Service Updates

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Where are we challenged in support

Talk initially –

- File and Object Solution Design Engine
 - Available to clients next year in first half
 - Use case
 - Size Scale for
 - ESS, AWS, SNC, BYO
 - Capacity and Performance
 - Set expectations for
 - Protocol nodes or utility nodes

Planning and Delivery?

Leave you the keys

- Is callhome setup?
- Developing test framework
 - POC or existing env
 - Phase 1: mmnetverify to test ports and connectivity
 - Phase 2: nsdperf to validate netowork
 - Phase 3: gpfsperf to validate I/O

IBM Storage & SDI

Would you know if you need to upgrade? 5.0.2 PTF announcement

* Symptom: Hang/Deadlock/Unresponsiveness/Long Waiters.

* Platforms affected: All.

* Functional Area affected: All.

* Customer Impact: High Importance. IJ09796

* Fix a protential signal 11 problem that might occurred when running mmrestripefs -r.

* Work Around: The problem was caused by invalid DAs so chaning the DA manually could fix the problem too.

* Problem trigger: Users whose files contain invalid DAs and will run mmrestripefs -r are potentially affected.

* Symptom: Unexpected Results/Behavior.

* Platforms affected: All.

* Functional Area affected: All.

* Customer Impact: Suggested. IJ09548

* Changes is in the port configuration of object services may fail if they do not match to the expected default values.

* Work Around: None.

* Problem trigger: Currently the object service have default ports hardcoded declared in the CES code. proxy-server: 8080, account-server: 6202, container-server: 6201, object-server: 6200, object-server-sof: 6203, Whenever one of these settings changes in a newer object distribution_we run in to issues

1. callhome

2. network I/O frameworks

3. Submit request from GUI

• FUTURE:

- give to ML algo
- reduce problem resolution time
- Talking with IBM Research

L1, L2 and L3 Support

Follow the sun support – Aligning support staff to customer time zone

- Spectrum Scale Support is growing to better meet customer needs.
- Beginning late 2016 we substantially grew the support team in Beijing,
 China, with experienced Spectrum Scale staff.
- Improved response time on severity 1 production outages; reducing customer waiting time before L2 is engaged as well as time to resolution.
- Positive impact to timely client L2 communication for severity 2, 3, and 4
 PMRs within our customer time zone.
- Setup and grew EMEA support team in Germany in late 2017
- 3 major sites: North America, China, Germany
- PagerDuty was introduced this year for better PMR monitor

Spectrum Scale Software Support

IBM Spectrum Scale Level 2 Support Global Time Zone Coverage

Global team locations North America *Poughkeepsie, NY USA Toronto, ON Canada AP *Beijing, China

- India
- - *Germany

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Spectrum Scale Software Support

Support Delivery: Managers

1st Level: Helen Yee: <u>hgyee@us.ibm.com</u>; 1-845-435-1366

1st Level: Jun Hui Bu: <u>bujunhui@cn.ibm.com</u>; 86-10-8245-4113

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Support Executive

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Thank You. IBM Storage & SDI