

Mellanox Online Renewal System- Frequently Asked Questions

The Frequently Asked Questions (FAQs) and their responses are grouped into categories. Please click on the topic that you would like to learn more about.

Online Renewal Benefits

Q: Why should I renew online?

By performing an online renewal you will be renewing your contract quickly and directly with Mellanox, therefore saving time. In addition, you may use a standard purchase order (PO) or your credit card (Visa, MasterCard, Discover or American Express) to pay. Online renewal will immediately activate your support contract. Moreover, by using the online renewal interface, you'll be able to access your current technical support contracts at all times.

Online Renewal Process

Q: When is my renewal due date if I renew online?

The date your renewal is due is not changed if you renew online. It is important to note, however, that the deadline for renewing is based on the current contract expiration date.

Q: Which link takes me to the online renewal function?

The renewal notification that you will receive via email will have a direct link to the contract for online renewal. You will have to login to the Mellanox Support portal – MyMellanox (support.mellanox.com).

After you have logged into your account at MyMellanox, you will see the **MY CONTRACTS Tab**, which lists all your registered support contracts with Mellanox.

Q: How do I renew a contract?

Find the contract you wish to renew from the list and click on the **renew contract** link. A new web page will open and enable you to perform multiple functions on your license. One of the functions listed will be **Select your Contract type (bronze, silver, gold)** and **Choose number of support years (1, 2, 3, 4, 5 years)**. Click on that link and complete the checklist steps.

Q: What should I do if I don't have the "MyMellanox" login credentials?

Visit the Mellanox website (www.mellanox.com). Under the SUPPORT/EDUCATION tab, click on MyMellanox Login Link. Choose the request login option and complete the application. An automated email will be sent within approximately one hour. Please make sure to use your organization email address domain.

Q: What type of information is provided on the online renewal page?

Your contact information can be found in the contract page, including Contract Type, Company Name, Start Date, Expiration Date, Contract Status, Current buyer user

information, Contract end user information and the contract's serial number assets.

Once you are on the renewal page, select the required Contract Type and number of years, enter your name and provide detailed information under current buyer user information, enter detailed information on supported end user contact such as Main Address, the Assets' Location Address, Email Address, Phone number and country.

Q: How do I know when I should renew my contract?

Your first renewal notification is sent out 90 days prior to the expiration date. You will receive additional renewal notices by email 60, 45, and 7 days prior to the expiration date. It is recommended that you conduct the renewal procedure at your earliest convenience in order to retain your support maintenance intact.

Q: What if I want to continue renewing my contract, but not using the online interface?

If you wish to renew your contract without using the online platform, you can connect with the contract renewal department.

Please contact Mellanox's contract renewal team via email at contracts@mellanox.com.

Q: How do I know that my contract has been successfully renewed?

After completing the required steps on your renewal checklist (including the payment or the purchase order upload), you will be able to submit your online renewal for processing. If the renewal is successfully processed, a confirmation page will appear as well as a confirmation email and a payment notification. In addition, when you conclude the renewal transaction, your existing contract will automatically get extended by 45 days, allowing Mellanox to process the new contract. If you click on the *contract* link, the expiration date of the associated contract will be updated to reflect the success of the online renewal.

Mellanox will email you a new contract evidence with an updated contract start and expiration dates. This should be delivered within 1 week from the completion of the online renewal.

Q: How can I provide feedback regarding the online renewal process?

We are always interested in your feedback and suggestions. Please send your comments to our email address: contracts@mellanox.com.

Renewing your contract Online

Q: How do I renew my contract? (THIS WAS ALREADY DISCUSSED)

You can renew your contract online by performing one of the two options:

- Click on the contract online renewal link attached to the contract expiration notification to initiate the specific contract renewal process; or,
- Login to your account on the MyMellanox support portal.

The following are the steps you should take in order to renew your contract online via MyMellanox.

- Step #1 - Go to Support.mellanox.com and login to your account

Welcome to MyMellanox

Username

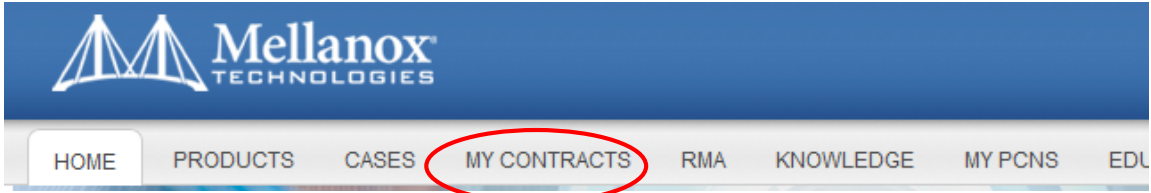
Password

Login

- Step #2 – If you do have an account, click Request login. If you do not know or you forgot your username and password, click Forgot Your Password?

- [Forgot Your Password?](#)
- [Request login](#)
- [Why I don't get a login?](#)
- [Support and Services User guide](#)

- Step #3 - Once logged in navigate to **MY CONTRACTS** tab.



- Step #4 - If you are a Mellanox reseller/VAR and would like to renew your customer's contract, navigate to MY CUSTOMER's CONTRACTS tab
- Step #5 - Choose the relevant contract that you wish to renew and click on the Renew Contract link

Renew Contract	Contract	Account Name	Contract Type	Contract Start Date	Contract End Date	Term
	A-0000074723	MELLANOX TEST	Silver Standard Support	5/22/2013	7/26/2015	26

- Step #6 - Select the future Contract Type and Choose Number of support years

Current contract type : Silver

Select future Contract Type

Choose Number of support years

- Step #7 - Complete End Contact Info and Current user info
- Step #8 - Choose the Assets for renewal

Assets for renewal

Renew All

Renew	Asset Family	Part Number	Part Description	Quantity	Serial Number
<input checked="" type="checkbox"/>		MSX6005F-1BFS	TEST ASSET	1.00	1234567890

- Step #9 - Check the **Yes, I accept your good condition terms** Checkbox

Yes, I accept your good condition terms.

- Step #10 – Click the *Buy Now* button for credit card payment or Get a quote for PO upload.



Q: Which link takes me to the Maintain Account function?

From the MyMellanox Online Services portal, click on the CONTRACTS tab on the navigation bar, then click *CONTRACTS* to launch the contract page. This page will show you a listing of your contracts. The Renew contract column will specify those contracts that are currently applicable for online renewal. Click on the Renew contract link on the desired contract line to initiate the online renewal process.

Q: Why aren't all my contracts listed as "Renew Contract Online?"

The online renewal interface displays only contracts that are eligible for online renewal according to certain criteria. If you cannot find a certain contract, please contact our contract team via email at contracts@mellanox.com.

Q: Who can renew contracts?

Only company-associated employees who are pre-registered on MyMellanox are eligible to renew their company contracts. Only real company-associated employees can be added to an account and will be able to renew their contracts online while logged into their online service portal account.

Q: Can I add my company sales associate or buyer associate to the account?

Yes. The sales associate or buyer associate can be added to the account online. You can also mail your request to the Mellanox contract team at contracts@mellanox.com along with the contact details and your related account. Our contract team will create the contract and will assign the sales associate or buyer associate MyMellanox login access credentials shortly afterwards.

Q: The user information listed for me is incorrect. How can I update this information?

Your profile consists of several pieces of information: registered name(s), company current address, phone, and email. You can update this information during the online renewal process or at any time while logged into "MyMellanox".



Make a Payment

Q: What types of payments are accepted online?

The Online Renewal Platform currently accepts only electronic payments via Visa, American Express, MasterCard and Discover credit cards, as well as PayPal.

You can also get a direct quote and upload your PO directly via the online renewal process.

Q: Is there an additional fee for using a credit card?

No. There is no additional cost for making a credit card payment online at this time.

Q: If I pay online with a credit card, when will that amount be charged to my credit card?

Credit card payments are not processed until you click on the Pay button, which is on Step 2 of the payment process. If the information you have entered is verified and approved by the credit card company, your credit card will be charged at that time. You will receive a confirmation page that will provide you with a **Payment Reference Number**. This number is your indication that your credit card has been charged. We will ask for your Payment Reference Number should you call about your credit card payment.

Q: Can I pay multiple renewal fees and other fees to the department in one transaction?

Unfortunately, you cannot at this stage. Mellanox online renewal payments are processed once per contract. You will be provided with a list of any items currently available for renewal, associated with the assets shown on your account contracts summary. Please click on each contract to renew individually.

If you have additional contracts that you would like to process online, but are not reflected in this listing, please contact our contract team at contracts@mellanox.com to inquire about possible items that you may need to pay to remain compliant.

Q: How can I verify that I was charged appropriately for the online transactions (e.g., renewal) that I completed?

The easiest way to verify you were charged properly is to review your bank or credit card statement(s) against the confirmation page you receive after you have made a payment. The confirmation page should have a listing of the items you have paid for, as well as each item's amount.

Q: Where can I find the Mellanox bank account number, the W9 form and the required details to create Mellanox as a certified supplier in my company's system?

All the required information to support purchase order issuing can be downloaded during the renewal process, as well as a purchase order template if required.

Technical Support

Connecting to the Online Services website

Q: Why can't I access my online license information?

There are several reasons why you may not be able to access your information:

- (1) You have bookmarked an out-of-date location of a web page. Try starting over at the Online Services homepage.
- (2) Your Internet Service Provider may be experiencing problems.
- (3) You have not activated your MyMellanox login account.

Browser Version and Options

Q: Which browser versions does this website support?

Our website supports Internet Explorer, Chrome, Firefox, and Safari.

Q: How is my renewal information protected?

The user contract information (e.g., renewal, address changes, etc.) of the MyMellanox Online Services website is protected in two ways. First, access to this information is restricted only to those individuals that have provided a valid User ID. Second, your information is protected using Secured Socket Layer (SSL) protection. What this basically means is that the information being transferred between your computer and ours is encrypted. Our encryption level is 128 bits.

Q: What can I do to protect my information?

There are two basic things you can do to help protect your information.

1. Do NOT share your User name, Password or Hint Information to anyone. They should be kept confidential in order to reduce your security risks.
2. Always log off from MyMellanox. Once you have completed your transaction (e.g., renewal, payment, etc.) it is important to log off in order to not leave a "live" session active for someone else to use. Even if you forget to log off, your session will automatically be logged off after a time-out period.

Q: What are your Security Policy & Terms of Use for this website?

Our Online Services website is brought to you via salesforce.com technology (SFDC). The privacy statement that has been adopted by this website is the same one that encompasses SFDC. To view this statement, please visit:

<http://www.salesforce.com/company/privacy/>

Contact Information

Email Us: Please send your comments and/or questions to contracts@mellanox.com. In order to better serve you, please include your daytime phone number in your e-mail message.