

May 2023 | Guide

# Nutanix Worldwide Support Program Guide

**NUTANIX**



# Table of Contents

|   |     |
|---|-----|
| <b>01 Introduction</b>  |     |
| Highlights.....   | .03 |
| Support Tiers.....  | .04 |
| <b>02 Nutanix Support Locations</b>                           | .05 |
| <b>03 Production Support Program</b>                          |     |
| Features.....   | .06 |
| <b>04 Mission Critical Support Program</b>                    |     |
| Features.....   | .07 |
| <b>05 Nutanix Customer Experience - Advanced</b>              |     |
| Features.....   | .08 |
| <b>06 Nutanix Customer Experience - Premier</b>               |     |
| Features.....   | .08 |
| <b>07 Compare Product Support Programs</b>                    |     |
| Software Support.....   | .09 |
| Cloud Services Support.....                                   | .10 |
| Hardware Support for Nutanix (NX).....                        | .10 |
| <b>08 Additional Support Offerings</b>                        |     |
| Federal Support.....  | .11 |
| Designated Support Engineer (DSE).....                        | .11 |
| After Hours Field Engineer.....                               | .11 |
| <b>09 Non-Returnable Hardware Programs</b>                    |     |
| Non-Returnable Drive (NRDK) Program.....                      | .12 |
| Non-Returnable Node (NRNODE) Program.....                     | .12 |
| <b>10 Understanding Case Priorities</b>                       |     |
| Priority Level and Targeted Initial Response Definitions..... | .13 |
| <b>11 Best Practices of an Effective Support Relationship</b> | .14 |



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12 Nutanix Team Roles and Responsibilities.....15

13 Support Case Life Cycle

- Creating Your Profile .....16
- Collecting Information to Troubleshoot Your Problem..... 19
- Creating a Support Case.....20
- Working the Issue .....21
- Scheduling a Support Case.....22
- Escalating a Support Case .....23
- Closing a Support Case.....23

14 End of Life Policy

- Extended Support Policy..... 24
- Third-Party Hardware and Software Policy.....24

15 Nutanix Hardware Spares

- Return Material Authorization Policy.....24



# 1 Introduction

Thank you for choosing Nutanix products and support offerings. Nutanix Worldwide Support offers world-class programs to meet your organization's technology needs. Nutanix recognizes the investment that you have made in our products and compliments this with highly responsive, quality support to ensure your ongoing success.

Your business is of great value to us, and as part of our commitment, we have created this Support Program Guide to answer your questions about our support service offerings and features.

## 1.1 Highlights

- Worldwide support centers with 24/7/365 coverage
- 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.
- 24x7x365 support availability with an optional four hour parts dispatch for customers with mission-critical applications.
- [Nutanix Customer Xperience \(NCX\)](#) offers a bundled Support and Services experience to help you drive a faster ROI. These enhanced offers, NCX Advanced or NCX Premier includes bundled world class support, [Nutanix Insights](#), and different levels of Services based on offering such as Adoption Services, Training, Operations Management, and Proactive Guidance.
- Access to the Nutanix Support Portal for proactive support and the latest information on our products, knowledge base articles, documentation, downloads and FAQs.
- State-of-the-art reproduction labs in all major geographies for the quick and efficient turnaround of requests.
- Access to Nutanix Insights, an integrated service that augments product support and expedites issue resolution time. Pulse is the underlying technology that securely transmits system-level diagnostic data to the Insights platform, enabling predictive health and context-aware support automation workflows. Customers can always benefit from the latest Insights enhancements to improve infrastructure health by upgrading Nutanix Cluster Check (NCC), regardless of the Nutanix AOS or hypervisor version.



## 1.2 Support Tiers

Nutanix product support programs are designed to meet the needs of any size organization, from small and midsize businesses that may have limited operations and constrained resources, to large enterprises that operate business and mission-critical 24x7 operations

| Support Tiers          | Description  |
|------------------------|--|
| Production             | Designed for business workloads.   |
| Mission Critical       | Structured for mission-critical workloads. It features direct access to senior engineers, advanced analytics, and root cause analysis. Critically, it also has faster initial response times and 4-hour parts dispatches for Nutanix hardware platforms.   |
| Cloud Services Support | When purchasing Nutanix Enterprise Cloud OS software, customers can also buy Nutanix hardware platforms or select a validated hardware platform directly from third-party vendors.   |
| NCX Advanced           | Designed for customers needing expert guidance to deploy and optimize their Nutanix platforms. Includes Production Support plus Root Cause Analysis for Priority 1 requests.   |
| NCX Premier            | Designed for customers needing high levels of support and operational services to deploy and optimize their Nutanix platforms with the least amount of business risk. Includes Mission Critical Support plus Root Cause Analysis for priority 1 requests, Direct Case Routing to a Senior SRE, Resolutions Manager, Support QBR, and Key Event Management for up to 2 events per year. |

## 2 Nutanix Support Locations



Worldwide presence with support centers in the following locations:

- Durham, NC and San Jose, CA, United States
- Sydney, Australia
- Amsterdam, Netherlands
- Bangalore and Pune, India
- Mexico City, Mexico
- Tokyo, Japan

Nutanix Support Teams are located throughout the globe. Nutanix uses a follow the sun support model to support customers 24 hours a day, 7 days a week, 365 days a year.

## 3 Production Support Program

Nutanix's Production support program is designed for mid to large-size enterprises that operate business-critical 24/7 operations. The Production service plan entitles customers to 24-hour access to support personnel and next business day on-site break-fix service for the Nutanix hardware platform.

### 3.1 Features

**24x7 telephone and web support:** Nutanix's Systems Reliability Engineers (SREs) can answer technical questions and assist with equipment operation 24 hours a day. [Local in-country numbers are also available.](#)

**Priority call handling:** Customer cases and calls to Nutanix support are assigned and handled based on priority level. Based on case priority, customers should expect an initial response from Nutanix within the indicated time. These targeted response levels are not a guarantee of service within the timeframe.

**Software subscription:** The customer is entitled to all versions of released software, including bug fixes, patches and major releases issued during the period the support contract is in effect. Additional features implemented in new versions may require purchasing additional licenses to use the new feature. Customers with a current software subscription will be alerted to new releases and can download them from a location provided by Nutanix support. Please refer to the [Software End of Life \(EOL\) Policy](#) for more details. You can also find the current [support policies, terms, and Frequently Asked Questions \(FAQs\) on our website.](#)

**Nutanix Insights:** An integrated service that augments product support, reducing customer case volume and expediting issue resolution time. Pulse is the underlying technology that securely transmits system-level diagnostic data to the Insights platform, enabling predictive health and context-aware support automation workflows.

**Insights Discoveries:** Insights Discoveries are recommendations that contain resolution steps based on Pulse data. Insights Discoveries aims to identify clusters affected by known issues and provide the steps needed to resolve the issue. Every Discovery has an action associated which can include an email notification, a remote diagnostics request, or a case creation.

**Spares support and integrated logistics planning:** To receive replacement parts for Nutanix Hardware, contact Nutanix support. Our support team will ship a replacement part after determining that a new part is needed. Where possible, hardware component failure is diagnosed automatically without contacting Nutanix Support. Spare parts can be shipped by following a workflow on the Support Portal to validate the shipping information. Refer to the chapter on Nutanix Hardware Spares for additional logistic and policy information.

**Field Engineers:** When on-site hardware service is required during business hours (8 AM - 5 PM local time), Nutanix will order parts and dispatch a field engineer to the customer's site separately to restore equipment to normal operations. Parts and field engineers will arrive on-site separately the next business day after Nutanix has diagnosed the defective part and the dispatch has been submitted and validated by the customer.

**On-Line resources:** Nutanix's Support Portal offers extensive product documentation, access to software, patches, knowledge base, unprecedented search capabilities and other helpful information. Customers may create cases at any time by entering a case on the support website at [portal.nutanix.com](https://portal.nutanix.com). If you require a support account, please self-register at [portal.nutanix.com](https://portal.nutanix.com). In case of issues with account creation, e-mail [portal-accounts@nutanix.com](mailto:portal-accounts@nutanix.com). Please contact Nutanix using our [local in-country numbers](#) if you require emergency assistance.

## 4 Mission Critical Support Program

Nutanix's Mission Critical program is designed for large enterprises that operate Nutanix products in a mission-critical, 24/7 environment and cannot afford to take any downtime. The Mission Critical program entitles customers to priority call and case handling 24 hours a day, direct access to senior-level engineers, and field engineers (FEs) can arrive onsite within 4 hours from the time of dispatch confirmation. The FE arrival is coordinated with part delivery.

### 4.1 Features

**24x7 telephone and web support:** Nutanix's Systems Reliability Engineers (SREs) can answer technical questions and assist with equipment operation 24 hours a day. [Local in-country numbers are also available.](#)

**Priority call handling:** Customer calls to Nutanix are given priority status and handled by the next available support engineer. Customer cases and calls to Nutanix support are assigned and handled based on priority level. Based on case priority, customers should expect an initial response from Nutanix within the indicated time. These targeted response levels are not a guarantee of service within the timeframe.

**Up to 4 hours parts delivery and field engineer arrival:** When on-site hardware service is required, Nutanix will order parts and dispatch a field engineer to the customer's site separately to restore equipment to normal operations. Parts and field engineers will arrive on-site separately within 4 hours after Nutanix has diagnosed the defective part and the dispatch has been submitted and validated by the customer. The service is available 24x7x365.

**Software subscription:** The customer is entitled to all versions of released software, including bug fixes, patches and major releases issued during the period the support contract is in effect. Note that additional features implemented in new versions may require purchasing additional licenses to use the new feature. Customers with a current software subscription will be alerted to new releases and can download them from a location provided by Nutanix support. Please refer to the [Software End of Life \(EOL\) Policy](#) for more details. You can also view the current [support policies, terms, and Frequently Asked Questions \(FAQs\)](#).

**Nutanix Insights:** An integrated service that augments product support, reducing customer case volume and expediting issue resolution time. Pulse is the underlying technology that securely transmits system-level diagnostic data to the Insights platform, enabling predictive health and context-aware support automation workflows.

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**Spares support and integrated logistics planning:** To receive replacement parts for Nutanix Hardware, contact Nutanix support. Nutanix Support will ship a replacement part after determining that a new part is needed. Where possible, hardware component failure is diagnosed automatically without contacting Nutanix Support. Spare parts can be shipped by following a workflow on the Support Portal to validate the shipping information. Refer to the chapter on Nutanix Hardware Spares for additional logistic and policy information.

**On-Line resources:** Nutanix's Support portal offers extensive product documentation, access to software, patches, knowledge base, unprecedented search capabilities and other helpful information. Customers may create cases at any time by entering a case on the support website at [portal.nutanix.com](https://portal.nutanix.com). If you require a support account, please self-register at [portal.nutanix.com](https://portal.nutanix.com). In case of issues with account creation, e-mail [portal-accounts@nutanix.com](mailto:portal-accounts@nutanix.com). Please contact Nutanix using our [local in-country numbers](#) if you require emergency assistance.



## 5 Nutanix Customer Experience: Advanced

Nutanix Customer Experience (NCX): Advanced is designed for customers that need expert guidance to deploy and optimize their Nutanix platforms within their environments. Additional details can be found here:

<https://www.nutanix.com/support-services/ncx>

### Features

- NCX Advanced is a new subscription bundle that includes Services, Support and Product License for a seamless customer experience.
- NCX Advanced is available as a pre-paid subscription for up to 5 years.
- NCX Advanced includes Nutanix Production Support.

Additional features:

- Root Cause Analysis for Priority 1 cases.

## 6 Nutanix Customer Experience: Premier

Nutanix Customer Experience (NCX): Premier is designed for customers that need high levels of support and operational services to deploy and optimize their Nutanix platforms with the least amount of business risk.

Additional details can be found here: <https://www.nutanix.com/support-services/ncx>

### Features

- NCX Premier is a new subscription bundle that includes Services, Support and Product License for a seamless customer experience.
- NCX Premier is available as a pre-paid subscription for up to 5 years.
- NCX Premier includes Nutanix Mission Critical Support.

Additional features:

- Root Cause Analysis for Priority 1
- Direct Case Routing to Senior SRE
- Resolutions Manager
- Support QBR
- Key Event Management (up to 2 events/year)

# 7 Compare Product Support Programs

## 7.1 Software Support

|   | Standard Support    |                          | Nutanix Customer Xperience - NCX |                     |
|---|---------------------|--------------------------|----------------------------------|---------------------|
|   | Production Support  | Mission Critical Support | Advanced                         | Premier             |
| Technical Support   | 24x7 Remote Support | 24x7 Remote Support      | 24x7 Remote Support              | 24x7 Remote Support |
| Priority 1  | 1 hour              | 30 minutes               | 1 hour                           | 30 minutes          |
| Priority 2  | 4 hours             | 2 hours                  | 4 hours                          | 2 hours             |
| Priority 3  | 8 hours             | 4 hours                  | 8 hours                          | 4 hours             |
| Software Support: Major & minor maintenance, patch releases, upgrades | ✓                   | ✓                        | ✓                                | ✓                   |
| Direct Routing to Senior-Level Engineers                              |                     | ✓                        |                                  | ✓                   |
| Root Cause Analysis*  |                     | ✓                        | ✓                                | ✓                   |
| Pulse Advanced Performance Analytics                                  | ✓                   | ✓                        | ✓                                | ✓                   |
| Automatic Support Monitoring  | ✓                   | ✓                        | ✓                                | ✓                   |
| Maximum Number of Support Admins Per Contract                         | 6                   | Unlimited                | 6                                | Unlimited           |
| Support QBR   |                     |                          |                                  | ✓                   |
| Resolution Manager  |                     |                          |                                  | ✓                   |
| Key Event Management (up to 2x/year)                                  |                     |                          |                                  | ✓                   |

\* In the event there is an incident that affects system availability, and upon customer request, we will provide root cause analysis for Priority 1 support requests

## 7.2 Cloud Services Support

|  | Community Support                                       | Production Support            |
|--|---|-------------------------------|
| Technical Support                        | <a href="https://next.nutanix.com">next.nutanix.com</a> | 24x7 Remote Support           |
| Priority 1                               | NA  | 1 hour                        |
| Priority 2                               | NA  | 4 hours                       |
| Priority 3                               | NA  | NBD                           |
| Direct Routing to Senior-Level Engineers | <a href="https://next.nutanix.com">next.nutanix.com</a> | ✓                             |
| Contract Term                            | Free Trial Period                                       | Monthly, Annual or Multi-year |

## 7.3 Hardware Support for Nutanix (NX)

|  | Production Support | Mission Critical Support   |
|--|--------------------|----------------------------|
| Hardware Replacement:<br>Duration of parts arrival on-site after dispatch is submitted and validated by the customer   | NBD (8AM-5PM)*     | 4-hour parts replacement** |
| Field Engineering for Parts Replacement  | NBD (8AM-5PM)***   | ✓                          |
| After-hours FE support is available for purchase as an addition to Production Support. Once purchased, an FE can arrive after regular business hours. Meeting this service level requires that Dispatch requests be made one business day prior to onsite break-fix support. |                    |                            |

\* The full description of NBD delivery by region can be found in the [Support Policies and FAQ](#).

\*\* The 4-hour option might not be available in all locations.

\*\*\* After hours is available for purchase as an add-on to Production Support. See the next section for details.



## 8 Additional Support Offerings

### 8.1 Federal Support

Support Services specifically designed for U.S. Federal agencies, their Service Providers, Systems Integrators, and Federal Contractors to meet the unique requirements of the U.S. Government. U.S. Government agencies need to execute on mandates and missions simultaneously. Agencies are modernizing and increasingly virtualizing through cloud-based and web-scale solutions to achieve both objectives. These next-generation solutions are also vital to government transformation; improvements in consistency and success with which cloud-based solutions are deployed are tightly coupled with the technology provider's support approach.

[Additional details available here](#)

### 8.2 Designated Support Engineer (DSE)

Nutanix DSE service is a premier-level, value-added support offering. It provides personalized support when you need direct and priority access to a senior technical expert with knowledge of your unique IT environment. The global Nutanix support organization backs the DSE. The DSE is one of the most valuable assets to add to your support solution helping your organization:

- Minimize the impact of critical issues when running mission-critical workloads on Nutanix technologies
- Improve system availability by providing guidance from lessons learned and proactively assisting with software updates and upgrades
- Reduce time to resolution by integrating, in a personalized way, with your operations team

[Additional details available here](#)

### 8.3 After Hours Field Engineer

After-hours field engineer (FE) support is available for purchase as an add-on to Production Support. Once purchased, an FE can arrive after regular business hours. FE Dispatch requests must be made one business day before onsite break-fix support.

The FE After Hours Program allows customers to schedule an FE the next day for after-hours on-site service. The program allows customers to replace parts during scheduled maintenance windows after business hours. With the FE Next Day (ND) support level, the replacement part is still sent next business day (NBD), but the FE can be scheduled after-hours on weekdays or at any time on weekends.

## 9 Non-Returnable Hardware Programs

### 9.1 Non-Returnable Drive (NRDK) Program

Nutanix NRDK support option is available to customers who need to keep their defective hard drives (HDDs or SSDs) that require replacement to comply with data security compliance regulations. Without purchasing this option, the customer must send the faulty hard drives back to Nutanix.

The NRDK program is an optional support program add-on that applies to all existing hardware platforms of the Nutanix product. Customers are responsible for disposing of the replaced drives in agreement with their data security compliance requirements and other applicable laws.

### 9.2 Non-Returnable Node (NRNODE) Program

Nutanix understands that when full nodes require a replacement, you may want to keep your node in-house per your specific compliance regulations. For this reason, Nutanix offers an NRNODE option, which eliminates the need for clients to return full nodes.

The NRNODE program is an optional support program add-on that applies to all existing hardware platforms of the Nutanix product. Customers are responsible for disposing of the replaced nodes - and all components - in agreement with their data security compliance requirements and other applicable laws.

Customers wishing to maintain possession of their drives and nodes will require both the NRDK and NRNODE options. For further details refer to the [program page](#).

# 10 Understanding Case Priorities

All issues reported to Nutanix are assigned a priority. The priority will establish a targeted initial response level. Customers should expect an initial response from Nutanix within the indicated time. These targeted response levels are not a guarantee of service within the timeframe.

## 10.1 Priority Level and Targeted Initial Response Definitions

Nutanix will use the following guidelines to assess issues and provide an initial response promptly based on their priority level:

| Priority Levels | Description   | Targeted Response Level (SLA)     |                   |
|-----------------|---|-----------------------------------|-------------------|
|                 |   | Production                        | Mission Critical  |
| P1              | <p><b>Emergency.</b> Platform is not available, and productivity has been halted. Product is unusable in its current state. Service down and/or a critical feature is unavailable. All or a substantial portion of your mission-critical data is at a significant risk of loss or corruption.</p> <p>All data unavailability or data loss issues are assigned this priority level</p> | Within 1 hour                     | Within 30 minutes |
| P2              | <p><b>Critical.</b> Major inconvenience. Platform is available but experiencing issues that have a direct impact on productivity.</p>   | Within 4 hours                    | Within 2 hours    |
| P3              | <p><b>Normal.</b> Platform is having an occasional issue that has been identified as needing to be resolved, but the issue has not greatly affected productivity. Minor inconvenience.</p>  | Within 8 hours                    | Within 4 hours    |
| P4              | <p><b>Low.</b> Questions about documentation, processes, procedures, new account setups, or configuration. General requests about information.</p>  | Within the next two business days |                   |

# 11 Best Practices of an Effective Support Relationship

Based on our experience in supporting enterprise-class customers with converged infrastructures, Nutanix would like to share some recommendations and best practices for a highly effective support relationship.

**Getting Started:** Review the [Support Onboarding section](#) on the Support Portal.

**Keep Your Profile Up to Date:** Nutanix encourages you to create and maintain your profile information on the customer portal. If you move your Nutanix equipment, you must update the install location to allow Nutanix to continue to meet replacement hardware dispatch timelines.

**Change the Default Passwords:** To secure your Nutanix cluster, Nutanix recommends [changing the default passwords](#).

**Educate Your Administrators:** Nutanix has found that customers who invest in Nutanix education courses for their Administrators and IT Staff are much more effective in defining the symptoms of problems and working with us to resolve the underlying issue. The return on this investment is almost immediate when considering the cost of education versus the cost of downtime. The Nutanix education team has several learning and certification tracks. Please contact [Nutanix Training and Certification](#) for more information.

**Plan Ahead:** Before deploying our products, you will need to review Nutanix Release Notes and other related technical documentation for your environment. These are available on the [Nutanix Support Portal](#). Nutanix recommends carefully defining your project plans and including adequate test time and a crisis plan to ensure your administrators know how to contact the vendors involved.

**Assign Appropriate Resources:** Individuals assigned to deploy Nutanix should be experienced in installing, operating, and maintaining the hardware.

**Utilize Self-Help:** Organizations can take full advantage of Nutanix self-help tools available on the Nutanix Portal. Here, you can find technical documentation and knowledge base solutions, discuss issues with other administrators in our discussion forum, and reference our white papers, tech notes and compatibility guides.

**Nutanix Insights:** Organizations can utilize [Nutanix Insights](#) for faster resolution time and improved platform security. Nutanix Insights is an integrated service that augments product support, reducing customer case volume and expediting issue resolution time. Pulse is the underlying technology that securely transmits system-level diagnostic data to the Insights platform, enabling predictive health and context-aware support automation workflows.

**Insights Discoveries:** Insights Discoveries are recommendations that contain resolution steps based on Pulse data. Insights Discoveries aim to identify clusters affected by known issues and provide the steps needed to resolve the issue. Every Discovery has an action associated which can include an email notification, a remote diagnostics request, or a case creation.

To view Discoveries for your cluster, perform the following actions:

1. Log in to <https://portal.nutanix.com>
2. Under the Discoveries widget on the main page, click on View Discoveries. You can also navigate to Discoveries by expanding the menu in the top left and clicking on Discoveries.

For additional details about the Discoveries page, see the Discoveries Menu section.

**Provide Complete and Accurate Information:** As with any troubleshooting process, an accurate and timely resolution depends on accurate and timely information. For any crashes, hangs, or latency issues, the SRE will ask you for various logs to correlate the operations and get to the root cause. Nutanix appreciates you providing the necessary information promptly so that Nutanix can make progress.

**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 the [download section on the Support Portal](#) and select NCC from within the Essential Tools section.



# 12 Nutanix Team Roles and Responsibilities

Nutanix has several roles in the Worldwide Support Organization.

**Systems Reliability Engineer (SRE):** Your support cases are assigned to an SRE and are your primary contact for providing technical support and guidance. Their responsibilities include:

- Responding to support cases on the phone and by email
- Recreating customer technical environments
- Researching, identifying and resolving product technical issues
- Working with cross-functional teams within Nutanix to resolve issues
- Documenting case notes accurately and developing solutions for the knowledge base

**Customer Service Advocates (CSA):** CSA responsibilities include:

- Providing licensing and portal support for Nutanix products
- Ensuring that Nutanix logs your issue (non-technical) accurately in our call tracking system
- Setting appropriate expectations regarding initial response times based on your support agreement
- Working with cross-functional teams within Nutanix to resolve issues
- Updating customer profiles and support cases with all relevant information

**Field Engineers (FE):** Nutanix part and FE Dispatches require customer personnel on-site to sign for part delivery and grant FE access upon arrival. Every effort is made to ensure the FE is scheduled to be on-site within an hour of the committed part delivery. The Field Engineer's responsibilities when servicing the customer site include:

- Meet with on-site contact, verify the correct part has been received and gain access to the equipment.
- Call Nutanix support before performing hardware repair/replacement. The FE does not perform hardware or software troubleshooting and relies on the remote Nutanix SRE for software subject matter expertise and to prepare the environment for hardware replacement.
- Confirm with Nutanix SRE that hardware has been repaired and system restoration has been initiated
- Prepare the defective part for shipment and either provide it to the site contact for return mailing or personally take it offsite to return to Nutanix. Depending upon the part type, the country where the asset is installed, and other factors, the FE may sometimes ship the part back to Nutanix.
- While Nutanix will consider special data-center requirements for customers during the FE visit, such requests might delay the FE visit.

**Development Engineering:** This team is responsible for developing new releases with new features, as well as maintaining the in-market code lines, including bug fixes and maintenance and patch releases.

**Product Management:** This team is responsible for soliciting customer input and looking at industry trends to define new features for new releases. Product Managers can share the product roadmap with customers upon request.

**Duty Managers:** The duty manager handles escalations and drives corrective action. The duty manager is engaged when "escalate" is selected on a case in the support portal. A duty manager is on shift 24/7/365.





# 13 Support Case Life Cycle

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

1. Create your profile with a product serial number or software serial number
2. Collect information to help troubleshoot the problem, including logs, error messages and all other relevant information. Run NCC and attach it to the case.
3. Create a Support Case
4. Work the issue with the Systems Reliability Engineer (SRE) and other parts of the Nutanix organization
5. Schedule a Support Case
6. Escalate a Support Case
7. Resolve and Close a Support Case

## 13.1 Creating Your Profile

If you are new to Nutanix Support, Nutanix needs to create a personal profile on our Customer Portal. Please go to the Nutanix Customer Portal at [www.portal.nutanix.com](http://www.portal.nutanix.com) and click on Sign up now.

### Log in with your My Nutanix ID

Email

Password

[Forgot password?](#)

Log in

[Log in with your Company ID](#)



This will bring you to the following page, where you can register for a my.nutanix.com account. This account is your gateway to various online Nutanix properties tools provided by Nutanix.

## Sign up for a My Nutanix ID

All fields below are required.

First name

Last name

Company name

Job title

Phone number

Country

Email

Use a company email address to sign up - personal domain addresses are not allowed.

Password

|                          |      |
|--------------------------|------|
| <input type="password"/> | Show |
|--------------------------|------|

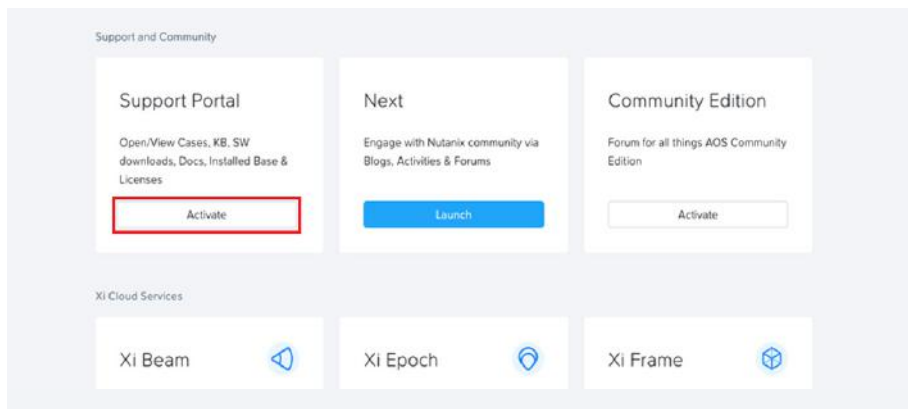
Submit

By clicking on "Submit" above, you acknowledge that you have reviewed and agree to be bound by the [Nutanix License and Services Agreement](#) and the [Nutanix Privacy Statement](#).



If you are having issues creating your account or profile, please open a case with Nutanix by phone.

Once your profile is created, you will be presented with a list of available web properties enabled under your new profile. Select the Activate button on the Support Portal to complete user activation for the Nutanix Support Portal.



A valid serial number, software registration ID or subscription ID is required to complete the Activation process.

**Activation required** ✕

In order to access the Support Portal, you'll need to enter your serial number or service tag. Here's where you'll find that information:

**Using Nutanix hardware or OEM hardware running Nutanix?**  
The serial number can be found on the bottom or side of your hardware chassis.

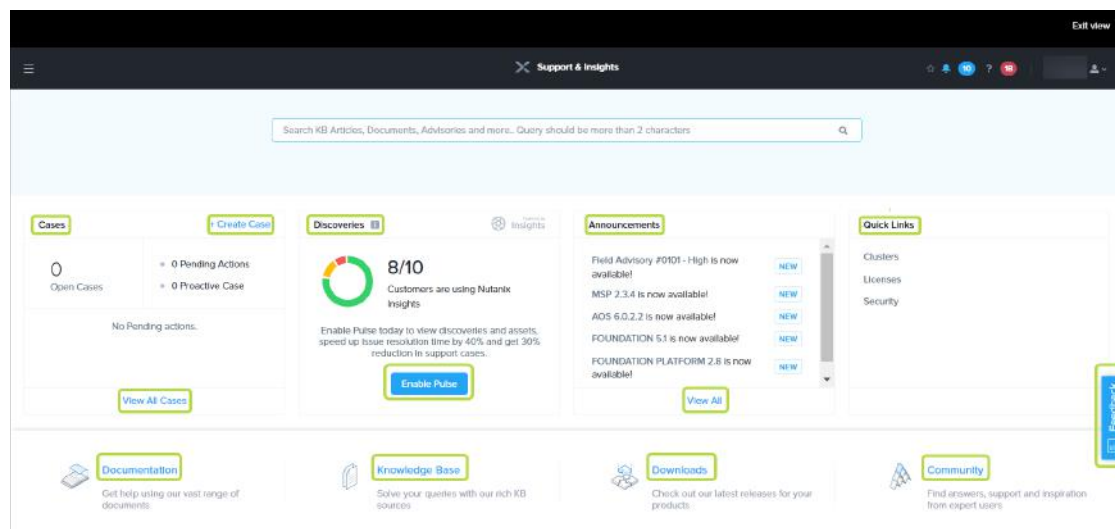
**Running stand-alone Nutanix software?**  
The serial number can be found in the order fulfillment email you received when you purchased the software.

Email

Serial Number or Service Tag



Once you have successfully logged in, you will be taken to the main landing page. It will now be a good time to go into the Assets > Blocks or Assets > Clusters tabs from the navigation menu and edit the install location and contact information to confirm it is current. Doing so helps the Nutanix SRE working on your case to understand your environment as soon as they engage with you and ensures that any replacement parts are shipped to the correct address.



## 13.2 Collecting Information to Troubleshoot Your Problem

A majority of issues that need diagnosis require the following information for advanced troubleshooting:

- Hardware block serial number or S/W registration/subscription ID
- 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

Please submit this information when you create a case through the Choose Files button on the next page or upload it to the FTP server. Doing so will help the SRE quickly resolve the issue.

### 13.3 Creating a Support Case

**Via Support Portal:** When opening a case on the web, the fields required to be filled in are self-explanatory. The fields Priority and Issue have pulldown menus. The subject and problem description fields define the problem. Please describe the issue in as much detail as possible. Doing so helps us determine if a known document can help immediately, and if not, allows the SRE to perform initial troubleshooting and research before initiating contact.

Use the Priority field to ensure a timely response and to set our expectations about the issue's impact.

The screenshot shows a 'Case Create' form with the following fields and options:

- Product:** Acropolis (AOS)
- Subject:** (Empty text field)
- Issue:** Please Select (with a link to 'Ask the community')
- Hypervisor Type:** Please Select
- Priority:** Please Select (with a link to 'Find My Cluster')
- AOS (AOS) Version:** Please Select
- Problem Description:** (Large empty text area)
- Attach Files:** Choose Files button
- Cluster/Serial Number:** Buttons for 'Cluster' and 'Serial Number' with a 'Find My Cluster' link.

**Via Phone:** You may also create a case over the phone. The main international number for Nutanix Support is +1-855-NUTANIX, Option 3. Local in-country numbers are also available.

If an SRE is available, they will handle the call directly. In case of overflow, the call will be answered by our Customer Service team, who will log the Support case on your behalf. They will need the following information to do so:

- Account Name
- Your full name
- Your phone number
- Your email address
- Whether the issue is service impacting (Priority 1)
- Case Subject: <A brief description of the issue/symptom>
- Case Description: <Detailed description of the issue>

## 13.4 Working the Issue

An SRE is assigned to your case and owns your problem until Nutanix mutually agrees that the issue can be closed. The SRE will contact you via email or phone as appropriate during the resolution process. Your responsibility is to have the appropriate people and resources available to work with the SRE during the service hours defined in your support agreement. Please inform Nutanix support if you need a specific time zone match.

The SRE works with you to diagnose the problem fully and then find a solution. Diagnosis may involve:

- Asking you for more information
- Asking you to install specific software or patches
- Asking for specific debug data from your machine
- Trying to reproduce the problem on our test machines
- Verifying software bugs with our engineering
- Asking you to implement and test workaround suggestions that may avoid the problem
- Asking you to involve your staff to help troubleshoot
- Working with you to involve relevant third-party software or hardware vendors.

You can view the status of your cases and annotate them through the Support Portal.

The screenshot displays the Nutanix Support Portal interface. At the top, there is a search bar and navigation options. Below the search bar, there are buttons for 'Create Case', 'View Case Updates', and 'Actions'. A filter dropdown is set to 'Open Cases' and 'Nutanix Corporate'. The main area shows a table of cases with the following columns: Priority, Case Number, Subject, KB Article, Serial Number, Created By, Contact Details, Created (EST), and Status. The table contains several rows of cases, with one row highlighted in blue. A callout box points to a search field with the text 'Displays KB article if any'. Another callout box points to a case row with the text 'Click to display case details'.

| Priority | Case Number | Subject  | KB Article | Serial Number | Created By | Contact Details | Created (EST)      | Status                 |
|----------|-------------|--|------------|---------------|------------|-----------------|--------------------|------------------------|
| P2       |             | Can't provisioning Citrix MCS desktop VM             | -          |               |            |                 | 5/27/2021 8:06 PM  | Waiting for Customer   |
| P2       |             | Power Supply Replacement required for tenant element | -          |               |            |                 | 5/21/2021 11:12 PM | Waiting for Customer   |
| P2       |             | Proutgrade Steps Failed in 30%                       | -          |               |            |                 | 5/23/2021 6:00 AM  | Waiting for Customer   |
| P2       |             | LCM Darksite Upgrade failed                          | -          |               |            |                 | 5/23/2021 5:27 PM  | Waiting for Customer   |
| P2       |             | Issue with Firmware Upgrade on one node              | -          |               |            |                 | 5/23/2021 5:42 PM  | Waiting for Customer   |
| P2       |             | Node detached from the metadata ring                 | -          |               |            |                 | 5/24/2021 10:48 AM | Support Agent Assigned |
| P2       |             | VLAN 306 not working in P...                         | -          |               |            |                 | 5/24/2021 1:00 PM  | Waiting for Customer   |

### 13.5 Scheduling A Support Case

Customers can choose to be contacted later when creating a low-priority case. Nutanix Support will attempt to reach out at the requested time. Once scheduled, customers can view, edit or remove case scheduling.

The following limitations apply to case scheduling:

- Applies to Production and Mission Critical contracts.
- Case priority must be P3 or P4.
- Scheduled time must be within the next seven days.
- Scheduled time availability excludes:
  - Weekends - from Friday, 3 pm local time through Monday, 9 am local time
  - Public holidays

During case creation on the Support Portal and after sufficient fields have been selected - including the case's priority - the optional scheduling section will appear.

The screenshot shows a web form for scheduling a support case. It contains the following elements:

- Hypervisor Type \***: Dropdown menu with "AHV" selected.
- AOS (NOS) Version \*?**: Dropdown menu with "6.1" selected.
- Schedule Time (Optional) ?**: Text input field containing "2022-12-21 09:30".
- Time Zone ?**: Dropdown menu with "(GMT-07:00) Mountain Time (America/Phoenix)" selected.
- Calendar**: A calendar for December 2022. The date "21" is highlighted in a red circle, and the time "09:30" is selected.
- Time Picker**: A dropdown menu showing "09 : 30" and "AM".
- Footer Note**: "Please provide as much information as possible to help expedite resolution:"

Once the case has been created with a scheduled time, you may unschedule the case if needed - for example, if you need to work with someone sooner than anticipated. Click the Unschedule button on the case to do so.

Each time a case is scheduled, including by Nutanix Support, an email is sent to the Customer.

[Sample text within a scheduled case notification email:](#)

Hello <Customer Name>,

Thank you for contacting Nutanix Support. We have opened case #01234567 - "Assistance needed for DR" to track this issue. Please use this case number for all support related correspondence. SLA and target response time for your support case are available at <http://www.nutanix.com/offerings/#compare>

You have scheduled your case at 2022-12-21 09:30:00 in (GMT-07:00) Mountain Time (America/Phoenix), however you can continue to add logs and comments to the case via the Support Portal prior to that time. Please be aware that any requests within this case will only be reviewed at the scheduled time.

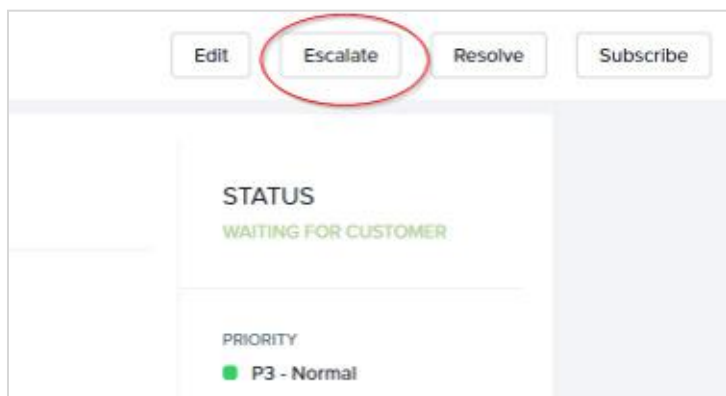
Scheduled cases are occasionally subject to delays based on current case volumes. If the case is currently showing as unassigned, we thank you for your patience and understanding as the case is in the queue and will be assigned to the next available Systems Reliability Engineer.

If you need Nutanix to assist with this case now instead of at the scheduled time, you can use the Unschedule button on the case page to queue it for the next available Systems Reliability Engineer, subject to the response times linked above.

### 13.6 Escalating a Support Case

If you need assistance and are not in good contact with the SRE working on your case or are otherwise not receiving the assistance you need, you may escalate the case at any time. To do so, press the Escalate button on the case in the Support Portal.

The escalation reason and details you provide will inform the action Nutanix Support takes - simply arranging for a new case owner to reach out or having a Support Manager contact you. Nutanix targets establishing contact within one hour.



### 13.7 Closing a Support Case

A case is closed when you confirm that a resolution has been reached or Nutanix does 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 your acknowledgement and agreement.

**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 measure of how well the Nutanix Worldwide Technical Services team meets your expectations. Customer satisfaction surveys allow you to provide us with helpful information to improve our interactions with you and any product improvement suggestions.



## 14 End of Life Policy

Nutanix is committed to providing high-quality, supportable products to our customers. Rapidly changing technologies drive the need to introduce new products and integrations and to retire older products. To this end, Nutanix provides an [End of Life \(EOL\) Policy](#) so that our customers and partners understand our product release and support cycles and how these relate to hardware compatibility for hardware platforms on our Hardware Compatibility List. This EOL Policy only pertains to customers with an active, valid support contract ("Support").

The EOL Information for specific products is [available here](#).

### 14.1 Extended Support Policy

Extended Software Support and Extended Hardware Support are two non-standard options which act to extend a standard Support term after the End of Life (EOL) of a hardware platform. For information on the extended support policy, review the [FAQ](#)

### 14.2 Third-Party Hardware and Software Policy

The Nutanix policy regarding the use of third party components within its devices can be found [here](#).

## 15 Nutanix Hardware Spares

Nutanix Support will ship a replacement part after determining that a new part is needed. A delivery validation step is required after Nutanix Support or automated assessment and dispatch processes have submitted the dispatch. For additional information on the dispatch validation process, refer to [KB-12686](#) on the Support Portal.

The end user will receive a dispatch number which also acts as the RMA number. Nutanix will be responsible for all freight charges for returned Covered Products or components, provided the Customer uses Nutanix designated carrier.

### Return Material Authorization Policy

To receive replacement parts for defective material, it is necessary to contact Nutanix support. For information on the Return Material Authorization policy, review the [FAQ](#).

## NUTANIX

[info@nutanix.com](mailto:info@nutanix.com) | [www.nutanix.com](http://www.nutanix.com) | [@nutanix](https://twitter.com/nutanix)

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