

MyService360

User's Guide

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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MyService360 overview

MyService360 is a personalized dashboard that simplifies complex enterprise datasets into actionable intelligence. It provides a 360-degree view of your global environments with deeper and actionable insights into your service experience. It provides the following information for your data protection, data storage, and converged systems:

- Real-time critical incidents and risks with a proactive heads-up display
- Clear, prescriptive recommendations for simplified action and planning
- Historical trends and analytics that optimize your Dell Technologies support experience

For robust insights about your products in MyService360, ensure that your products are connected to the Dell Technologies backend. It is recommended to connect your products through Secure Remote Services (SRS) to ensure connectivity between your products and the Dell Technologies backend. For information about SRS, see [SRS Support Community Forums](#).

To access MyService360, register on <https://www.dell.com/support> and then click **MyService360** in the **Dell EMC Support Technologies** section. MyService360 is available in 23 different languages. By default, MyService360 is set to the language applicable for your system locale.

Topics:

- [Key benefits](#)

Key benefits

- Increased transparency and actionable intelligence about your assets
- Improved asset health and risk management
- Simplified and unified services experience

Configuring account settings and preferences

After you register on <https://www.dell.com/support>, you can configure your contact preferences, create custom groups, and configure alerts and notifications to receive information about your products.

Topics:


- [Configure user settings](#)
- [Custom groups overview](#)
- [Notifications and alerts overview](#)

Configure user settings

About this task

Edit your personal information and contact preferences.

Steps

1. Log in to <https://www.dell.com/support>.
2. On the top-right corner, hover over  and click **Dell EMC Preferences**. The **Account Settings & Preferences** page is displayed.
3. Click the **USER SETTINGS** tab.
4. Click **Edit**, make the required changes, and then click **Save**.


Custom groups overview

Custom groups enable you to customize the information displayed in MyService360. You can create custom groups for products or sites where the products are installed.

If your products are installed across multiple sites, it is recommended that you create custom groups to manage their services using MyService360.

Create product group

Steps


1. Log in to <https://www.dell.com/support>.
2. On the top-right corner, hover over  and click **Dell EMC Preferences**. The **Account Settings & Preferences** page is displayed.
3. Click the **CUSTOM GROUPS** tab and click **Add Custom Group**.
4. Click **Create a Product Group**.
5. Enter a name and description for the product group.
6. From the **Find Products By** list, select the method by which you want to find your products. You can find products by site ID, product ID, or from an existing product group.
7. Select the products that you want to add and click **Add to Group**. The products are added to the group and displayed in the **Products in Group** section.
8. Click **Create Custom Group**.

Results

The product group is created, and the **My Custom Groups** page is displayed.

Create site group

Steps

1. Log in to <https://www.dell.com/support>.
2. On the top-right corner, hover over  and click **Dell EMC Preferences**.
The **Account Settings & Preferences** page is displayed.
3. Click the **CUSTOM GROUPS** tab and click **Add Custom Group**.
4. Click **Create a Site Group**.
5. Enter a name and description for the site group.
6. From the **Find sites by** list, select **Account Sites**.
The list of sites you manage are displayed.
7. Select the site and click **Add to Group**.
The site is added in the group and displayed in the **Sites in Group** section.
8. Click **Create Custom Group**.

Results


The site group is created, and the **My Custom Groups** page is displayed.

Download custom groups data

About this task

Download the list of all custom groups in your account or information about a specific product or custom group. You can save the information to a PDF or CSV file.

Steps

1. Log in to <https://www.dell.com/support>.
2. On the top-right corner, hover over  and click **Dell EMC Preferences**.
The **Account Settings & Preferences** page is displayed.
3. Click the **CUSTOM GROUPS** tab.
4. To download information about all the custom groups in your account, perform the following:
 - a) Click **Download**.
 - b) In the **Export and Download** window, select the required file format, and then click **Download**.
The following information is downloaded:
 - Name of the custom group.
 - Description that is provided for the group.
 - Type of custom group.
 - Number of product types or sites in the custom group.
 - Date when the custom group was created.
5. To download information about a specific custom group, perform the following:
 - a) In the **CUSTOM GROUP NAME** column, click the required group.
 - b) Click **Download**.
 - c) In the **Export and Download** window, select the required file format, and then click **Download**.
 - The following information is downloaded for a product group:
 - Name of the product
 - Nickname that is assigned to the product
 - Product ID
 - Site ID
 - Site location
 - The following information is downloaded for a site group:
 - Site ID


- Site name
- Site location

Edit product group

About this task

Edit the group information and add or remove products or sites in the group.

Steps




1. Log in to <https://www.dell.com/support>.
2. On the top-right corner, hover over  and click **Dell EMC Preferences**. The **Account Settings & Preferences** page is displayed. .
3. Click the **CUSTOM GROUPS** tab.
4. Click a product group in the **CUSTOM GROUP NAME** column.
5. Click **Edit Custom Group**.
6. Edit the name and description for the group, if required.
7. To add products to the group, perform the following:
 - a) From the **Find Products By** list, select the required method.
 - b) Search and select the products that you want to add.
 - c) Click **Add to Group**.
8. To remove products from the group, perform the following:
 - a) In the **Products in Group** section, select the products that you want to remove.
 - b) Click **Remove from Group**.
9. Click **Save**.
The product group is updated, and a success message is displayed.

Edit site group

About this task

Edit the group information and add or remove sites in the group.

Steps

1. Log in to <https://www.dell.com/support>.
2. On the top-right corner, hover over  and click **Dell EMC Preferences**. The **Account Settings & Preferences** page is displayed. .
3. Click the **CUSTOM GROUPS** tab.
4. Click a product group in the **CUSTOM GROUP NAME** column.
5. Click **Edit Custom Group**.
6. Edit the name and description for the group, if required.
7. From the **Find sites by** list, select **Account Sites**.
8. To add sites to the group, in the **Account Sites** section, select the sites that you want to add and click **Add to Group**.
 **NOTE:** Click the **Show Products** link to view the products in the site.
9. To remove sites from the group, from the **Sites in Group** section, select the sites that you want to remove and click **Remove from Group**.
 **NOTE:** Click the **Show Products** link to view the products in the site.
10. Click **Save**.
The site group is updated, and a success message is displayed.

Delete custom group

Steps

1. Log in to <https://www.dell.com/support>.
2. On the top-right corner, hover over  and click **Dell EMC Preferences**.
The **Account Settings & Preferences** page is displayed. .
3. Click the **CUSTOM GROUPS** tab.
4. In the **ACTIONS** column, click , and click **Delete**.
The **Delete Custom Group** window is displayed.
5. Click **Confirm Removal**.

Results

The custom group is deleted.

Notifications and alerts overview

Dell Technologies sends email notifications about product updates, security and technical advisories, and service requests applicable for your products. You can configure the following:




- Frequency in which you want to receive notifications
- Product type or group for which you want to receive notifications
- Severity of service requests for which you want to receive notifications

Configure product update notifications

About this task

Dell Technologies sends email notifications about new releases, documentation, downloads, and newsletters available for your products. Select a specific product for which you want to receive the notifications. You can also select the email address and frequency with which you want to receive these notifications.

Steps


1. Log in to <https://www.dell.com/support>.
2. On the top-right corner, hover over  and click **Dell EMC Preferences**.
The **Account Settings & Preferences** page is displayed. .
3. Click the **NOTIFICATIONS & ALERTS** tab and click the **Product Updates** tab.
4. In the **Delivery Preferences** pane perform the following:
 - a) From the **Email** list, select the email address at which you want to receive the notification.
 **NOTE: The Email list displays the email addresses mentioned in the USER SETTINGS tab.**
 - b) From the **Delivery Frequency** list, select the frequency with which you want to receive the notification.
 **NOTE: By default, the frequency is set to Weekly.**
5. Click **Add Notification**.
6. Enter a product name and click **Add Product**.
A notification is created.

Configure product advisory notifications

About this task

Dell Technologies issues advisories for Dell EMC products in order to notify you about critical issues and potential impacts to their environment. Set up automated email notifications whenever a Dell EMC security or technical advisory is issued or only when an advisory is issued for a specific product.

Steps

1. Log in to <https://www.dell.com/support>.
2. On the top-right corner, hover over  and click **Dell EMC Preferences**.
The **Account Settings & Preferences** page is displayed.
3. Click the **NOTIFICATIONS & ALERTS** tab and click the **Product Advisories** tab.
4. In the **Delivery Preferences** pane, select the email address at which you want to receive the notifications.
5. To receive email notifications whenever an advisory is issued, perform the following:
 - For technical advisories, turn on the **All Technical (DTA)** toggle switch.
 - For security advisories, turn on the **All Security (DSA)** toggle switch.
6. To receive email notifications for a specific product type, perform the following:
 - a. Click **Add Alert**.
 - b. Enter a product name and click **Add Product**.

The alert is created and displayed on the **Product Advisories** page.


 **NOTE:** By default, email notifications are sent for both technical and security advisories for the product are selected. Depending on your requirement, you can clear the check boxes in the **TECHNICAL (DTA)** or **SECURITY (DSA)** columns.

Configure service request notifications

About this task

Set up automated email notifications when service requests for products in a specific product group or a site are created, updated, or closed. You can also receive notifications for all service requests you created or where you are assigned as the primary contact.

Steps

1. Log in to <https://www.dell.com/support>.
2. On the top-right corner, hover over  and click **Dell EMC Preferences**.
The **Account Settings & Preferences** page is displayed.
3. Click the **Service Request Events** tab and click **Add Notification**.
The **Create a Service Request Event Notification** window is displayed.
4. Click **Add Notification**.
The **Create a Service Request Event Notification** window is displayed.
5. To receive notifications for a specific product group, perform the following:
 - a) From the **View products** by list, select **My Product Groups**.
The product groups in your account are displayed.
 - b) Select the required product group.
6. To receive notifications for products in sites you manage, perform the following:
 - a) From the **View products** by list, select **My Account Sites**.
 - b) Select the required sites.
7. To receive notifications for all service requests you created or are assigned as the primary contact, from the **View products** by list, select **All SRs when I am the Owner or Primary Contact**.
8. In the **Name your notification** section, enter a notification name and description.

 **NOTE:** The **Name your notification** section is displayed only if you performed step 4 or 5.


9. In the **Set your preferences** section, perform the following:
 - a) Select when you want to receive the notification, for example, when the service request was created or when the service request was closed.
 - b) From the **Initial Severity Level** list, select the severity level that is assigned to the service request when it was created, for example, **Severity 1**.
 - c) From the **Dial Home Service requests** list, include or exclude Dial Home service requests created for your products.
 - d) Optionally, turn on the **Notify me on all escalations** toggle switch to receive a notification when a service request is escalated.
10. Click **Save**.

Configure notifications for all service requests

About this task

Set up automated email notifications for service requests created for products in all your sites.

Steps

1. Log in to <https://www.dell.com/support>.
2. On the top-right corner, hover over  and click **Dell EMC Preferences**. The **Account Settings & Preferences** page is displayed.
3. Click the **Service Request Events** tab.
4. Enable the **Notify me about all Service Requests where I'm the Owner or Primary Contact** toggle switch.
5. Optionally, to edit your preferences, click **Edit Preferences** and perform the following:
 - a) Select when you want to receive the notification, for example, when the service was created or when the service was closed.
 - b) From the **Dial Home Service requests** list, include or exclude Dial Home service requests created for your products.
 - c) Click **Save**.

Enable or disable service request notification


Prerequisites

A service request notification must be created.

About this task


Enable or disable a service request notification that is created for a specific product group or sites in your environment.

Steps

1. Log in to <https://www.dell.com/support>.
2. On the top-right corner, hover over  and click **Dell EMC Preferences**. The **Account Settings & Preferences** page is displayed.
3. Click the **Service Request Events** tab.
4. In the **ACTIVE NOTIFICATION** column, turn on or turn off the toggle switch for the required notification.

MyService360 user interface

My Service360 enables you to view information available for products in a specific custom group, or a site that is assigned to you by your company administrator. If you have already created custom groups for your account, information for the first custom group that is displayed in the **My Custom Groups** page is displayed.

 **NOTE: If you are unable to view sites assigned to your account, contact your company administrator.**

To customize the information displayed, perform the following:

1. In the header area, click **Change View**.
2. In the **Customize Your View** window, from the **View Products By** list, select the required method, for example, **Account Sites**.
3. Select the required site or product group.
4. Optionally, select the **Save as Default** check box to set it as your default view.
5. Click **Update**.


 **NOTE: If you do not have a custom group in your account, an appropriate message is displayed in the header area.**

The information in MyService360 is categorized under the following tabs:

- **SUMMARY**
- **HEALTH & RISK**
- **INSTALL BASE**
- **INCIDENT MANAGEMENT**

By default, the **SUMMARY** tab is displayed when you access MyService360. Default filters are applied for the information that is displayed in the **HEALTH & RISK**, **INSTALL BASE**, and **INCIDENT MANAGEMENT** tabs. If necessary, you can add or remove the filters to customize the information displayed in a tab.

Critical information corresponding to the **HEALTH & RISK**, **INSTALL BASE**, and **INCIDENT MANAGEMENT** tabs are displayed through interactive dials in the heads-up display. Hover over the sections of the dial for more information or click the center of the dial to go to the corresponding tabs. You can view the information in the tabs using the following views:

- **Table**—By default, the information is displayed in a tabular format. Click **View All** to view other columns available in the **Table** view. At the end of a row in the **Table** view, click  to view more information about a specific product ID, service request, or advisory.

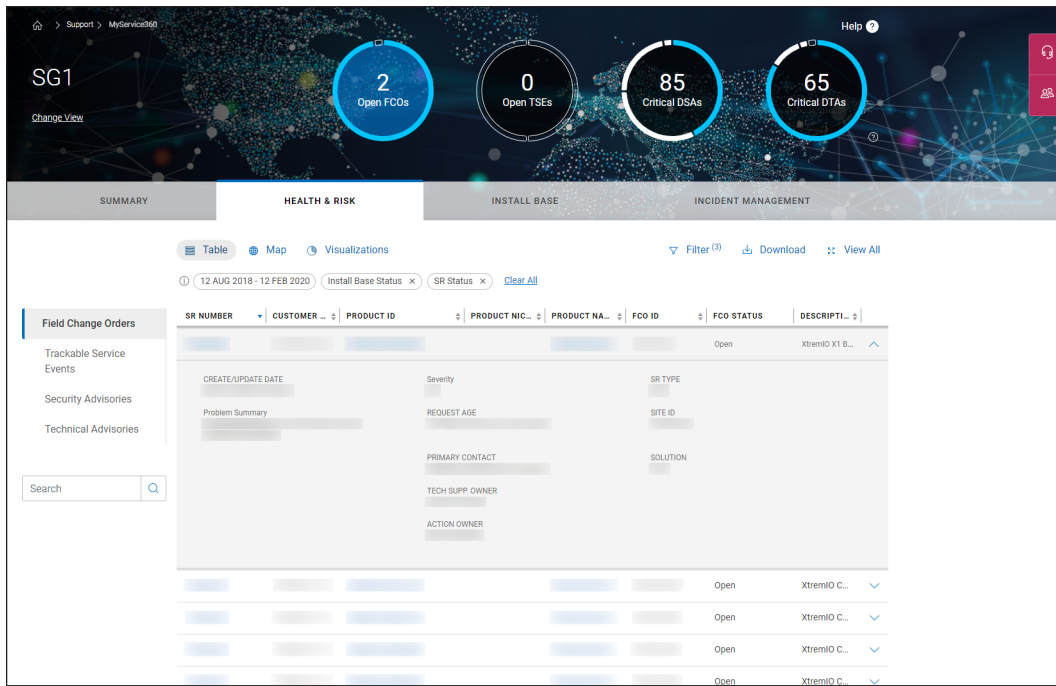


Figure 1. Table view

Map—Identifies the geographical location of the sites where the products are installed. Click a site to view more information about the site and products installed.

NOTE: You can download the information that is displayed in the Table and Map views to a CSV and PDF file respectively.

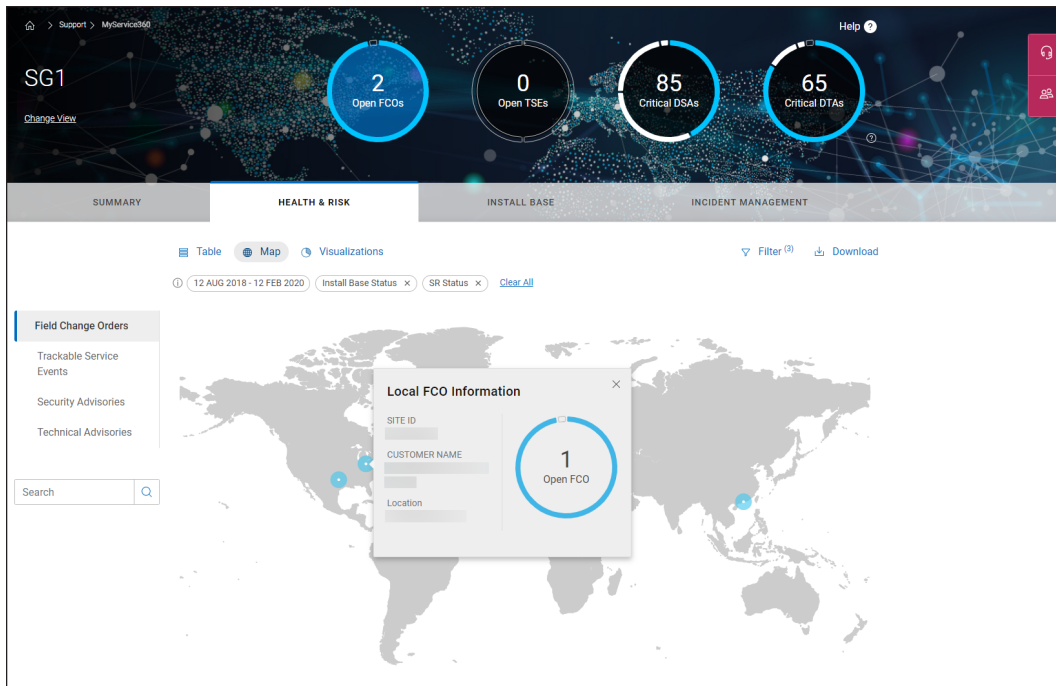


Figure 2. Map view

Visualizations—Displays the information in a graphical format. The information may be displayed using doughnut charts, bar graphs, or pie charts. You can click a section of the graph or chart to analyze the data further.

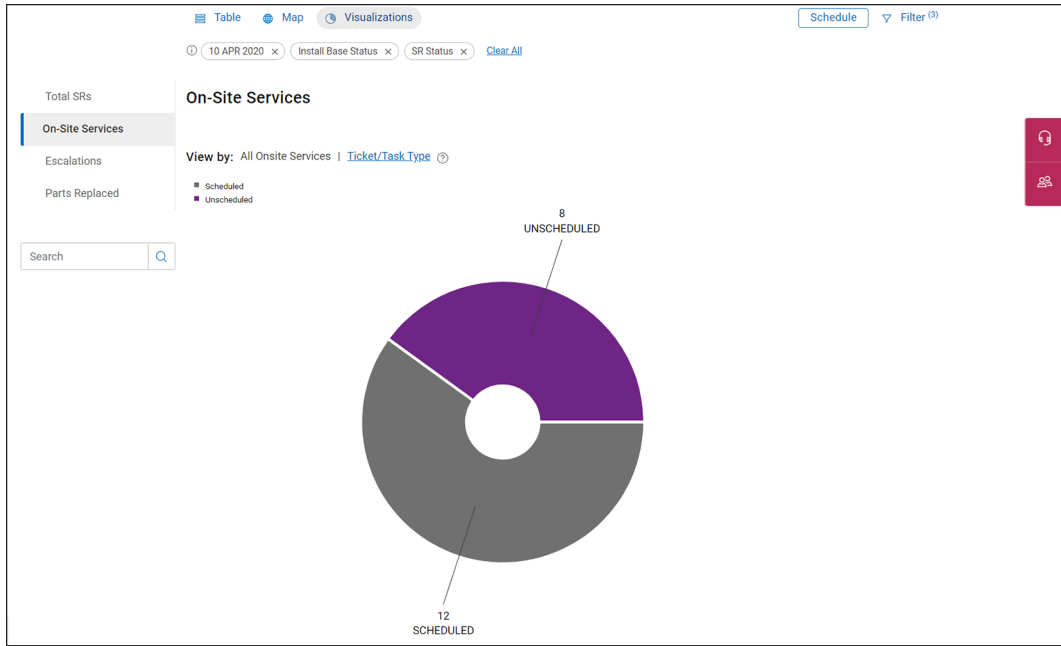


Figure 3. Visualizations view

Summary tab overview

By default, the **SUMMARY** tab is displayed when you log access MyService360. When you access MyService360 for the first time, a link to select a custom group is displayed in the header area.

When you select a custom group, the overall service risk level of the products in the selected product or site group is displayed in the header area, such as, **Critical, High, Medium, or Low**.

The **SUMMARY** tab also displays the total number of the following service events affecting your environment and identifies the sites where the corresponding products are installed on a geographical map.

- Severity 1 service requests
- Escalated service requests
- Field Change Order (FCO) and Trackable Service Event (TSE) backlogs
- Critical Dell EMC Security Advisories (DSAs)
- Critical Dell EMC Technical Advisories (DTAs)
- Unscheduled services
- Service requests awaiting your action

NOTE: By default, the sites with Severity 1 service requests and Escalated service requests are displayed on the map.

You can click a tab to isolate the sites where the corresponding products are installed. You can further click a site on the map to view more information about the open service events for the site.

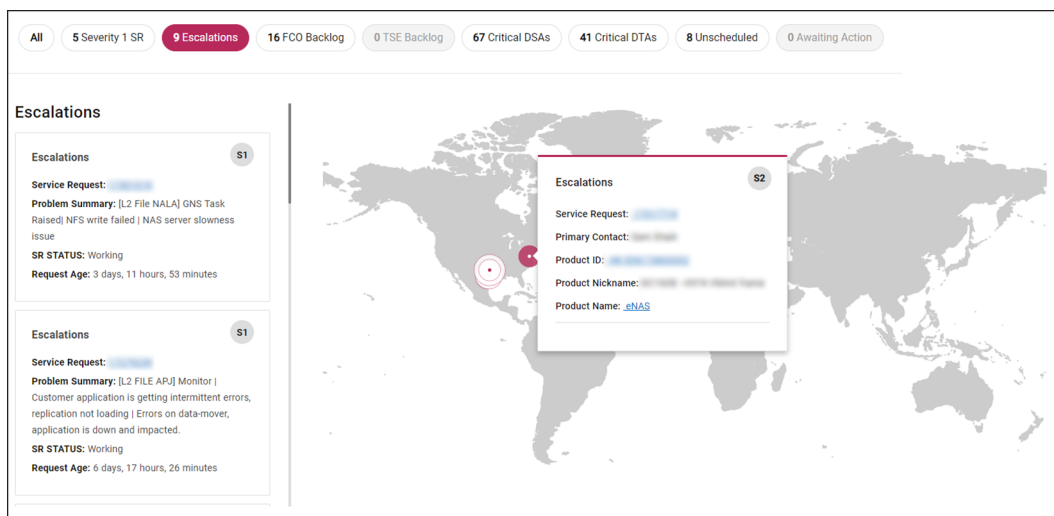


Figure 4. Summary tab

Health and Risk tab overview

The **HEALTH & RISK** tab enables you to review Field Change Orders (FCOs), Trackable Service Events (TSEs), and Dell EMC Security Advisories (DSAs) and Dell EMC Technical Advisories (DTAs) that are issued by Dell Technologies.

The heads-up display also provides the following information using interactive dials. You can hover over a section of the dial to view information or click the center of the dial to go to the corresponding tab.

- Number of open and closed FCOs and TSEs
- Number of critical, high, medium, and low DSAs and DTAs

Topics:

- [Field Change Orders tab overview](#)
- [Trackable Service Events tab overview](#)
- [Dell EMC Security Advisories tab overview](#)
- [Dell EMC Technical Advisories tab overview](#)
- [Update remediation status of advisory](#)

Field Change Orders tab overview

A Field Change Order (FCO) is created to update a device that was already shipped by Dell Technologies. An FCO may require corrective actions for critical issues that may affect your business. An FCO may also require a part replacement, patch load, code upgrade, configuration change, or firmware upgrade.

NOTE: An FCO must be implemented with the highest priority.

The **Field Change Orders** tab displays information about the service requests created for open FCOs. You can view the information using the **Table**, **Map**, or **Visualizations** views.

NOTE: A single FCO may impact more than one product in your environment. In such cases, a service request is created for each product individually. So, the number of open or closed FCOs that are displayed in the header area may not match the number of service requests displayed.

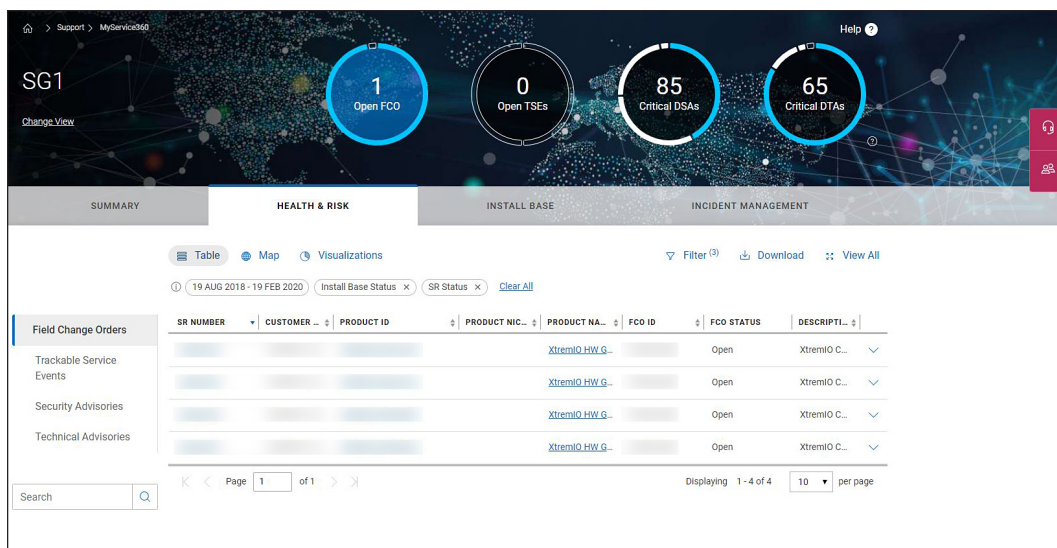



Figure 5. Field Change Orders tab

The default filters applied for the **Field Change Orders** tab are as follows:

- **SR Create Date**—A default date range for the last 18 months is selected.

- **Install Base Status**
 - **Awaiting Customer Install**
 - **Install**
 - **Install—T&M**
 - **Shipped**
 - **None**
- **SR Status**
 - **Open**

 **NOTE:** Remove this filter to view both the closed and open service requests. It also enables you to monitor your progress in completing an FCO.

The default columns that are displayed in the **Table** view are as follows:

- **SR NUMBER**—Click the service request number link to view more information about the service request.
- **CUSTOMER NAME**—Displays the site ID and site name where the product is installed.
- **PRODUCT ID**—Click the link in the product ID link to view corresponding support page.
- **PRODUCT NICKNAME**—Displays the nickname that is assigned to the product ID. Click the link in the corresponding **PRODUCT ID** column to add or edit the nickname.
- **PRODUCT NAME**—Click the product name link to go to the corresponding support page.
- **FCO ID**
- **FCO STATUS**—Displays the service request status.
- **DESCRIPTION**—Displays the FCO description.

 **NOTE:** Click **View All** to view other columns available for the **Table** view.

The **Map** view identifies the sites where the products are installed on a geographical map. Click a site on the map, to view the following information:

- Site ID
- Site name
- Site location
- Number of open and closed FCOs

The **Visualizations** view displays the following in a graphical manner:

- **FCO ID**—Number of open and closed service requests created for an FCO ID.
- **FCO STATUS**—Number of open and closed FCOs.

Trackable Service Events tab overview

Previously, Trackable Service Events (TSEs) were created to initiate and track specific types of service activities for your products. Currently, Dell Technologies do not create service requests for TSEs.

The **Trackable Service Events** tab displays information about the service requests that were created for TSEs applicable for your products during the last 18 months. You can view the information using the **Table**, **Map**, or **Visualizations** views.

 **NOTE:** Clear the **SR Status** to view information in the **Trackable Service Events** tab.

The default filters applied for the **Field Change Orders** tab are as follows:

- **SR Create Date**—A default date range for the last 18 months is selected.
- **Install Base Status**
 - **Awaiting Customer Install**
 - **Install**
 - **Install—T&M**
 - **Shipped**
 - **None**
- **SR Status**
 - **Open**

The default columns that are displayed in the **Table** view are as follows:

- **SR NUMBER**—Click the service request number link to view more information about the service request.

- **CUSTOMER NAME**—Displays the site ID and site name where the product is installed.
- **PRODUCT ID**—Click the link in the product ID link to view corresponding support page.
- **PRODUCT NICKNAME**—Displays the nickname that is assigned to the product ID. Click the link in the corresponding **PRODUCT ID** column to add or edit the nickname.
- **PRODUCT NAME**—Click the product name link to go to the corresponding support page.
- **TSE ID**
- **TSE STATUS**—Displays the service request status.
- **DESCRIPTION**—Displays the TSE description.

The **Map** view identifies the sites where the products are installed on a geographical map. Click a site on the map, to view the following information:

- Site ID
- Site name
- Site location
- Number of open and closed TSEs

The **Visualizations** view displays the following in a graphical manner:

- **TSE ID**—Number of open and closed service requests created for an FCO ID.
- **TSE STATUS**—Number of open and closed TSEs.

Dell EMC Security Advisories tab overview

A Dell EMC Security Advisory (DSA) is a document that is issued by Dell Technologies to address security vulnerabilities in its products. A security advisory contains information about the potentially affected products, important security information, and resolution to address the issue.

Based on their impact, a security advisory is categorized as **Low**, **Medium**, **High**, or **Critical**.

The **Dell EMC Security Advisories** tab enables you to view the advisories issued by Dell Technologies. It also enables you to track the remediation progress of a specific advisory. It is recommended that you review the advisory and then determine if it is applicable to your products. You can view the information using the **Table** or **Visualizations** views.

PRODUCTS	SEVERITY	ADVISORY ID	TITLE	STATUS	STATUS UPDATED BY	ARTICLE AGE
1	Critical	ESA-2017-029	EMC Atmos Security Update ...	Work In Progress		1077 days
7	Critical	ESA-2017-039	EMC Avamar Server Security ...	Work In Progress		994 days
7	Critical	ESA-2017-054	EMC Avamar Multiple Vulner...	Work In Progress		994 days
57	Critical	ESA-2017-049	EMC VIPR SRM and EMC Sto...	Work In Progress		1040 days
57	Critical	ESA-2017-046	EMC VIPR SRM and EMC Sto...	Work In Progress		1040 days
249	Critical	ESA-2017-041	EMC VNX1 and VNX2 Family...	New		1041 days
55	Critical	ESA-2017-044	EMC ESRS Virtual Edition Se...	Work In Progress		1049 days
7	Critical	ESA-2017-042	EMC Avamar Security Updat...	New		1051 days
102	Critical	ESA-2017-039	EMC Avamar and NetWorker ...	New		1063 days
63	Critical	ESA-2017-034	EMC Unisphere for VMAX, E...	New		1065 days

Figure 6. Dell EMC Security Advisories tab—Table view

The default filters applied for the **Dell EMC Security Advisories** tab are as follows:

- **Advisories Date**—The default date range is set to the last two years. You can modify the date range to view the advisories that were issued during the last three years.
- **Install Base Status**

- **Awaiting Customer Install**
- **Install**
- **Install – T&M**
- **Shipped**
- **None**
- **Remediation Status**
 - **New**
 - **Reviewed**
 - **Work in Progress**

The default columns that are displayed in the **Table** view are as follows:

- **PRODUCTS**—Displays the number of products that are affected by the advisory.
- **SEVERITY**—Displays the impact type of the advisory, for example, **Critical**.
- **ADVISORY ID**—Click the Advisory ID link to view more information about the advisory.
- **TITLE**—Displays the title of the security advisory.
- **STATUS**—Displays the remediation status of the advisory.
- **STATUS UPDATE BY**—Displays the name of the person who recently updated the status.
- **ARTICLE AGE**—Displays the number of days since when the advisory was issued.

In the **Visualizations** view, the following information is displayed graphically:

- **Security Advisory Remediation Status**—Displays the number of security advisories by remediation status
- **Regional Impact**
 - **Resolution Tracking by Product**—By default, the number of products potentially impacted by all advisories by region are displayed. Click the **Completed Security Advisories** tab to view the number of product IDs by region on which you have already remediated.
 - **NOTE:** A product ID may be affected by more than one security advisory. In such cases, the number of Aggregate Product IDs and Unique Product IDs displayed may not match. For example, lets assume, product ID *x* is affected by security advisories A, B, and C. Product ID *y* is affected only by security advisory A. Then, the number of aggregate product IDs equals 4 and the unique product IDs equals 2.
 - **Aggregated Product View**—Displays the total number of products in each region that were affected by the security advisories.

NOTE: In the **Visualizations** view, it is recommended that you remove the **Remediation Status** filter to view the number of advisories that were already remediated or updated as **Not Applicable**.

Dell EMC Technical Advisories tab overview

A Dell EMC Technical Advisory (DTA) is a proactive notification by Dell Technologies for issues that may affect your IT operations, such as, data loss, data unavailability, loss of system functionality, or anything that could result in a significant safety risk. A DTA provides the steps to eliminate or minimize the impact of such issues.

Based on their impact, a technical advisory is categorized as follows:

- **Critical**—Affects your production environment.
- **High**—Affects operational functionality such as interoperability between hardware and software.
- **Medium**—Affects system functionality such as performing task on a user interface.
- **Low**—Has little risk to your production environment.

The **Dell EMC Technical Advisories** tab enables you to view the list of advisories issued by Dell Technologies. It also enables you to track their remediation progress. It is recommended that you review the advisory and then determine if it is applicable for your products. You can view the information using the **Table** or **Visualizations** views.

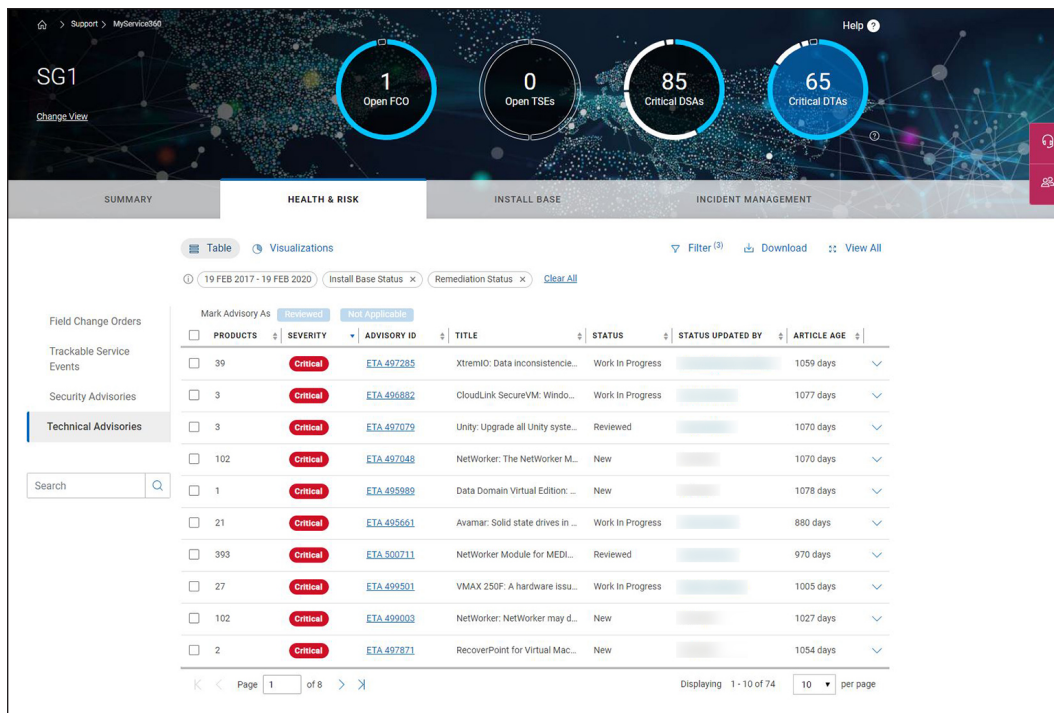


Figure 7. Dell EMC Technical Advisories tab—Table view

The default filters applied for the **Dell EMC Technical Advisories** tab are as follows:

- **Advisories Date**—The default date range is set to the last two years. You can modify the date range to view the advisories that were issued during the last three years.
- **Install Base Status**
 - **Awaiting Customer Install**
 - **Install**
 - **Install – T&M**
 - **Shipped**
 - **None**
- **Remediation Status**
 - **New**
 - **Reviewed**
 - **Work in Progress**

The default columns that are displayed in the **Table** view are as follows:

- **PRODUCTS**—Displays the number of products that are affected by the advisory.
- **SEVERITY**—Displays the impact type of the advisory, for example, **Critical**.
- **ADVISORY ID**—Click the Advisory ID link to view more information about the advisory.
- **TITLE**—Displays the title of the technical advisory.
- **STATUS**—Displays the remediation status of the advisory.
- **STATUS UPDATE BY**—Displays the name of the person who recently updated the status.
- **ARTICLE AGE**—Displays the number of days since when the advisory was issued.

In the **Visualizations** view, the following information is displayed graphically:

- **Technical Advisory Remediation Status**—Displays the number of technical advisories by remediation status
 - **Regional Impact**
 - **Resolution Tracking by Product**—By default, the number of potentially impacted product IDs by region is displayed. Click the **Completed Technical Advisories** tab to view the number of product IDs by region on which you have already remediated.
- NOTE:** A product ID may be affected by more than one technical advisory. In such cases, the number of Aggregate Product IDs and Unique Product IDs displayed may not match. For example, lets assume, product ID *x* is affected by technical advisories A, B, and C. Product ID *y* is affected only by technical advisory A. Then, the number of aggregate product IDs equals 4 and the unique product IDs equals 2.

- **Aggregated Product View**—Displays the total number of products in each region that were affected by the technical advisories.

NOTE: In the Visualizations view, it is recommended that you remove the Remediation Status filter to view the number of advisories that were already remediated or updated as Not Applicable.

Update remediation status of advisory

About this task

It is recommended that you review an advisory and determine if it is applicable for your products. After you determine its applicability to all the products in your organization, update the remediation status of the advisory.

CAUTION: The status is applied to all the products potentially affected by the advisory including the products that are managed by other administrators in your organization. It is recommended that you confirm with your team before you update the status.

Steps

NOTE: The steps to review and update the remediation status is similar for both security and technical advisories. This section provides the steps to remediate a security advisory.

1. In the **Dell EMC Security Advisories** tab, click the required advisory link in the **ADVISORY ID** column.
2. Review the details displayed for the advisory.
3. Perform one of the following:
 - If the advisory may be applicable to any product in your organization, click **Reviewed**. This indicates that the impact of the advisory has been analyzed and must be remediated.

NOTE: When you click **Reviewed**, the status is also applied to the potentially affected products that are managed by your colleagues.
 - If the advisory is not applicable for your products, click **Not Applicable**.

NOTE: You must click **Not Applicable** only if the advisory does not affect any of your products.
4. If you click **Reviewed**, perform the following:
 - a) In the **Manage Affected Products** section, select the product IDs for which you want to update the remediation status.
 - b) Click **Modify Resolution**.
The **Modify Resolution for x Products** is displayed, where x is the number of product IDs selected.
 - c) From the **Modify Resolution** list, perform one of the following:
 - If the advisory is applicable and you have not scheduled the upgrade or remediation action, click **Not Scheduled**.
 - If you plan to perform the recommended upgrade or remediation, click **Scheduled for Action**.
 - If you have successfully completed the upgrade or remediation action, click **Resolution Completed**.
 - If you clicked **Reviewed** in step 2, but now find that the advisory is not applicable to specific product IDs, click **Not Applicable**.
 - d) Enter any required notes, such as resolution detail in the **Composite Notes** box and click **Submit**.

NOTE: After you submit, you cannot edit or delete the information that is entered in the **Composite Notes** box. The information also provides an audit history of the remediation efforts for the product.

The remediation status for the product IDs selected is updated in the **Manage Affected Products** section and in the **Table** view.

Install Base tab overview

The **INSTALL BASE** tab displays the status of installation, connectivity, service contract, and the software or firmware version installed on your software and hardware products.

The heads-up display also provides the following information using interactive dials. You can hover over a section of the dial to view information or click the center of the dial to go to the corresponding tab.

- Number of hardware and software products
- Percentage of products by their connectivity status
- Percentage of products by different levels of recommended software or firmware versions
- Number of products by status of their service contract

Topics:

- [Assets tab overview](#)
- [Connectivity tab overview](#)
- [Code Levels tab overview](#)
- [Contracts tab overview](#)

Assets tab overview

By default, the **Asset** tab is displayed when you click the **INSTALL BASE** tab. In this tab, the list of hardware and software products that are installed, their installation status, and the duration since the products were installed are displayed. You can view the information available in the **Assets** tab using the **Table** or **Map** view.


The default filters applied for the **Assets** tab are as follows:

- **Install Base Status**
 - **Awaiting Customer Install**
 - **Install**
 - **Install – T&M**
 - **Shipped**
 - **None**

If necessary, click **Filter** to add or remove the filters to customize the information displayed.

The default columns that are displayed in the **Table** view are as follows:

- **PRODUCT ID**—Click the link in the product ID link to view corresponding support page.
- **PRODUCT NAME**—Click the product name link to go to the corresponding support page.
- **PRODUCT NICKNAME**—Displays the nickname that is assigned to the product ID. Click the link in the corresponding **PRODUCT ID** column to add or edit the nickname.
- **CUSTOMER NAME**—Displays the site ID and site name where the product is installed.
- **PRODUCT TYPE**—Displays the type of product, such as, hardware or software.
- **INSTALL STATUS**—Displays the installation status of the product.
- **INSTALL BASE AGE**—Displays the number of days since when the product was installed.

 **NOTE:** Click **View All** to view other columns available for the **Table** view.

The **Map** view identifies the sites where the products are installed on a geographical map. Click a site on the map, to view the following information:

- Site ID
- Site name
- Site location
- Number of hardware and software products installed

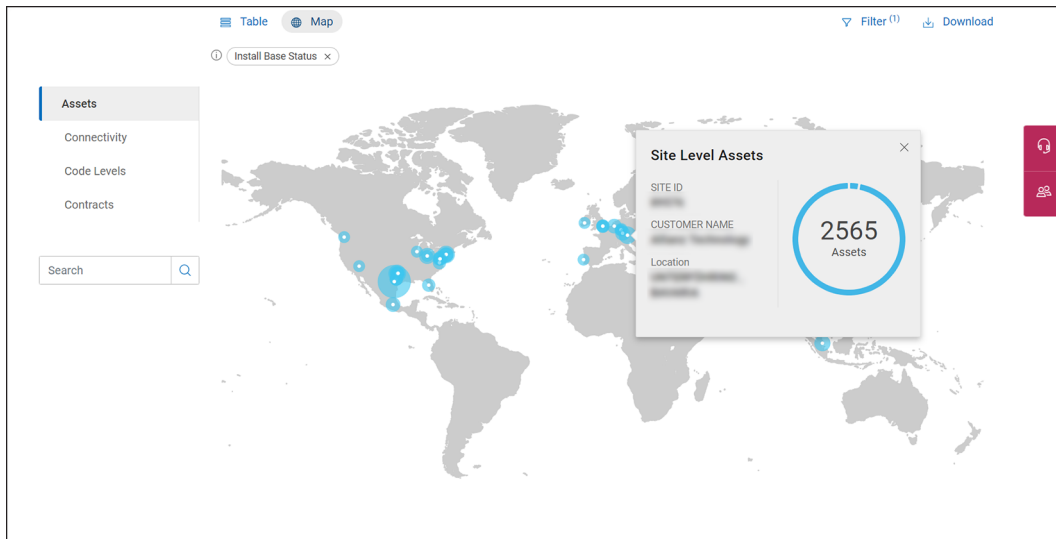


Figure 8. Map view

Connectivity tab overview

The **Connectivity** tab displays the connectivity status of your products that can establish a connection with the Dell Technologies backend. It also displays information about the last connection that was established by the product. The connectivity status of a product is based on the following:

- Frequency at which the product connects to Dell Technologies.
- The ability of the product to establish a ConnectHome and ConnectIn session.
- The version of Secure Remote Services to which the product is connected.
- Ability of the product to send and receive files from the Dell Technologies backend through Secure Remote Services, email, or any other channel.

You can view the information available using the **Table**, **Map**, or **Visualizations** views.

The default filters applied for the **Connectivity** tab are as follows:

- **Install Base Status**
 - **Awaiting Customer Install**
 - **Install**
 - **Install – T&M**
 - **Shipped**
 - **None**

If necessary, click **Filter** to add or remove the filters to customize the information displayed.

The default columns that are displayed in the **Table** view are as follows:

- **PRODUCT ID**—Click the link in the product ID link to view corresponding support page.
- **PRODUCT NAME**—Click the product name link to go to the corresponding support page.
- **PRODUCT NICKNAME**—Displays the nickname that is assigned to the product ID. Click the link in the corresponding **PRODUCT ID** column to add or edit the nickname.
- **CUSTOMER NAME**—Displays the site ID and site name where the product is installed.
- **CONNECTIVITY STATUS**—Displays the connectivity status of the product, such as, **Connected** or **Not Connected**.
- **CONNECTION TYPE**—Displays the method that is used to send files to the Dell Technologies backend, for example, **Secure Remote Services**.
- **CONNECTION AGE**—Displays the number of days since the last Dell ConnectHome event was received by the Dell Technologies backend.
- **LAST CONNECTED**—Displays the last date when the product established a connection with the Dell Technologies backend.

NOTE: Click **View All** to view other columns available for the **Table** view.

The **Map** view identifies the sites where the products are installed on a geographical map. Click a site on the map, to view the following information:

- Site ID
- Site name
- Site location
- Percentage of products by connectivity status

The **Visualizations** view, the percentage of **Connected** and **Not Connected** products are displayed using a doughnut chart . Click **Not Connected** or **Connected** to view more information about the products.

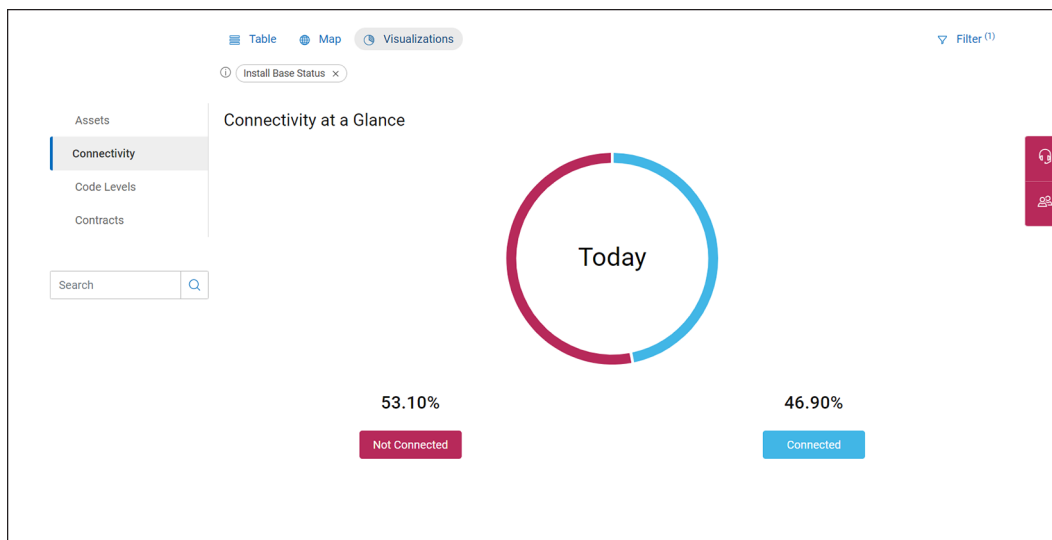


Figure 9. Visualizations view

Code Levels tab overview

The **Code Levels** tab displays information about the software or firmware version that is installed on your products and the recommended upgrade version. The code levels are categorized as follows:

- EOSL
- Missing
- Target -1
- Target -2
- Target +
- Wrong code

The default filters applied for the **Code Levels** tab are as follows:

- **Install Base Status**
 - **Awaiting Customer Install**
 - **Install**
 - **Install – T&M**
 - **Shipped**
 - **None**

If necessary, click **Filter** to add or remove the filters to customize the information displayed.

By default, the following information is displayed in the **Table** view:

- **PRODUCT ID**—Click the link in the product ID link to view corresponding support page.
- **PRODUCT NAME**—Click the product name link to go to the corresponding support page.
- **PRODUCT NICKNAME**—Displays the nickname that is assigned to the product ID. Click the link in the corresponding **PRODUCT ID** column to add or edit the nickname.
- **CUSTOMER NAME**—Displays the site ID and site name where the product is installed.
- **TARGET + CODE**
- **TARGET -1 CODE**
- **INSTALLED CODE**—Displays the version of the software or firmware code that is currently installed on the product.
- **CODE LEVEL**—Displays the status of the software or firmware version that is installed, for example, **EOSL** or **Target -1**.

NOTE: Click **View All** to view other columns available for the **Table** view.

In the **Map** view, the geographic location of the sites on which the products are installed is displayed. When you click a site on the map, the following information is displayed:

- Site ID
- Name of the customer
- Location of the site
- Percentage of products in each code level

In the **Visualizations** view, the percentage of products by code level is displayed graphically. You can click a section in the graph to analyze the information displayed.

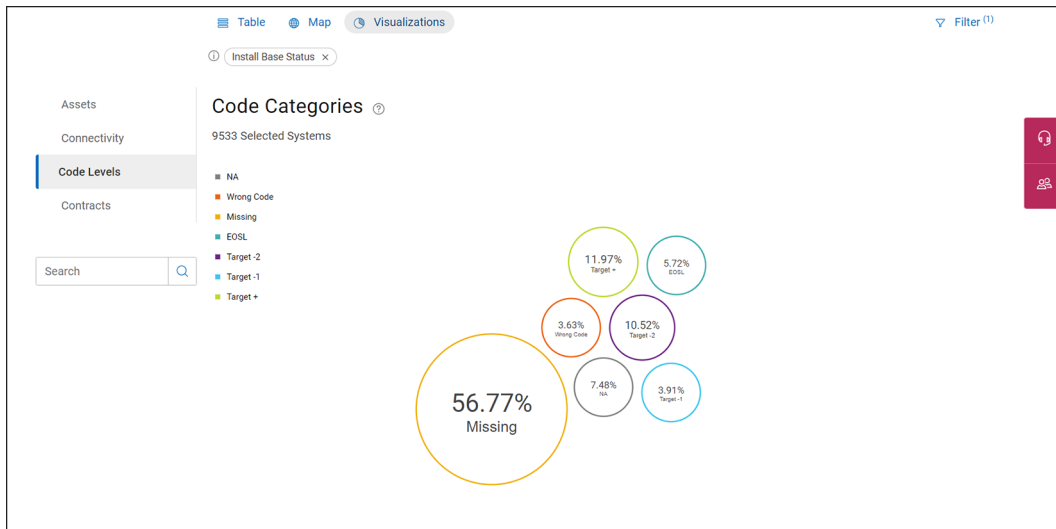


Figure 10. Visualizations view

Contracts tab overview

The **Contracts** tab displays the service contract applicable for your products, their statuses, and their expiry date.

The status of a service contract is categorized as follows:

- Active
- Expired
- Expires within 30 days
- Expires in 31-90 days
- Expires in 91-180 days
- Expires after 180 days
- Terminated
- Not applicable

For information about the various service contracts available or to renew the service contracts of your product, go to www.dell.com/support/contents/Category/Warranty.

You can view the information available using the **Table**, **Map**, or **Visualizations** views.

The default filters applied for the **Contracts** tab are as follows:

- **Contract End: Date**
- **Install Base Status**
 - **Awaiting Customer Install**
 - **Install**
 - **Install – T&M**
 - **Shipped**
 - **None**
- **Contract End: Date Range**

- N/A

If necessary, click **Filter** to add or remove the filters to customize the information displayed.

By default, the following information is displayed in the **Table** view:

- **PRODUCT ID**—Click the link in the product ID link to view corresponding support page.
- **PRODUCT NAME**—Click the product name link to go to the corresponding support page.
- **PRODUCT NICKNAME**—Displays the nickname that is assigned to the product ID. Click the link in the corresponding **PRODUCT ID** column to add or edit the nickname.
- **CUSTOMER NAME**—Displays the site ID and site name where the product is installed.
- **SALES ORDER #**—Displays the sales order number that is associated with the product ID.
- **CONTRACT STATUS**—Displays the status of the service contract applicable for the product ID.
- **CONTRACT TYPE**—Displays the type of service contract applicable for the product ID, for example, Basic, ProSupport Plus.
- **CONTRACT END DATE**—Displays the expiry date of the service contract.

NOTE: Click **View All** to view other columns available for the **Table** view.

In the **Map** view, the geographic location of the sites on which the products are installed is displayed. When you click a site on the map, the following information is displayed:

- Site ID
- Name of the customer
- Location of the site
- Number of products in each service contract status

By default, the **Visualizations** view displays the percentage of products by their service contract status. You can also view the information by product family. Click sections of the graph to view more information about the products in a category.

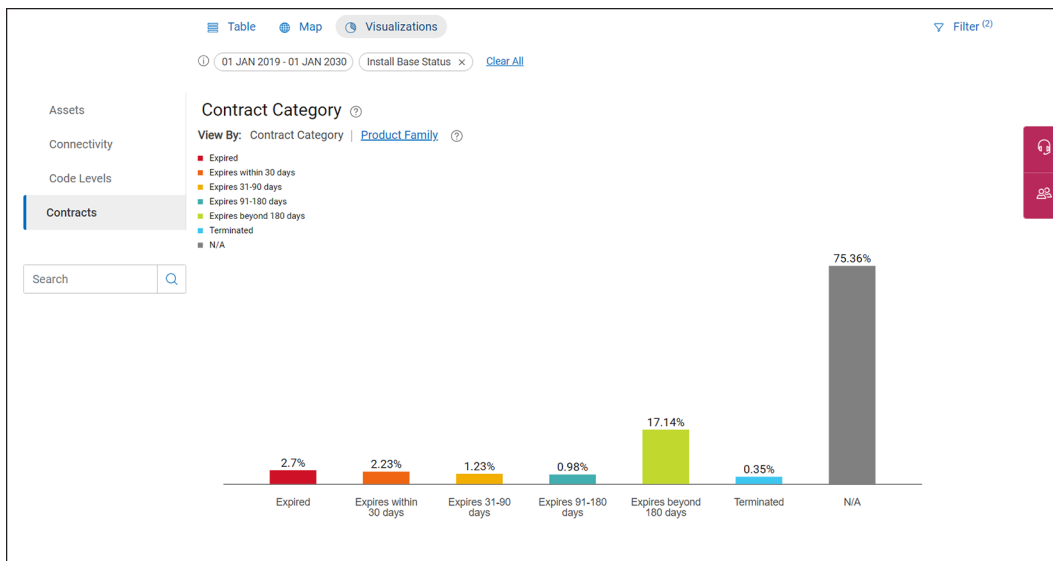


Figure 11. Visualizations view

Incident Management tab overview

The **INCIDENT MANAGEMENT** tab displays information about your service requests, escalations, on-site services, and the parts replaced.

Topics:

- [Total SRs tab overview](#)
- [On-Site Services tab overview](#)
- [Escalations tab overview](#)
- [Parts Replaced tab overview](#)

Total SRs tab overview

By default, the **Total SRs** tab is displayed when you click the **INCIDENT MANAGEMENT** tab. In this tab, information about the service requests created for products in the selected site or custom group, their severity, status, and the site ID are displayed.



The **Total SRs** tab displays all the service requests opened for your devices. You can view the information available using the **Table**, **Map**, or **Visualizations** views.

The default filters applied for the **Total SRs** tab are as follows:

- **SR Status**
 - **Open**
- **SR Create Date** —The default date range is set to the last 18 months.
- **Install Base Status**
 - **Awaiting Customer Install**
 - **Install**
 - **Install – T&M**
 - **Shipped**
 - **None**

If necessary, click **Filter** to add or remove filters to customize the information displayed.

By default, the following information is displayed in the **Table** view:

- **SR NUMBER**—Click the service request number link to view more information available for the service request.
 - **NOTE:** If an escalation is pending for a service request,  is displayed next to the service request number. If the escalation is resolved,  is displayed.
- **PRODUCT ID**—Click the link in the product ID link to view corresponding support page.
- **PRODUCT NICKNAME**—Displays the nickname that is assigned to the product ID. Click the link in the corresponding **PRODUCT ID** column to add or edit the nickname.
- **SR STATUS**—An open service request may have one of the following statuses until it is closed:
 - **Assigning**
 - **Working**
 - **Complete**
- **SEVERITY**—Displays the severity of service requests, for example, S1, S2, or S3.
- **PROBLEM SUMMARY**—Displays the summary of the problem for which the service request was created.
- **PRIMARY CONTACT**—Displays the name of the primary contact for the service request.
- **Site ID**

NOTE: Click **View All** to view other columns available for the **Table** view.

In the **Map** view, the geographical location of the sites on which the products are installed is displayed. When you click a site, the following information is displayed:

- Site ID

- Name of the customer
- Location of the site
- Number of service requests in each severity category

In the **Visualizations** view, the number of service requests by severity is displayed in a graphical format. You can click a section of the graph to view more information about the service requests.

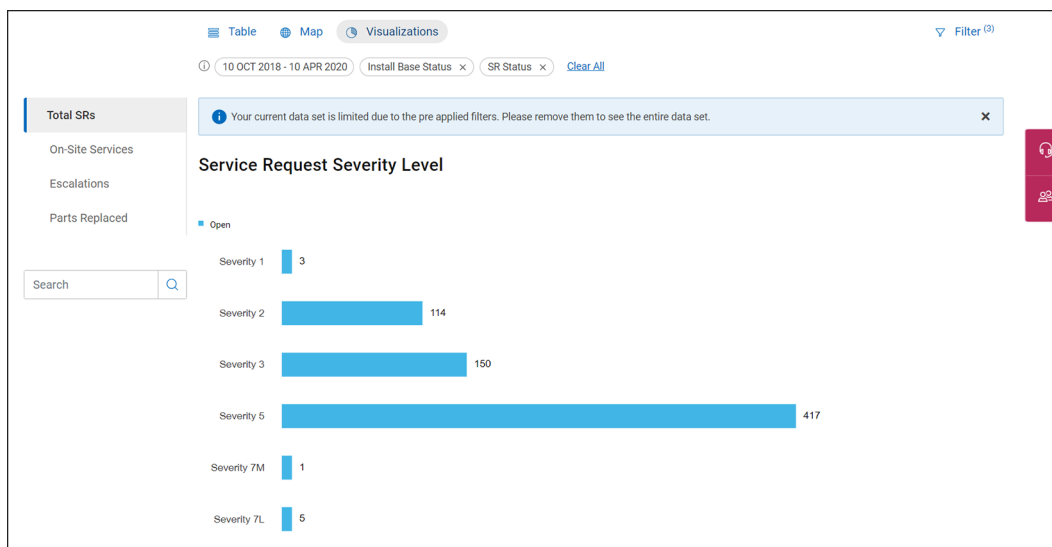


Figure 12. Visualizations view

On-Site Services tab overview

The **On-Site Services** tab displays the near real-time status of on-site service requests for the current day. On-site services may include proactive and corrective maintenance work. It also enables you to schedule an on-site service, if necessary.

The following table describes the types of proactive and corrective maintenance work:

Table 1. Maintenance categories

Maintenance category	SR type	Description
Proactive	Install or Implement	The complete installation, including remote connectivity setup and testing or the addition of physical hardware or customer cabinet prior to installation or upgrade.
Proactive	Field Change Order (FCO)	An FCO requires a part replacement, patch load, code upgrade, configuration change, or firmware upgrade.
Proactive	Trackable Service Events (TSE)	A TSE requires global services to take proactive action with a product. NOTE: Dell Technologies have discontinued TSEs in December 2019. But, you can clear the SR STATUS filter to view the services requests that were created earlier.
Proactive	Preventative Maintenance Request (PMR)	Previously, a PMR was designed for long-term remediation, and the CAL were generated on a recurring, cyclic (generally quarterly) basis with the associated service requests released in batches that coincide with the cadence of the CAL generation. NOTE: Dell Technologies have discontinued PMRs in December 2019. But, you can clear the SR STATUS filter to view the services requests that were created earlier.

Maintenance category	SR type	Description
Proactive	Upgrade	A software upgrade can include; Patch Load, Code Upgrade, Configuration Change, and/or Firmware Upgrade.
Proactive	Upgrade Funded	A customer billable software upgrade can include; Patch Load, Code Upgrade, Configuration Change, and/or Firmware Upgrade.
Proactive	De-Install	An event that requires complete de-installation, including remote connectivity removal (does not include Erasure Services).
Corrective	Hardware	An event involving hardware that requires a resource to go to the site.
Corrective	Software	An event involving software that a resource can resolve remotely.

You can view the information available using the **Table**, **Map**, or **Visualizations** views.

The default filters applied for the **On-Site Services** tab are as follows:

- **Scheduled Date**—The default date is set to the current day. You can also view information for a custom date range.
- **Install Base Status**
 - **Awaiting Customer Install**
 - **Install**
 - **None**
- **SR Status**
 - **Open**

If necessary, click **Filter** to add or remove filters to customize the information displayed.

By default, the following information is displayed in the **Table** view:

- **SR NUMBER**—Click the service request number link to view more information available for the service request.
- **PRODUCT ID**—Click the link in the product ID link to view corresponding support page.
- **SR STATUS**—Displays the status of the service.
- **ON-SITE SERVICES**—Displays the type of on-site service. Click the link that is displayed to view more information about the service request.
- **PROBLEM SUMMARY**—Displays the summary of the problem for which the service request was created.
- Site ID

 **NOTE:** Click **View All** to view other columns available for the **Table** view.

In the **Map** view, the geographical location of the sites that have a scheduled service open are displayed. When you click the site, the following information is displayed:

- Site ID
- Name of the customer
- Location of the site
- Number of scheduled and unscheduled services

In the **Visualizations** view, the total number of scheduled and unscheduled services is displayed using a pie-chart. You can also view the number of scheduled and unscheduled services for a specific task type, for example, Corrective Maintenance. You can click a section of the pie chart to view more information about the services.

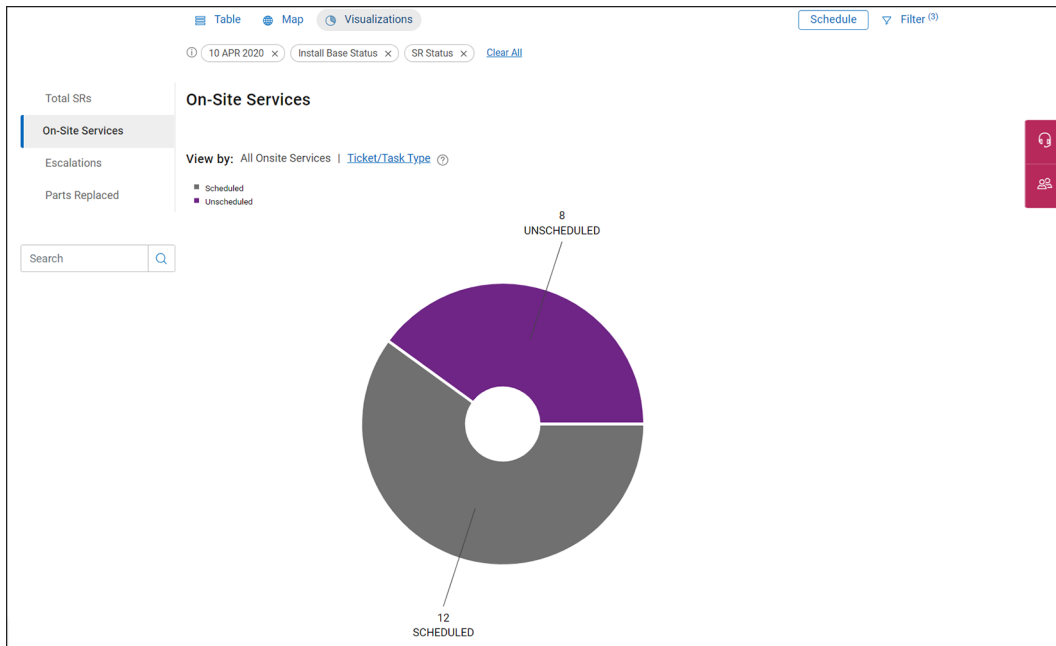


Figure 13. Visualizations view

Schedule on-site service

About this task

Depending on your requirement, you can schedule an onsite service for your service requests. A service request may require replacing a component by yourself or a technician to visit your site to resolve the issue.

Steps

1. Log in to <https://www.dell.com/support>.
2. In the **Dell EMC Support Technologies** section, click **MyService360**.
3. Click the **INCIDENT MANAGEMENT** tab, click the **On-Site Services** tab, and then click **Schedule**. The **Unscheduled** tab in the **Onsite Services** window is displayed.

NOTE: The **Unscheduled** tab displays all the service requests created for your products.

4. Click **Chat**, **Email**, or **Call** to contact Dell Technologies technical support and schedule a technician visit. After an onsite service is scheduled, you can monitor the progress of the service request in the **Scheduled** tab.

Scheduled tab overview

The **Scheduled** tab displays the onsite services scheduled for your sites. By default, the list of services scheduled for the current day are displayed. Click **Next 30 days** to view the list of services scheduled for the next 30 days. You can view the list of scheduled services using the **List** view or the **Calendar** view.

The **Scheduled** tab also enables you to view the number of service requests in the following stages:

- Scheduled
- Assigned
- Traveling
- Onsite
- Work Started
- Work Completed
- Closed

The default filters applied for the **Scheduled** tab are as follows:

- **Install Base Status**
 - **Awaiting Customer Install**

- **Install**
- **None**
- **SR Status**
 - **Open**

Escalations tab overview

The **Escalations** tab displays the service requests that were escalated by your organization. You can view the information available using the **Table**, **Map**, or **Visualizations** view.

The default filters applied for the **Escalations** tab are as follows:

- **SR Escalation Date**
- **Install Base Status**
 - **Install**
 - **Install – T&M**
 - **None**
- **SR Status**
 - **Open**
- **Escalations**
 - **Open**

If necessary, click **Filter** to add or remove filters to customize the information displayed.

By default, the following are displayed in the **Table** view:

- **SR NUMBER**—Click the service request number link to view more information available for the service request.
- **PRODUCT ID**—Click the link in the product ID link to view corresponding support page.
- **PRODUCT NICKNAME**—Displays the nickname that is assigned to the product ID. Click the link in the corresponding **PRODUCT ID** column to add or edit the nickname.
- **PROBLEM SUMMARY**—Displays the summary of the problem for which the service request was created.
- **SR STATUS**—An open service request may have one of the following statuses until it is closed:
 - **Assigning**
 - **Working**
 - **Complete**
- **SEVERITY**—Displays the severity of service requests, for example, S1, S2, or S3.
- **TECH SUPP. OWNER**—Displays the name of the technical support agent that is assigned to the service request

 **NOTE:** Click **View All** to view other columns available for the **Table** view.

In the **Map** view, the geographical location of the site of the product for which the service request was escalated is displayed. When you click the site, the following information is displayed:

- Site ID
- Name of the customer
- Location of the site
- Number of open and closed escalations

In the **Visualizations** view, the number of open and closed escalations is displayed in a graphical format. You can click a section of the graph for more information about the escalated service requests.

Parts Replaced tab overview

The **Parts Replaced** tab displays information about the parts that were replaced for your products. You can view the information available using the **Table**, **Map**, or **Visualizations** views.

The default filters applied for the **Parts Replaced** tab are as follows:

- **Task Date**—The default date range is set to the last one year.
- **Install Base Status**
 - **Install**

- **Install – T&M**
- **None**
- **SR Status**
 - **Open**

If necessary, click **Filter** to add or remove the filters to customize the information displayed.

By default, the following are displayed in the **Table** view:

- **SR NUMBER**—Click the service request number link to view more information available for the service request.
- **PRODUCT ID**—Click the link in the product ID link to view corresponding support page.
- **SR STATUS**—An open service request may have one of the following statuses until it is closed:
 - **Assigning**
 - **Working**
 - **Complete**
- **PART SERIAL NUMBER**—Displays the serial number of the part replaced.
- **PART GROUP**—Displays the type of part that was replaced, for example, Optical. If multiple parts were replaced, a link to view information about all the parts that was replaced is displayed.
- Site ID.

In the **Map** view, the geographical location of the site where the product is installed is displayed. When you click the site, the following information is displayed:

- Site ID
- Name of the customer
- Location of the site
- Number of parts replaced in each part group

In the **Visualizations** view, a timeline view of the parts replaced is displayed. Hover over the sections of the graph to view the number of parts replaced in a specific month. Click **See SR List of this View** to view the corresponding service requests. Click a part group in the **PARTS** column to view the corresponding site ID and site name.

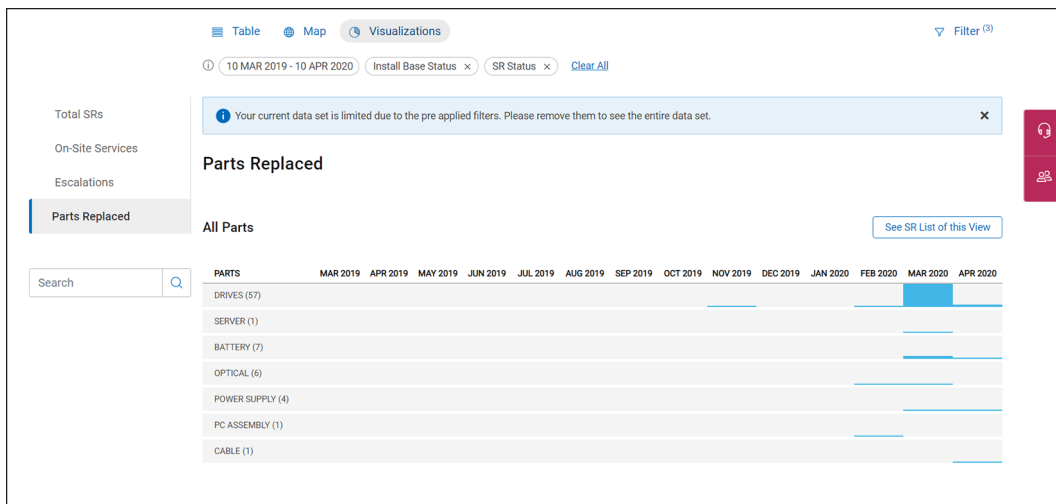


Figure 14. Visualizations view