reference Number:	4213786249	Lenovo Order Reference Date:	20160425
Lenovo Customer:			

Software Subscription and Support

Quantity	Part Number	Description	Coverage Dates
1.000	00MT202	Lenovo XClarity Pro per Managed Server w/3 Yr SW S&S	20160503 – 20190531

To view view your entitlement status, go to: https://datacentersupport.lenovo.com/us/en/warrantylookup.

If your contact e-mail is incorrect, your entitlement is not created correctly, or you need a copy of the ePOE, send an e-mail to SW_override@lenovo.com and incude the following information to receive a new copy of the ePOE.

- Customer name
- Order number
- Describe nature of problem
- New end customer contact (if appropriate)
- New end customer e-mail (if appropriate)

End of Support

XClarity has a one-year lifecycle. Once End of Support (EOS) is announced, the actual EOS will take place one year after the announced date.

Product	End of support
XClarity Integrator Add-in for SCVMM v3.6.0	July 26, 2022
XClarity Integrator for Microsoft Windows Admin Center v3.5.0	June 30, 2023
XClarity Integrator for Microsoft Windows Admin Center v3.4.0	June 30, 2023
XClarity Integrator for Microsoft Windows Admin Center v3.3.0	June 30, 2023
XClarity Integrator for Microsoft Windows Admin Center v3.2.0	June 30, 2023
XClarity Integrator for Microsoft Windows Admin Center v3.1.0	June 30, 2023
XClarity Integrator for Microsoft Windows Admin Center v3.0.0	June 30, 2023
XClarity Integrator for Microsoft Windows Admin Center v2.1.0	May 30, 2022
XClarity Integrator for Microsoft Windows Admin Center v2.0.0	May 30, 2022
XClarity Integrator for Microsoft Windows Admin Center v1.2.0	May 30, 2022
XClarity Integrator for Microsoft Windows Admin Center v1.1.0	May 30, 2022
XClarity Integrator for Microsoft Windows Admin Center v1.0.4	May 30, 2022
XClarity Integrator for Microsoft Windows Admin Center v1.0.0	May 30, 2022
XClarity Integrator Hardware Management Pack for Microsoft SCOM v6.5	July 17, 2022
XClarity Integrator Hardware Management Pack for Microsoft SCOM v6.3.1	May 30, 2022
XClarity Integrator Hardware Management Pack for Microsoft SCOM v6.3.0	May 30, 2022
XClarity Integrator Hardware Management Pack for Microsoft SCOM v6.2	July 17, 2018
XClarity Integrator Hardware Management Pack for Microsoft SCOM v6.1.1	July 17, 2018
XClarity Integrator Hardware Management Pack for Microsoft SCOM v6.1	July 17, 2018

XClarity Integrator Hardware Management Pack for Microsoft SCOM v6.0	July 17, 2018
XClarity Integrator for VM vCenter v6.2.0	May 30, 2022
XClarity Integrator for VM vCenter v6.1.0	May 30, 2022
XClarity Integrator for VM vCenter v6.0.0	May 30, 2022
XClarity Integrator for VM vCenter v5.5.0	October 30, 2022
XClarity Integrator for VM vCenter v5.4.0	October 30, 2021
XClarity Integrator for VM vCenter v5.3.1	October 30, 2021
XClarity Integrator for VM vCenter v5.2.0	October 30, 2021
XClarity Integrator for VM vCenter v5.1.0	October 30, 2021
XClarity Integrator for VM vCenter v5.0.2	October 30, 2021
XClarity Integrator for VM vCenter v5.0	October 30, 2021
XClarity Integrator for VM vCenter v4.3.1	October 30, 2021
XClarity Integrator for VM vCenter v4.3	October 30, 2021
XClarity Integrator for VM vCenter v4.2	May 26,2018
XClarity Integrator for VM vCenter v4.1.1	May 26,2018
XClarity Integrator for VM vCenter v4.1	May 26,2018
XClarity Integrator for VM vCenter v4.0	May 26,2018

Product	End of support
XClarity Energy Manager v1.3.0	August 8, 2019
XClarity Energy Manager v1.2.0	August 8, 2019
XClarity Energy Manager v1.1	August 8, 2019
XClarity Mobile v1.3.2	August 8, 2019
Product	End of support
XClarity Administrator v3.6.0	February 28, 2024
XClarity Administrator v3.5.0	February 28, 2024
XClarity Administrator v3.4.0	February 28, 2024
XClarity Administrator v3.3.0	February 28, 2024
XClarity Administrator v3.2.0	February 28, 2024
XClarity Administrator v3.1.0	February 28, 2024
XClarity Administrator v2.8.0	September 14, 2021
XClarity Administrator v2.7.0	September 14, 2021
XClarity Administrator v2.6.0	September 14, 2021
XClarity Administrator v2.5.0	September 14, 2021
XClarity Administrator v2.4.0	September 14, 2021
XClarity Administrator v2.3.0	September 14, 2021
XClarity Administrator v2.2.0	September 14, 2021
XClarity Administrator v2.1.0	September 14, 2021
XClarity Administrator v2.0	September 14, 2021
XClarity Administrator v1.4.0	March 9, 2019
XClarity Administrator v1.3.2	March 9, 2019
XClarity Administrator v1.3.1	March 9, 2019
XClarity Administrator v1.2.1	March 9, 2019
XClarity Administrator v1.2.0	March 9, 2019
XClarity Administrator v1.1.1 (fixpack)	March 9, 2019
XClarity Administrator v1.1.0	March 9, 2019
XClarity Administrator v1.0.2 (fixpack)	March 9, 2019
XClarity Administrator v1.0.1 (fixpack)	March 9, 2019
XClarity Administrator v1.0.0	March 9, 2019