

# Xsigo Support Users Guide

End User Support Guide  
December 2011

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## Overview

Xsigo Systems offers world-class customer services and support that helps you get the most from your investment. As a Xsigo customer, you can expect:

- World class support delivered by experienced Technical Support Engineers with significant expertise
- 24x7 phone, [email](#) and [Web](#) support for customers who require round-the-clock support resources
- A commitment to deliver the highest level of support and customer satisfaction in the industry

Our Support packages provide protection for your system hardware and software components. Xsigo's global support centers are here to assist with all your technical needs:

- Multi-year support options
- Advance Hardware Replacement (priority air ship within 4 hours of RMA assignment)
- Software maintenance - Updates and Bug Fixes
- Support web access - knowledge base, doc search, web case
- Access to On-Line technical Training Center
- Web-based Support Portal - E-mail/Web
- Toll free TAC access

## Service Plans

Xsigo provides customers several levels of support agreements in order to meet customer expectations from all support aspects.

Service	Remote Technical Support	Hardware Replacement	Initial Response Time
<b>Core</b>	8 x 5 (8am-5pm M-F)	-	P1: 30min P2: 4 Hour P3: 8 Hour
<b>Professional</b>	12 x 5 (6am-6pm M-F)	48-Hour Part Replacement	P1: 30min P2: 4 Hour P3: 8 Hour
<b>Enterprise</b>	24 x 7	NBD Part Replacement	P1: 30min P2: 2 Hour P3: 8 Hour
<b>Premium</b>	24 x 7	4 hours	P1: 30min P2: 1 Hour P3: 4 Hour

An active support contract is required to receive technical support. An entitlement check will be done at the time a service request is initiated to ensure appropriate service levels are met by Xsigo. Xsigo will use reasonable efforts to provide support services as described in these Support Terms and Conditions at the level acquired (e.g., Premium, Enterprise, Professional and Core) for the term purchased, which commences upon Product shipment.

## Getting Support

<b>Xsigo Support</b>	<b>SEV 1</b>	<b>SEV 2</b>	<b>SEV 3</b>
Method of Engagement	Phone/Email	Web	Web
Maximum Response Time	30min	2 Hours	NBD
Subsequent Updates	Every 2 hours, or as agreed to in mutually agreed action plan	Every 4 hours, or as agreed to in mutually agreed action plan	Within 1 Business Day
Level of Effort	7x24 Continuous Effort	As agreed to in mutually agreed action plan, otherwise 5x9	

For general technical support issues (Severities 2&3), use the web and email channels to initiate a support case.

Xsigo Support Portal: <http://support.xsigo.com>  
Xsigo Support Email: [Support@xsigo.com](mailto:Support@xsigo.com)

For Severity 1 critical issues requiring urgent attention, email [SupportP1@xsigo.com](mailto:SupportP1@xsigo.com) or reach Xsigo technical support at the following numbers:

US: +1-866-974-4647

United Kingdom: 0080000330099

South Africa: 0080000330099

Netherlands: 0080000330099

Sweden: 0080000330099

Italy: 0080000330099

Switzerland: 008669744647

From all other locations: +1-408-736-3013

### ***Problem Severity***

The severity level is a measure of the relative impact of the technical issue on your systems or business. Accurately defining the severity ensures a timely response and helps Xsigo to understand the nature of your issue.

**Severity 1 means your production server or other mission critical system(s) are down and no workaround is immediately available.**

- All or a substantial portion of your mission critical data is at a significant risk of loss or corruption
- You have had a substantial loss of service
- Your business operations have been severely disrupted

Severity 1 support requires you to have dedicated resources available to work on the issue on an ongoing basis and be reachable during the hours defined by the support offering you purchased

**Severity 2 occurs when a major functionality is severely impaired**

- Operations can continue in a restricted fashion, although long-term productivity might be adversely affected
- A major milestone is at risk. Ongoing and incremental installations are affected
- A temporary workaround is available

**Severity 3 involves partial, non-critical loss of functionality of the software**

- Impaired operations of some components, but allows the user to continue using the software
- Initial installation milestones are at minimal risk
- Cosmetic issues, including errors in documentation

## Online Services and Support

The Xsigo support portals allow you access to a wide range of services and support options:

- Software updates
- Web-based solution database
- Software release notes
- Case logging, status updates, progress review
- RMA requests
- Response to email inquiries within 24 hours

[http://www.xsigo.com/services/xsigo\\_services\\_overview.php](http://www.xsigo.com/services/xsigo_services_overview.php)

## Xsigo Technical Support Call Center

Xsigo provides manned support services for Xsigo customers (24\*7\*365) based on appropriate SLA purchased. The Call Center is the Customer's point of contact for initiating and advancing technical related issues, forwarding and distributing them to relevant professional experts according to defined procedures.

### ***Service Request Logging***

When you contact the Xsigo technical support center, a representative will ask for a contact name and company in order to verify the SLA, and will then open a new case.

The following information is required to open a support service request:

- Product: which product(s) is/are affected?
- Serial Number, if applicable
- Severity: Low, Medium or High
- Description: A brief description of the problem
- Contact details for further communication with the customer

You will notified via email of the Service Request Case # for your records:

*Case ID:5003000000HGGLP*

*Email Message ID: Case Thread ID ref:00D362i1.5003HGGLP:ref*

*Dear John Smith*

*Thank you for submitting your question. Case #2011-11-04-4021: "XMS Licence Key" has been created and a Xsigo Systems Technical Support engineer will respond to you shortly.*

*NOTE: If you are experiencing a P1 network down problem, please call us at 866-974-4647 or 408-736-3013 or you can send an email to [supportP1@Xsigo.com](mailto:supportP1@Xsigo.com) and a Technical Support Engineer will respond to your request in no more than 30 minutes.*

*Thank you,  
Xsigo Technical Support Team*

# Service Request Handling Process

## ***Before Contacting Technical Support***

Xsigo has assembled a large knowledge base that contains many answers to your technical questions without calling Technical Support. The Knowledge Base can be accessed via the Support Portal or directly at [xsigo.force.com](https://xsigo.force.com).

Always read the release notes for any Xsigo released Software product to quickly identify product fixes, enhancements and known issues.

## **Determine the Nature of the Problem**

Before calling for assistance, try to determine the cause of the problem by answering the following questions:

- What behavior are you experiencing? What behavior do you expect?
- When was the last time the software/hardware worked properly?
- When was the problem first observed?
- What was changed in your environment in the interim? (installing software, changing configuration, etc.)
- When did the problem occur?
- When does the problem not occur?
- What is different between those situations?
- How extensive or localized is the problem?
- What is the difference between the elements that exhibit the problem and those that don't?
- How critical is this problem to your development or deployment?
- Can you work around it until a fix is found?

## **Isolate the Problem**

After determining the problem, try to recreate and isolate the problem, be as specific as possible. Determine the precise steps required to consistently reproduce the problem.

## **What Is a Service Request (SR)?**

Xsigo tracks every question or request for assistance initiated via the web, email or telephone as a service request ticket. A service case ticket is a single technical question or instance of a problem. For example, if you call with questions relating to both the Xsigo Management Software (XMS) software and another relating to a Host Driver, they will be tracked as two separate service tickets. Each service ticket receives a case number,

which allows Xsigo Customer Support to prioritize and track the problem(s) effectively. Be sure to reference the case number when contacting support so that both of us can accurately track your case progression.

## **Case Prioritization**

Case priorities are assigned based on problem urgency and the effect on your business. The priority of the case determines the targeted initial response time. Please explain the impact that the case has on your project, as it will allow the designated support engineer to best address the problem for your organization. Properly prioritizing cases also helps balance the workload appropriately within Technical Support, ensuring that our entire customer base enjoys efficient resolution to technical issues.

## **Logging Your Case**

When you need to log a case with Technical Support, please have all pertinent information in hand to expedite case resolution. You can use this Technical Support Checklist to organize your information.

- Product number and serial number for us to quickly know your product
- Messages displayed around the time this situation occurred
- Host and Chassis Logs
- Has this happened before? Can it be re-created?
- How long has this been going on?
- Software Levels?
- When did this happen?
- Were there any possible changes before or around the time this occurred? (such as or changes to the product, or related hardware/software or new accessories).

Log your case electronically using our online services by sending the information to support@xsigo.com or call into the XsigoTechnical Support Center.

Once your case has been logged, it will be assigned a Support Case number. Be sure to record your service ticket for future reference. This number is your quick-reference number to all information about your question.

### ***Resolving Your Case / Response Times***

When calling Technical Support, we will first verify your contact information and request background details on the case, including the priority. Sometimes resolving a case during the initial call is not possible. Additional information and tests may be required to better qualify the issue. The Technical Support engineer may require additional expertise to resolve your case and may transfer your case to an engineer that specializes in that product. If you have additional information about your case, notify the Technical Support engineer by email or phone. Please provide your case number to expedite your phone call and to make sure the additional information is recorded accurately.

### ***Remote Support Assistance***

With your permission, Xsigo engineers can also open a remote console connection to view your desktop and work directly with you to diagnose and resolve issues.

### ***Reporting Product Defects***

If you are reporting a potential product defect, the Technical Support engineer will check to see if your problem has been reported previously and if a fix is available. If it is not a known bug, the Technical Support engineer will attempt to replicate the problem. This duplication may require the engineer to log on to your system (with your approval), obtain code from you, or use the error message and other information you provide to resolve the problem. Your support engineer will notify you when a product defect has been confirmed and will let you know what the next steps will be toward resolving your case.

### ***Closing Your Case***

A case is closed when you and the support engineer agree that a resolution has been reached. Your case may be closed because:

- The information and/or software provided by the Technical Support engineer has answered your question
- You tell the Technical Support engineer that the case is no longer an issue
- You and the Technical Support engineer agree that your problem is a result of a problem that cannot be isolated
- Repeated unanswered attempts for status query by the support engineer

## Customer Satisfaction Surveys


All customer contacts will receive a customer satisfaction survey at the closure of any service request. The request for the web-based survey will be delivered via an email invitation from sf-admin@xsigo.com. The information in the survey is confidential and is used only for improvements in the service that Xsigo provides and to ensure that you are satisfied with the service you received. Xsigo Customer Support Survey information is not shared with any entity outside of Xsigo.

Satisfaction with Customer Service  
Questions marked with an asterisk (\*) are mandatory.

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1 \* Overall, how satisfied are you with the level of service received during your most recent interaction with the customer service team?

- Extremely Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Extremely Dissatisfied



## Data Collection

Prior to engaging Xsigo Customer Support, all applicable logs must be collected and analyzed. At a minimum, the host and chassis logs are needed diagnose the problem. In some cases, switch and storage logs might be needed to further progress a customer issue.

Instructions for collecting logs can be found here:

- [Collect log files from Xsigo I/O Director](#)
- [Collect ESX Host Logs](#)

Instructions for uploading customer data to the Xsigo ftp site can be found here:

```
admin@chassis[xsigo] file upload companyxyz.chassis1-logs.tar.gz
```

If the 'file upload' command does not work, you most likely have a firewall blocking outgoing FTP. You can either use the 'file copy' command to copy the files off the IO Director to another server, or use your favorite FTP/SCP client and connect directly to the IO Director as user 'root', traverse to the /var/fsroot/admin folder to pull the file you just created off the IO Director. You then may manually FTP upload the file to Xsigo's FTP server using the credentials below:

<ftp.xsigo.com>

Login/Password ftpguest/ftpguest

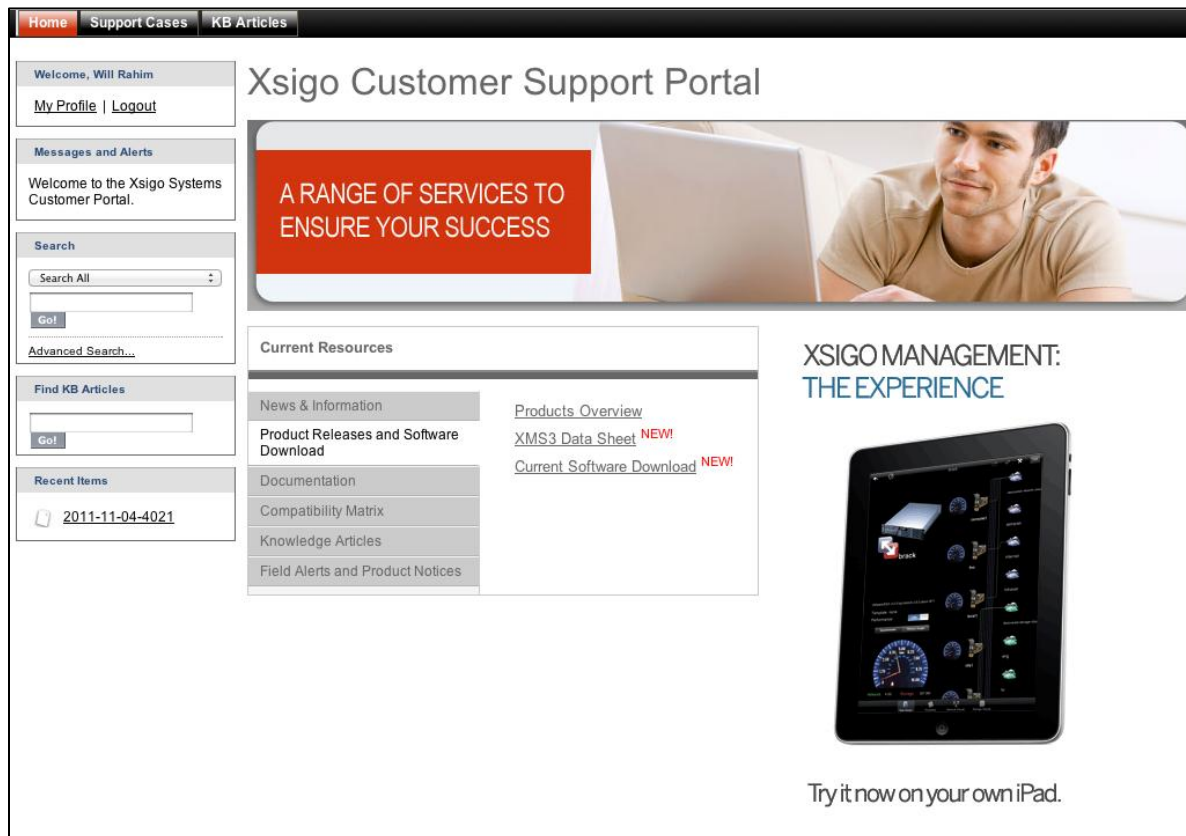
Change directory to incoming/


Type bin to enable binary mode

Put the file(s) into this directory.

## Software Updates

Xsigo constantly enhances its products to meet customer requirements. Regularly upgrading your products ensures that your systems have the maximum level of protection. It also minimizes the possibility of encountering an issue that has already been addressed in a later version. To check for available software updates (patches, upgrades), log into the Xsigo Support portal at <https://support.xsigo.com> and click on the *Product Releases and Software Downloads* link.



Click the RSS icon (or right-click and add to your RSS feed reader)  to be automatically notified via **RSS** when the contents of this page are changed.

## Escalation Process

Should any escalation or engagement procedures fail, designated Xsigo contacts can be engaged if there's a delay in progress or for the purpose of highlighting critical situations or for the resolution of out of process issues. The following contacts will serve as technical/management escalation contacts at Xsigo:

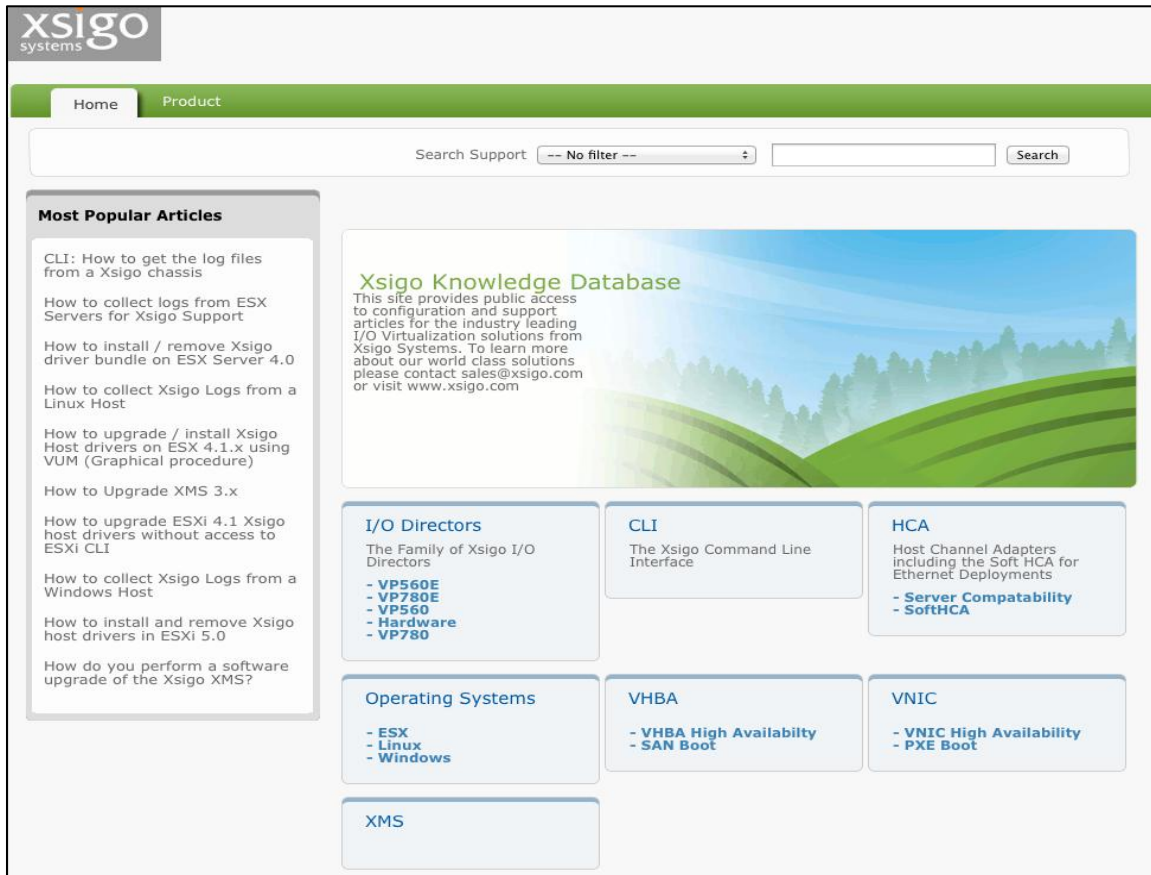
### *Xsigo Service Contacts*

Name	Role	Phone	Email

# Xsigo Knowledge Portal

Xsigo Knowledge portal gives you access to the following:

- Solution-based compatibility matrix for each product and updated as needed
- Troubleshooting-specific documentation detailing debug procedures access & interpret all log files, all CLI commands, recovery procedures & tools for all devices, etc.
- Known Issues, Field Alerts
- Can be accessed directly via <http://xsigo.force.com>



## Return Material Authorization Process

- Customer initiates a support request through one of the Xsigo support mechanisms; [support@xsigo.com](mailto:support@xsigo.com), +1-408-736-3013.
- If it is determined that an RMA is required, Xsigo support personnel will issue an RMA and notify the customer via email or telephone
- Xsigo operations will ship a replacement part to the location requested by the customer and notify them with tracking information. The delivery time will vary depending on the service level agreement purchased by the end customer.
- When the defective part is replaced, it should be put into the packaging of the replacement part, observing proper ESD handling precautions.
- For RMA within the continental US a return waybill will be provided with the replacement part.
- Within 48 hours of receipt of the defective module, Xsigo will provide a preliminary failure analysis report (FAR) indicating failure replication results.
- Within 10 business days of receiving the defected part, Xsigo will provide a final FAR or a scheduled date for a final FAR if 3<sup>rd</sup> party analysis is required.



### **About Xsigo**

Xsigo is the leader virtualized data center infrastructure, a solution that dramatically reduces operational expense by changing the way that servers are connected to networks and storage.

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