

Sun's Auto Service Request for Systems

Achieve faster problem resolution and simplify your support operations



To effectively manage your systems, IT staff members spend much of their time detecting and diagnosing problems, and then taking action to resolve them. Administration and maintenance can take them away from core business issues, which is especially painful when budgets and resources are limited. By enabling Sun's Auto Service Request (ASR) for systems feature on your Sun servers, you can save time and money while improving system availability. ASR is designed to enable faster problem resolution by opening cases automatically for certain hardware failures, eliminating the need for you to contact Sun.

ASR for systems is a secure, scalable, customer-installable software feature of warranty and SunSpectrum support that provides auto-case generation for specific hardware faults. When a hardware fault is detected, ASR opens a service request with Sun automatically and transports electronic fault telemetry to help expedite the diagnostic process. In many cases, Sun may begin work on resolving the issue before you're even aware the problem exists.

Secure and customer controlled

Sun's ASR feature requires only an outbound, secure Internet connection to Sun (based on SSL and https). Customers typically install the ASR software on one server in the datacenter. Sun products send fault telemetry locally to the ASR client and do not require Internet access. ASR does not use any incoming connections from the Internet, nor does it include any remote access mechanisms.

ASR also simplifies support operations by utilizing electronic diagnostic data. The telemetry includes only what is needed to solve the problem: diagnostic information, product serial number, product type, and hostname. No other customer data is included, which addresses security concerns.

Downloadable software solution

ASR for systems is customer-installable, and the software and documentation are available on Sun's Web site. The ASR software package includes everything you need to install ASR,

including Sun™ Management Center agents and Solaris™ Operating System patches needed to support some products. Many of Sun's servers are qualified to support ASR, and a complete list of qualified servers can be found at sun.com/service/asr.

Part of SunSpectrumSM service plans and product warranty

If your Sun server is covered under a SunSpectrum service plan or under product warranty, you can take advantage of ASR for systems at no additional cost. As a feature of SunSpectrum and product warranty, ASR can help improve your system availability and speed time to resolution on your existing Sun servers as well as Sun servers purchased in the future.

Benefit from this no-cost service feature

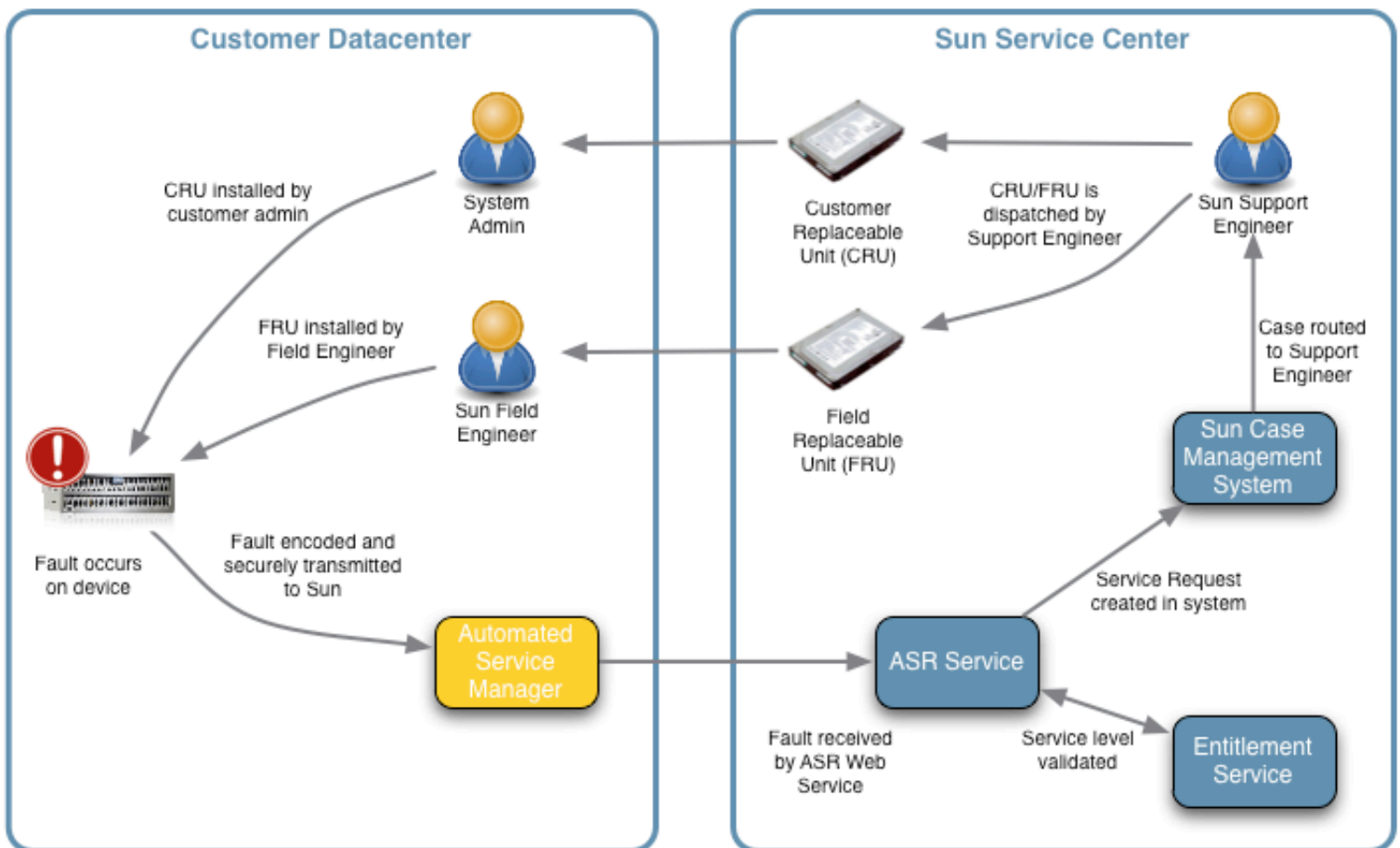
Sun's ASR feature provides many benefits, including:

- Install or enable at no additional cost if you have a valid SunSpectrum service plan or your server is currently under product warranty
- Make fewer calls and spend less time on the phone because service requests are generated automatically and diagnostic data is sent electronically
- Get more value from your Sun hardware
- Improve server availability and reduce time to repair
- Help lower operations costs by having your IT staff dedicate less time to remediation

Highlights

- Feature of warranty and SunSpectrumSM support
- Improve system availability by expediting the diagnostic process
- Speed time to resolution through auto-case generation
- Make fewer calls and spend less time on the phone
- Simplify support operations by utilizing electronic diagnostic data
- Keep IT staff focused on core business issues rather than remediation

How Does Sun's ASR Feature Work?



Get started with ASR

Improve system availability, save time, and reduce costs. If your server is covered under a SunSpectrum service plan or under product warranty, you can take advantage of the ASR for systems feature. For more information on ASR-qualified Sun servers and access to the software and documentation needed to enable ASR, visit sun.com/service/asr.

Learn More

For more information about how you can save time and money while improving system availability with ASR, contact your Sun sales representative or authorized reseller or visit: sun.com/service/asr

For a current list of ASR-qualified Sun servers, visit: sun.com/service/asr

