

Support Quick Reference Guide

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 "+ Create account"

If you are having issues creating your account or profile, please e-mail 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 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: <http://www.nutanix.com/support>

4. 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.

5. 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.

6. 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.

MORE HELPFUL LINKS AND INFORMATION

You can always find more information at: <http://www.nutanix.com/support>

TARGET INITIAL SUPPORT 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.

Priority	Description	Response
P1	Emergency - 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	Critical - 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	Normal - 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	Low - Questions about documentation, processes, or P4 procedures. General requests about information.	Within next two business days

REPLACEMENT PARTS TARGET RESPONSE

- **Production** - Next Business Day
- **Mission Critical** - 4 hours

Support Quick Reference Guide (cont.)

NUTANIX SUPPORT TEAMS AROUND THE GLOBE

Nutanix Support Teams are located in Australia, Japan, China, The Netherlands, India, and United States (East and West coasts) and are available 24 hours a day, 7 days a week, 365 days a year. We align our teams and your support case with your local business hours, and the rest of our global teams are there for you when you need us.

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: <http://www.nutanix.com/services/>

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, to ensure replacement parts are delivered as expected.

Nutanix makes infrastructure invisible, elevating IT to focus on the applications and services that power their business. The Nutanix enterprise cloud platform leverages web-scale engineering and consumer-grade design to natively converge compute, virtualization and storage into a resilient, software-defined solution with rich machine intelligence. The result is predictable performance, cloud-like infrastructure consumption, robust security, and seamless application mobility for a broad range of enterprise applications. Learn more at www.nutanix.com or follow us on [Twitter@nutanix](https://twitter.com/nutanix).

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