

January 2025 | Guide

# Support Quick Reference Guide

NUTANIX



## Welcome to the Nutanix Family

Thank you for choosing Nutanix Enterprise Cloud Platform! We look forward to bringing unprecedented simplicity and power to your enterprise datacenter as you embark on a journey to make IT infrastructure invisible. All of us at Nutanix are humbled by the trust that you, and thousands of other organizations in more than 150 countries, have placed in our people and solutions. We want to ensure that you have an enriching experience as you run your business applications and services with Nutanix. You will have the opportunity to work with our world-class support organization, and see first-hand why we outpace every other IT vendor with a Net Promoter Score (NPS) of 90+ for over 6 years. And, you'll come to understand why the Association of Support Professionals has honored Nutanix as one of the top ten best support teams in recent years.

## Nutanix Support Highlights

- 24x7x365 support with global support centers located in the United States (east and west coast), Mexico, Australia, Japan, India, Spain, and the Netherlands
- Leading technology experts consisting of VCPs, vExperts, CCIEs, MSFT, Linux, Kubernetes, Cloud certifications, Nutanix Certified Professional (NCP), Nutanix Certified Master (NCM), and Nutanix Support Specialists (NSS) with years of experience in supporting datacenter technologies and products
- Four-hour parts replacement for customers with mission-critical support contracts in most major metropolitan locations
- Access to the Nutanix support portal for proactive support and the latest information on our products, knowledge base articles, documentation, downloads and FAQs

Please visit [Product Support](#) for a comprehensive list of resources that will ensure great Nutanix Support experience.

I have listed a few of my favorite resources at <https://www.nutanix.com/welcome>. I invite you to explore these as you build and operate your Nutanix Enterprise Cloud.

With warm regards, Rajiv Ramaswami

President & CEO, Nutanix



# Support Case Lifecycle

All Support cases, whether opened through the web or the phone, go through a consistent lifecycle. The stages of the case lifecycle include:

## 1. Create Your Profile

If you are new to Nutanix Support, we need you to create a Customer Profile on our support portal.

Visit <http://portal.nutanix.com> and click on "Sign up now"

If you are having issues creating your account or profile, please e-mail [portal-accounts@nutanix.com](mailto:portal-accounts@nutanix.com)

## 2. Collect Information to Expedite Resolution

Providing us with background information about the issue you are facing will help us understand your issue better and do some preliminary research before we engage with you to make our interaction more effective and efficient. We would therefore ask you to provide the following information when you open the case:

- System Serial Number
- Cluster ID
- Software Versions of all relevant software (Nutanix OS and Hypervisor)
- Time that the system became unavailable
- Whether the issue is reproducible
- Steps taken thus far in remediation
- Results of Nutanix Cluster Check (NCC)
- Workload characteristics – Applications running and number of VMs per block

## 3. Create a Support Case

- Online: <http://portal.nutanix.com>
- US Phone: 1-855-NUTANIX (688-2649) Ext 3
- Other local country toll free numbers are available at: [Support-phone-numbers](#)

## 4. Working on a Case With SRE

An SRE is assigned to your case and owns your problem until we mutually agree the issue can be closed. He or she will contact you via email and/or phone as appropriate during the resolution process. for better skills or time zone match.

## 5. Escalate a Support Case (Optional)

You can escalate a support case at any time via the support portal using the escalate button found in your case, by contacting your SRE, or by asking to speak with the Head of Support for your region. Support escalations may occur because your expectations of an issue resolution are not in line with the outlined action plan and timeframes that follow the normal resolution process.

The issue is escalated to the Worldwide Support management team. The manager who takes on the escalation then creates a task force consisting of the necessary resources from Technical Support, Engineering, QA, and Product Management and formulates an action plan to address the issue.

This action plan is then shared with you, the checkpoint schedule and the milestones determined, and agreement sought on the closure criteria of the escalation. Updates are provided on the progress as agreed upon, until the issue is resolved.

## 6. Close a Support Case

A case is closed when you confirm that a resolution has been reached, or if we do not hear from you within two weeks of a request for information, and multiple attempts have been made to contact you during this period. A case may also be closed without final resolution, with acknowledgement and agreement from you.

## 7. Customer Satisfaction Surveys

After a support case is closed, you will be invited by email to fill out a short survey about your experience. Your feedback is a valuable way of measuring how well the Nutanix Worldwide Support team is meeting your expectations. Customer satisfaction surveys give you the opportunity to provide us with valuable information to help improve our interactions with you, as well as any product improvement suggestions.

Priority	Description	Target Response Times
P1	<b>Emergency.</b> 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 1 Hour (Production) Within 30 Min (Mission Critical)
P2	<b>Critical.</b> System is available but experiencing issues that have a direct impact on productivity. Major inconvenience.	Within 4 Hours (Production) Within 2 Hours (Mission Critical)
P3	<b>Normal.</b> 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 8 Hours (Production) Within 4 Hours (Mission Critical)
P4	<b>Low.</b> Questions about documentation, processes, procedures, new account setups, or configuration. General requests about information.	Within the next two business days.

## Replacement Parts Target Response

To make sure your support request is prioritized correctly, Nutanix will use the following guidelines to assess issues and provide an initial response in a timely manner based on their priority level.

- **Production** – Next Business Day (8AM-5PM)
- **Mission Critical** – 4 hours (available in most major metropolitan locations)

Should a customer choose to leverage our Field Engineer (FE) support offering, then an FE will be dispatched to the customer site to perform hardware replacement only. The FE does not perform any hardware or software troubleshooting and relies on the remote SRE to perform any software activities. The remote SRE will provide software subject matter expertise, prepare the environment for hardware replacement, initiate system restoration and perform the diagnostic health check to validate the environment.

# Nutanix Support Teams Around the Globe

Nutanix Support Teams are located in Australia, Japan, India (Bangalore and Pune), Mexico, The Netherlands, Spain, the United States (east and west coasts) and are available 24 hours a day, 7 days a week, 365 days a year.

## Best Practices When Working With Nutanix Support

### 1. Keep Your Profile and Location Up to Date

We encourage you to create and maintain your company information on our Support Portal. If you move your Nutanix equipment, it is important that you also update the install location.

### 2. Educate Your Administrators

Please consider getting formally trained on the Nutanix suite of products. We have found that customers who invest in Nutanix education courses for their administrators are much more effective in avoiding problems or speeding up issue resolution by defining the symptoms of problems and working with us to quickly resolve the underlying issue. You can find more information here: [Training-Certification](#)

### 3. Plan Ahead

We recommend reviewing Nutanix Release Notes and other related Product documentation prior to deploying our products or performing an upgrade. These are available on: <http://portal.nutanix.com>.

### 4. Enable Nutanix Pulse and Remote Tunnel Access

To the extent allowed by your organization's security policies, we encourage you to use our product's Nutanix Pulse feature, which regularly reports system health, and can automatically create a support case for certain issues it detects. The Remote Tunnel allows support staff to login remotely via secure SSH tunnel to proactively diagnose and resolve alerts which have been triggered from Nutanix Pulse or from the customer. Remote Tunnel access is an 'on demand' feature that is enabled or disabled by the customer in response to a request from Nutanix support to troubleshoot the system. Used together, they allow us to resolve support cases 30% faster.

### 5. Regularly run Nutanix Cluster Check (NCC)

NCC is a framework of scripts that can help diagnose cluster health. To find additional information regarding NCC please go to: <http://portal.nutanix.com> and select 'Support Tools' from the Downloads section.

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