



Work Effectively and Efficiently with Mellanox Support

June, 2013



## ■ Purpose

This presentation comes to provide you with effective guidelines and advice to work productively with our Technical Support Service.

## ■ Scope

Here you will find information about 10 major topics:

1. Mellanox Support Center world coverage
2. Contact Mellanox Support
3. Commonly used support terminology
4. Case severity levels
5. Case escalation
6. Return Material Authorization (RMA)
7. Mellanox SupportWeb navigation
8. Mellanox Knowledge-Base
9. Mellanox Diagnostic Tools
10. Mellanox Remote Session Support Service (WebEx)

# Mellanox Support Center World Coverage



## ■ You Can Contact Us in Three Ways

1. Send us an email to: [support@mellanox.com](mailto:support@mellanox.com)
2. Open a case at: [http://support.mellanox.com/SupportWeb/service\\_center/SelfService](http://support.mellanox.com/SupportWeb/service_center/SelfService)
3. Call us at:
  - TAC Support: +1 (408) 916 0055
  - Toll-free (USA only): 86-Mellanox / \*##-866-355-2669
  - APAC/EMEA TAC: ##-800-Mellanox / ##-800-865-8247

\*## stands for IDD (International Direct Dialing prefix)

## ■ Hours of Operation

- US TAC: 9:00-18:00 (GMT -05:00) Eastern Time, Monday-Friday
- APAC-EMEA TAC: 9:00-18:00 (GMT +02:00) Jerusalem Time, Sunday-Thursday

# Support Terminology

## ■ Customer Service

We are responsible for providing you with technical support service including:

- Product Info
- Troubleshooting for Hardware and Software
- Assistance to utilize your fabric and products
- RMA support

## ■ Contract Number

The support contract/order number provided to you at the time you purchased a support contract from Mellanox.

### • **Why is it important?**

- To verify the eligibility of the support service request and coverage.
- To identify your account support information.
- Allows tracking of updates and patches for your products and license, as well as HW, RMA and SW license eligibility.

### • **Where can you find it?**

- New contract registration notification, contract administration and customer service

# Support Commonly Used Terminology (continues)

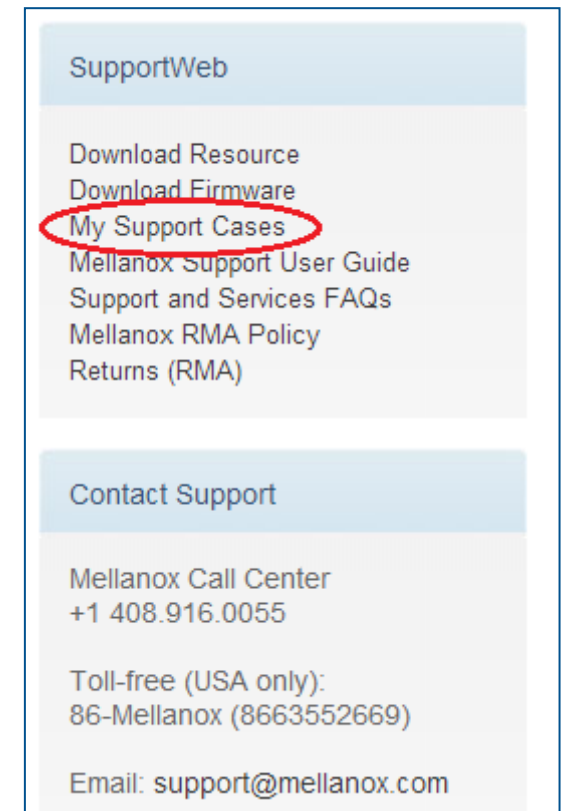


## ■ Service Request (SR) / Case

- A case is your assistance request application to our support center.
- When you send us a request to [support@mellanox.com](mailto:support@mellanox.com) or open a case or an RMA via our website, the system automatically opens a case for you.
- For each support case/RMA there is an identification number called: “Case Number”.
- This number helps us and you track and monitor your case effectively.
- Each case opened is automatically associated with your account contract.

## ■ Manage Your Cases

- You can manage all your cases online at the SupportWeb:  
[http://support.mellanox.com/SupportWeb/service\\_center/SelfService](http://support.mellanox.com/SupportWeb/service_center/SelfService)
- On this page you can view and update your opened and closed cases.

A screenshot of the SupportWeb navigation menu. The menu is divided into two main sections: 'SupportWeb' and 'Contact Support'. Under 'SupportWeb', there are links for 'Download Resource', 'Download Firmware', 'My Support Cases' (which is circled in red), 'Mellanox Support User Guide', 'Support and Services FAQs', 'Mellanox RMA Policy', and 'Returns (RMA)'. Under 'Contact Support', there is contact information for the Mellanox Call Center (+1 408.916.0055), a toll-free number for the USA (86-Mellanox (8663552669)), and an email address (support@mellanox.com).

SupportWeb

- Download Resource
- Download Firmware
- My Support Cases
- Mellanox Support User Guide
- Support and Services FAQs
- Mellanox RMA Policy
- Returns (RMA)

Contact Support

Mellanox Call Center  
+1 408.916.0055

Toll-free (USA only):  
86-Mellanox (8663552669)

Email: support@mellanox.com

# Your Cases



- **Severity Level 1 –Fatal–** Site down or interruption of production service
  - You experience a complete loss of service; work cannot be reasonably continued. The operation is critical to the business and the situation is an emergency.
  
- **Severity Level 2 –High–** Intermittent disruption of service or jeopardizing production rollout
  - You experience a severe loss of service; no acceptable workaround is available. Yet, operation can continue restrictedly.
  
- **Severity Level 2 –Medium–** Minimal degradation of service in production environment; does not jeopardize production rollout
  - You experience a minor loss of service. The impact is inconvenient and may require a workaround to restore functionality.
  
- **Severity Level 4 –Low –** Minimal business impact; little or no impact on the network and the system is usable
  - You experience no loss of service. The impact does not impede the operation of the system.

## ■ Coordination of Expectation

- **We** are committed to provide you with 24/7 support until the issue is resolved or as long as useful progress can be achieved.
- **You** are responsible for providing us a contact person either on site or by pager to assist with data gathering, testing and implementing suggested solutions.
- **You** are expected to determine the case severity with extreme care so valid and justified resources can be properly allocated.

# How Can We Cooperate Efficiently and Effectively?



- What can you do to expedite the resolution process for your cases (all levels)?
  - Make sure the case severity correctly reflects the seriousness of the problem and inform us if its severity changes.
  - Provide us with complete, clear and objective information by using our diagnostic tools.
  - Share with us your expectation and view.
  - Avoid reporting different problems in one case.
  - Review our knowledgebase.
  - Be prepared for remote connection with our engineers.
  - Provide a clear problem description.
  - Inform us whether the problem is reproducible or not.
  - Inform us if it is a test or production environment.

# How Can We Cooperate Efficiently and Effectively?



## ■ Help us Understand Your Environment

- Provide the environment details.
- Can we do a remote connection session?
- Do you have multiple/single test environments?
- Do your test environments mirror production?
- Does your implementation schedule allow adequate time for testing?
- Do you have the knowledge and relevant personal to handle the products involved?
- Do you maintain a system logbook to track changes?
- Do you have a process that manages patches and patch testing?

## ■ Determine the Nature of the Issue You Are Experiencing

- What behavior are you experiencing?
- What behavior do you expect?
- When was the last time the software worked properly?
- When was the problem first observed?
- What has 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 the difference between the later two 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?
- Is there a better way to implement the software that would make the problem disappear?

- **When and Why to Escalate?**
  - In some cases, the case resolution process may not match your business needs. In such cases, you can escalate your case.
  
- **Raising Case Severity Vs. Escalation**
  - If the Severity level of the case is mismatched over time, it may be escalated by mutual agreement between us and you.
  
  - Escalating an issue brings more attention to it, and when needed, more resources. This doesn't mean that the 'Severity Level' of the case will be automatically changed.
  
- **How Do You Request Escalation?**
  - By informing us either via the existing case or by calling us.

You	Us
<ul style="list-style-type: none"><li>• <b>You are required to provide justification for the escalation request:</b><ul style="list-style-type: none"><li>➤ Project milestone is on a critical path</li><li>➤ Erroneous functionality is causing major extra work/costs for the business and more progress in the resolution is required</li><li>➤ Acceptance testing delays</li><li>➤ Any other relevant justification</li></ul></li><li>• <b>What is your escalation criteria?</b><ul style="list-style-type: none"><li>➤ Project deadlines?</li><li>➤ Lost revenue?</li><li>➤ Government reporting?</li><li>➤ Users at your door (CIO/CFO)?</li><li>➤ Any other relevant criteria?</li></ul></li></ul>	<ul style="list-style-type: none"><li>• <b>We are committed</b> to involve our relevant personas—managers and seniors—to provide you with the best service to match your needs.</li><li>• <b>We rely on you</b> to provide us with the relevant escalation criteria.</li></ul>

## Case Escalated: Mutual Expectation

- **Together we should:**
  - ❖ Propose an action plan including setting owners for each action
  - ❖ Ensure escalation milestones
  - ❖ Set clear implementation dates
  - ❖ Set the date and time for periodic updates
  - ❖ Set de-escalation criteria
- *If the progress is dissatisfying, you can always escalate the case to the next management level.*

# SupportWeb

[support.mellanox.com](https://support.mellanox.com)

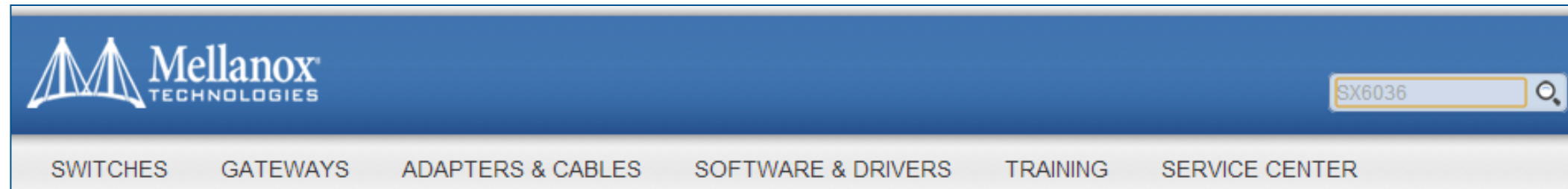


# Why Using SupportWeb?

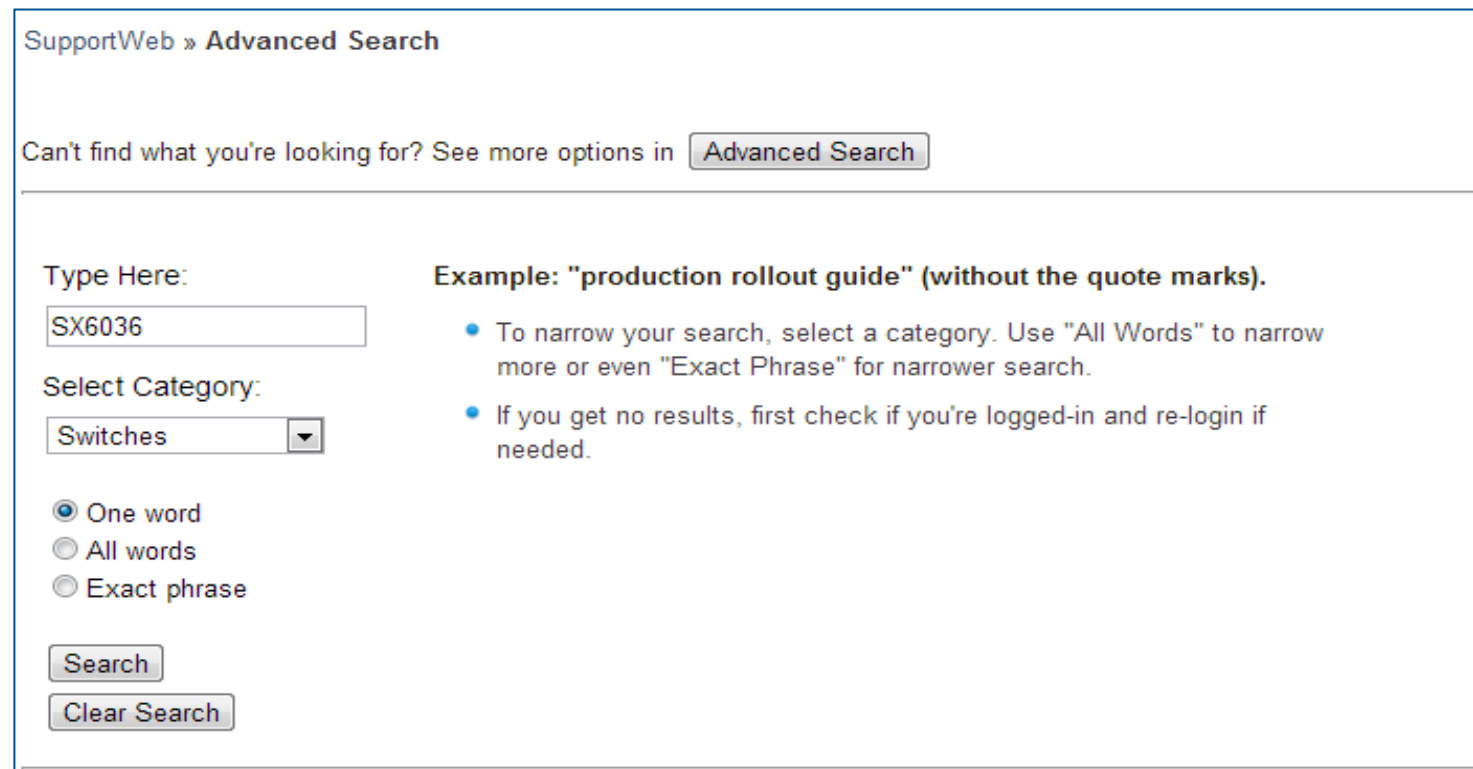


- Use our SupportWeb to:
  - Have full access to all available and useful knowledge base (user manuals and technical guides)
  - To confirm, review and refer to relevant products' information
  - To view available solutions and review an issue before attempting to reproduce it
  - To view suggested workarounds to different issues
  - To view useful FAQs and Q&As
  - Search for information using the Search bar
  - To contact Mellanox Support directly by opening a case via the SupportWeb
  - Use our online-chat to talk with our support team online

- Use the **Search** function to locate information and solutions faster in the SupportWeb database.

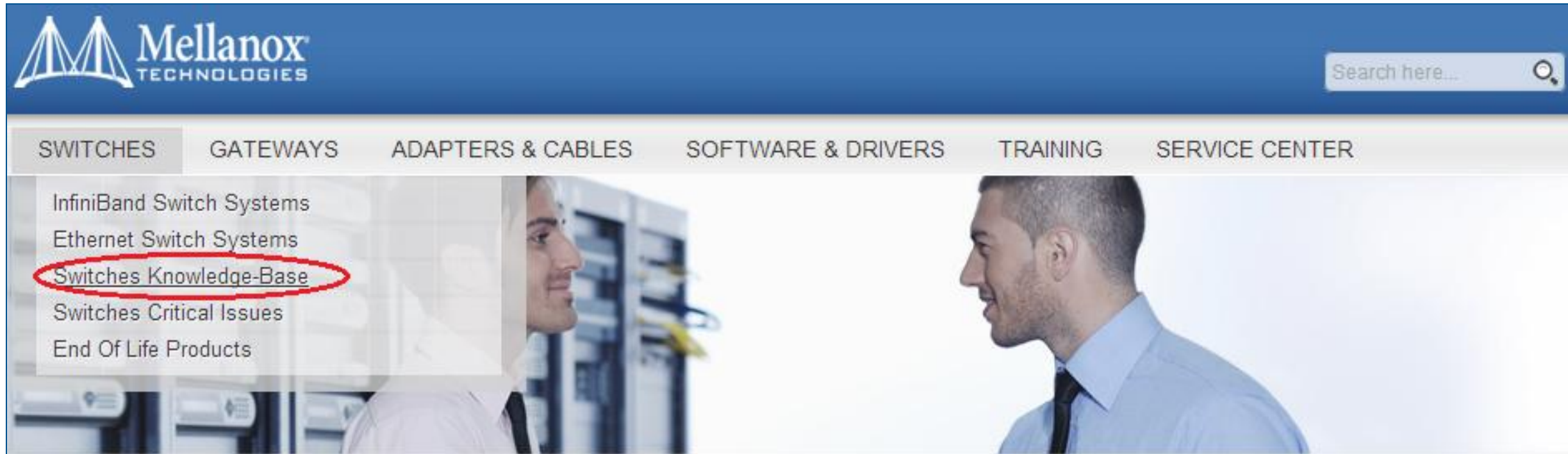


- Use the **Advanced Search** to focus your search.



A screenshot of the Mellanox SupportWeb Advanced Search page. The page title is "SupportWeb » Advanced Search". Below the title, there is a message: "Can't find what you're looking for? See more options in [Advanced Search](#)". The main search area contains a "Type Here:" input field with "SX6036" entered. Below it is a "Select Category:" dropdown menu with "Switches" selected. There are three radio button options: "One word" (selected), "All words", and "Exact phrase". At the bottom of the search area are "Search" and "Clear Search" buttons. To the right of the search area, there is an "Example: 'production rollout guide' (without the quote marks)." followed by two bullet points: "• To narrow your search, select a category. Use 'All Words' to narrow more or even 'Exact Phrase' for narrower search." and "• If you get no results, first check if you're logged-in and re-login if needed."

- Each category has its relevant knowledge base.



- The knowledge base contains quick links to the product documentation/FAQs...etc.

SupportWeb » Switches » Switches Knowledge-Base

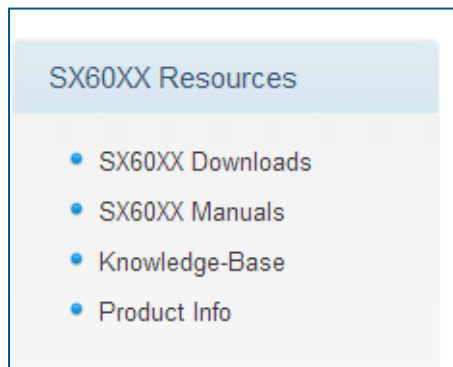
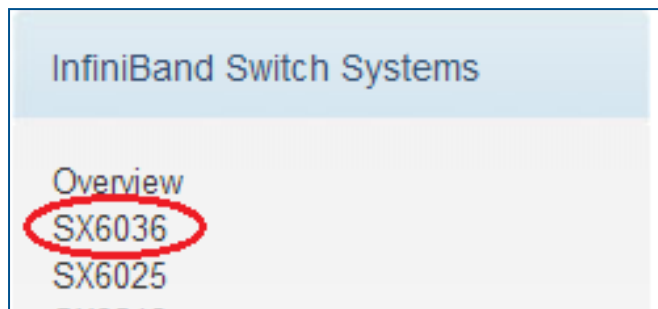
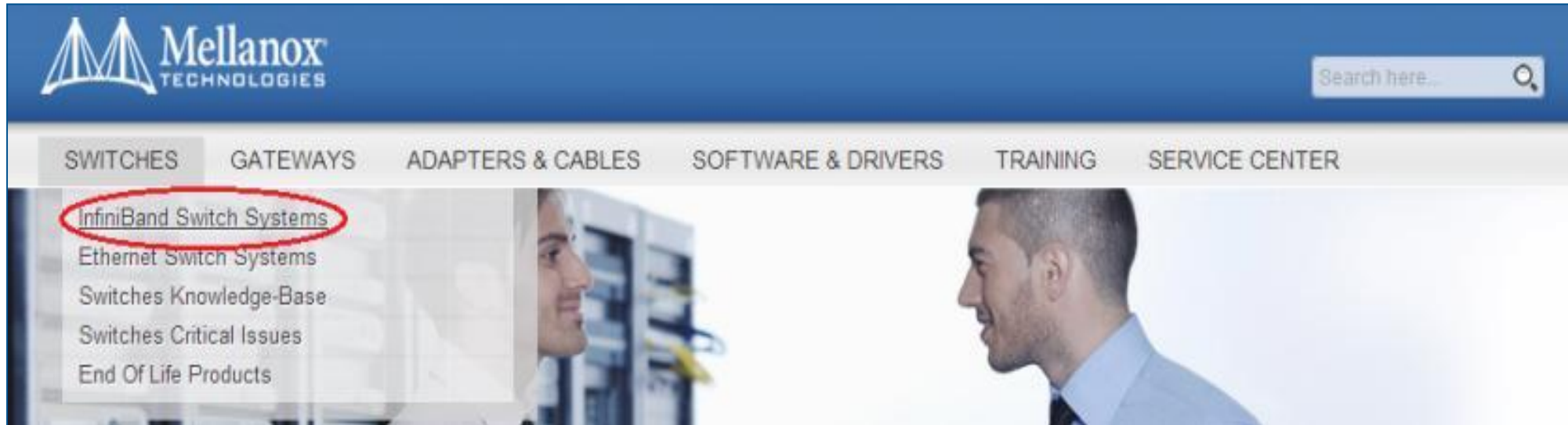
## Switches

Here you can find all Mellanox Switches documentation as well as FAQ, Technical guides, Common errors, Questions and answers.

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Step I - Select Type	Step II - Select Document
Getting Started Guides	SX1016
Installation Manuals (Hardware)	SX1035/SX1036
<b>Switch User Manuals</b>	Vantage 6024
Management-Software User Manual:	<b>SX6025/SX6036</b>
Release Notes	SX6512
Reference Guides	SX6518
Technical Guides	SX6536
FAQ	IS5022
Q&A	IS5023
Common Error	IS5024
Recently Published	IS5025/5030/5031/5035
	MTS3600
	IS5100

- View Mellanox Products, their relevant documentation and SW/FW



- To download the latest Firmware version available for your product, click on ***Download Firmware***.

SupportWeb

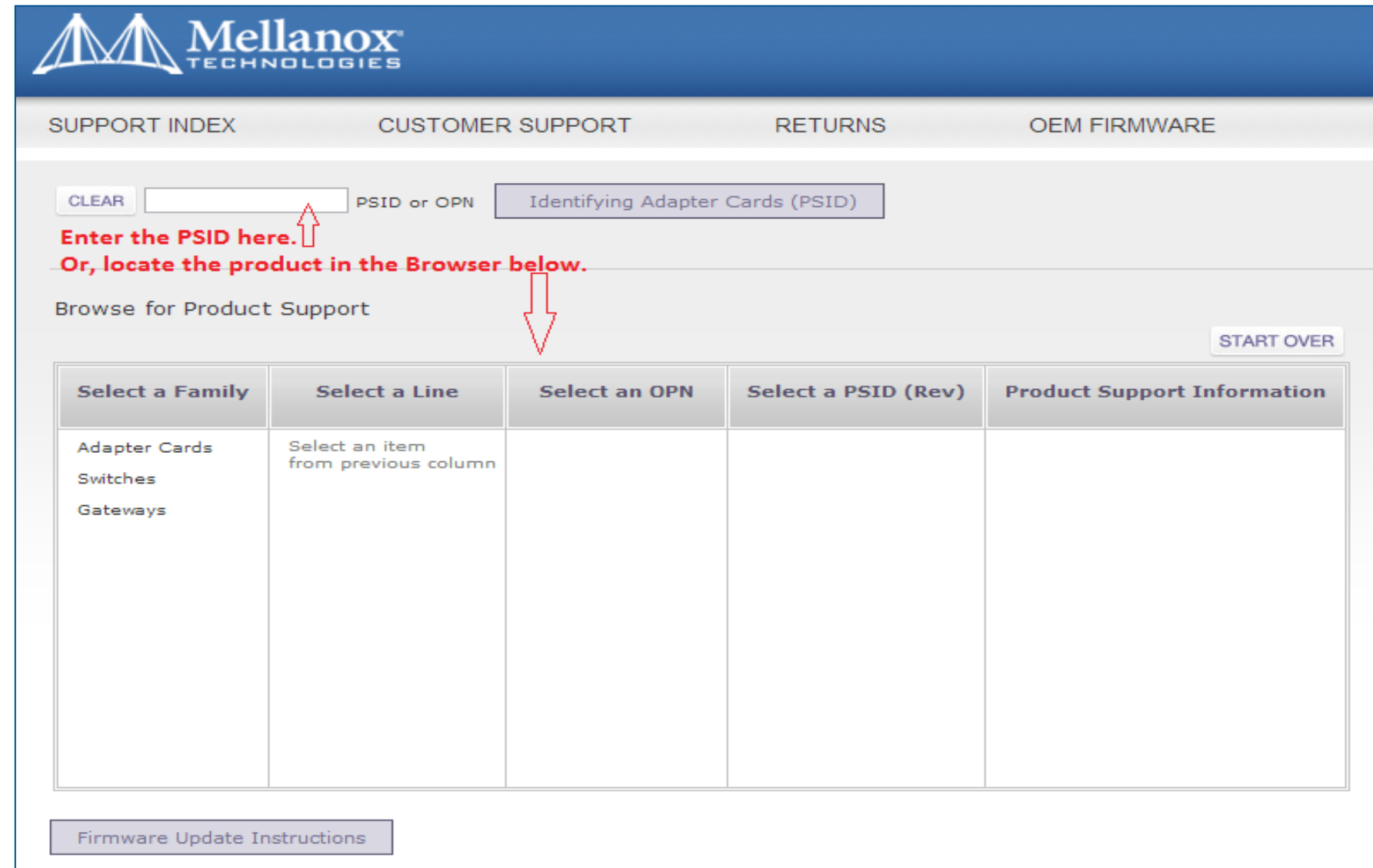
- Download Resource
- Download Firmware**
- My Support Cases
- Mellanox Support User Guide
- Support and Services FAQs
- Mellanox RMA Policy
- Returns (RMA)

Contact Support

Mellanox Call Center  
+1 408.916.0055

Toll-free (USA only):  
86-Mellanox (8663552669)

Email: support@mellanox.com



Mellanox TECHNOLOGIES

SUPPORT INDEX    CUSTOMER SUPPORT    RETURNS    OEM FIRMWARE

PSID or OPN   

**Enter the PSID here.** ↑

**Or, locate the product in the Browser below.** ↓

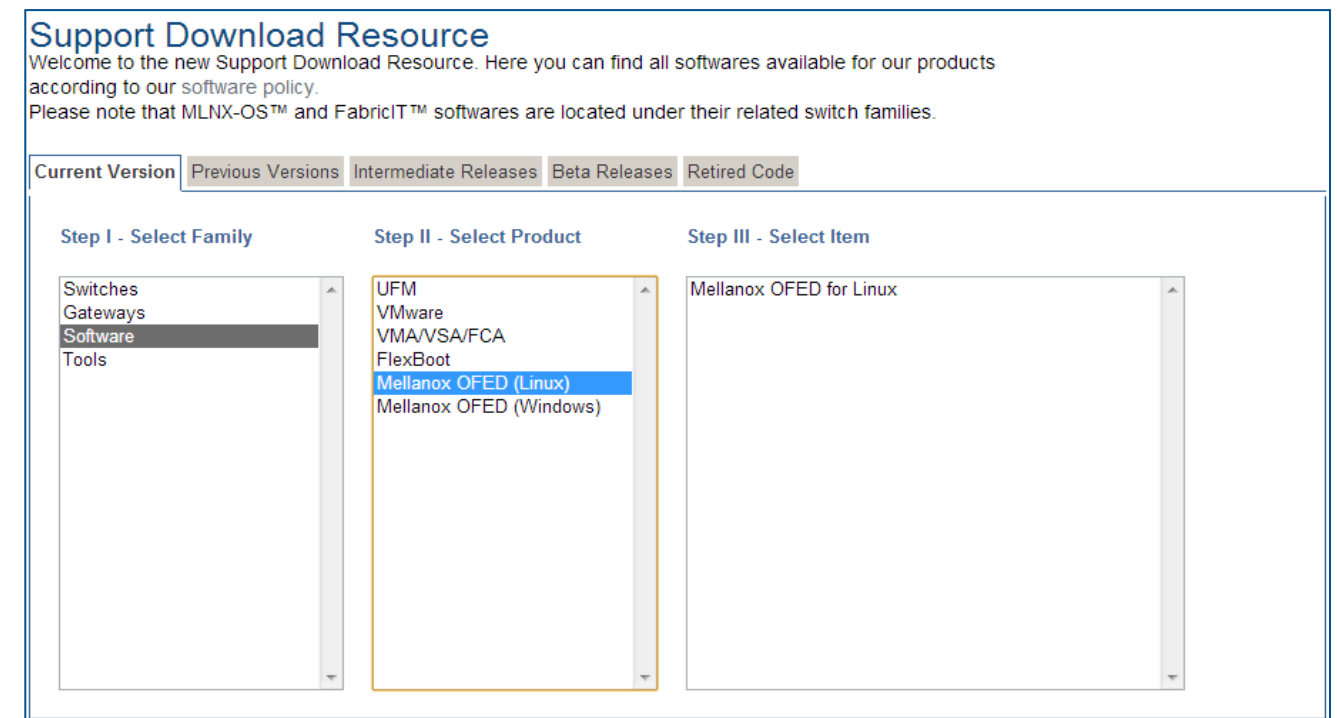
Browse for Product Support

Select a Family	Select a Line	Select an OPN	Select a PSID (Rev)	Product Support Information
Adapter Cards Switches Gateways	Select an item from previous column			

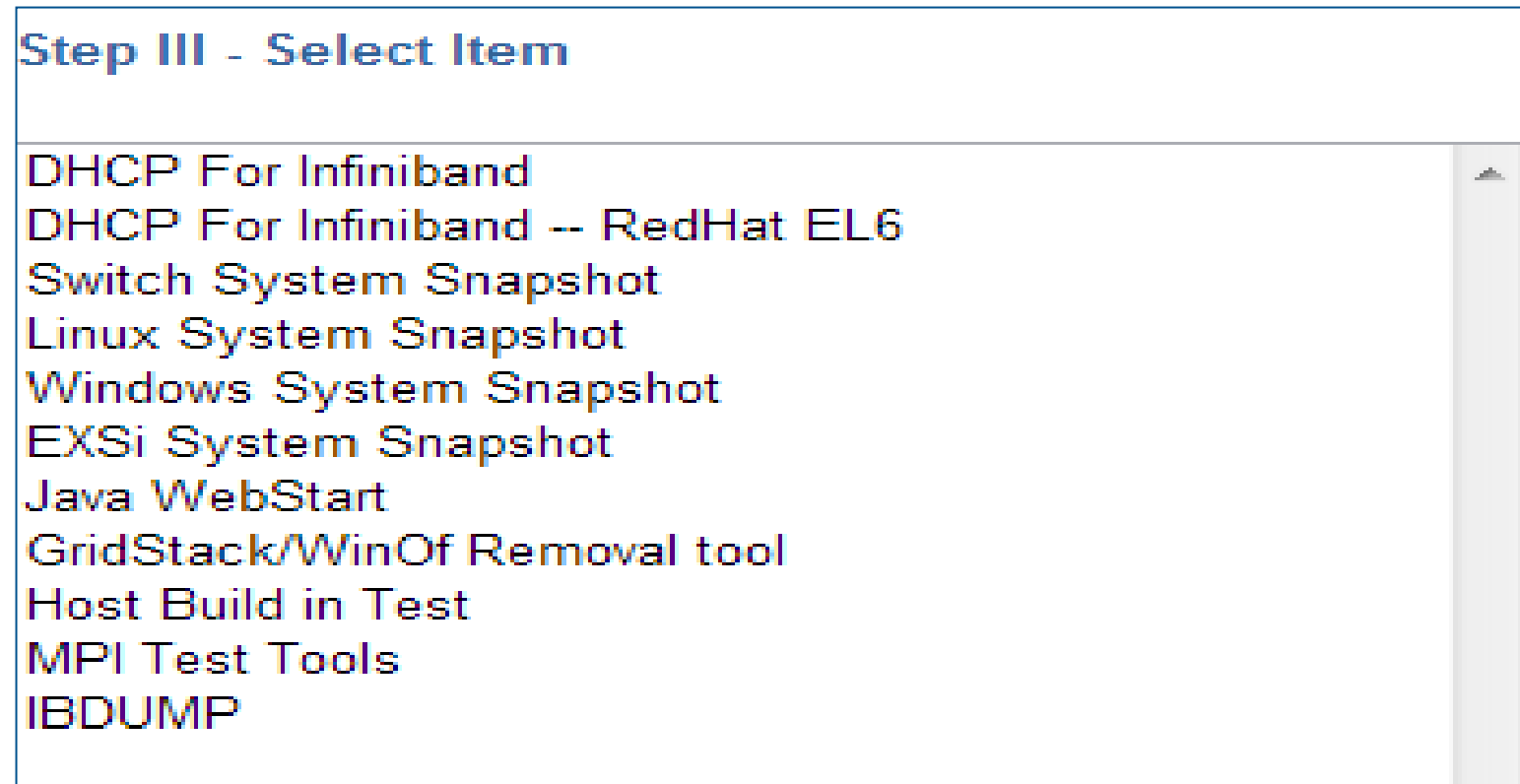
- Click on **Download Resource** from the left menu.



- Navigate to the desired software/documentation

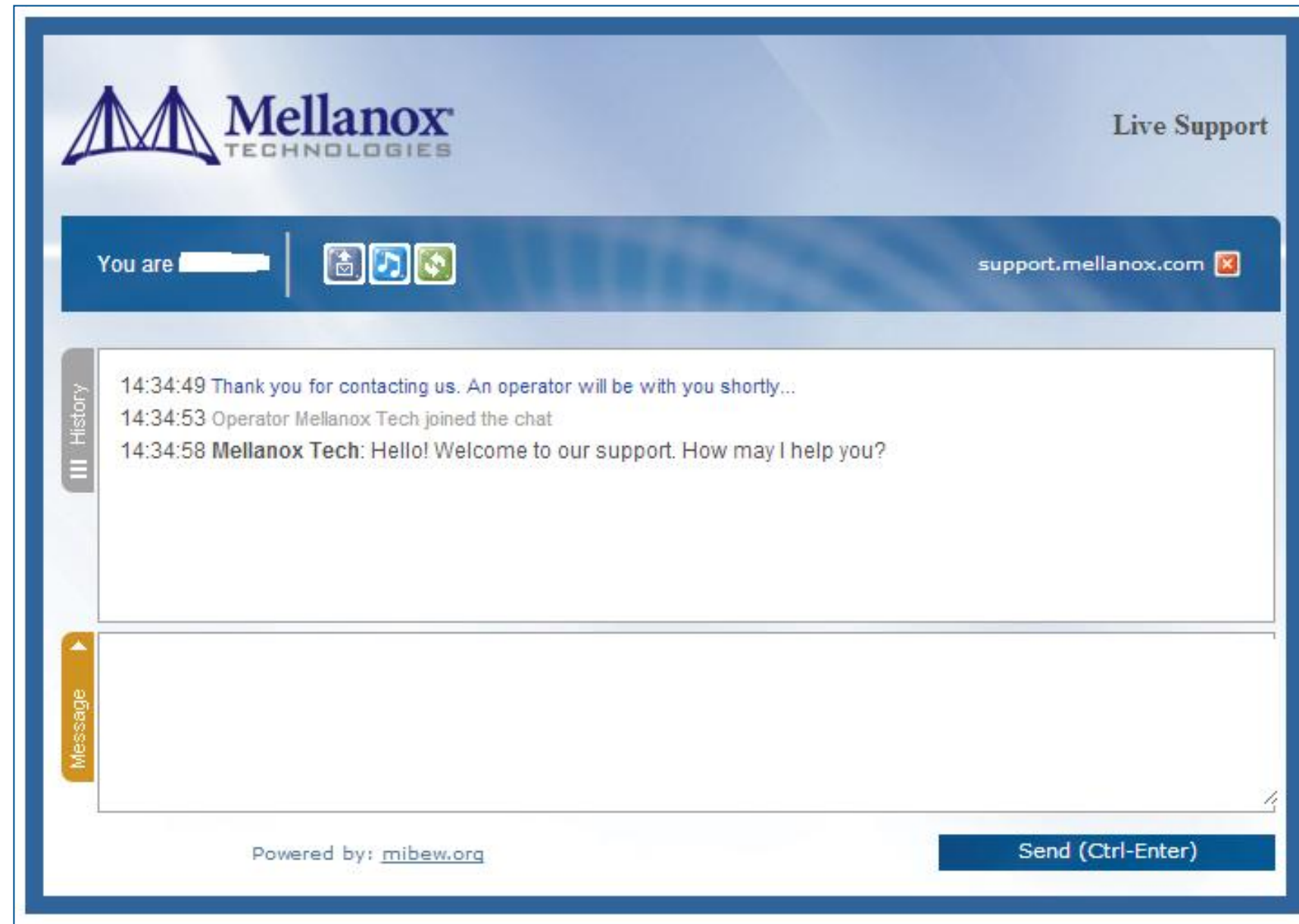
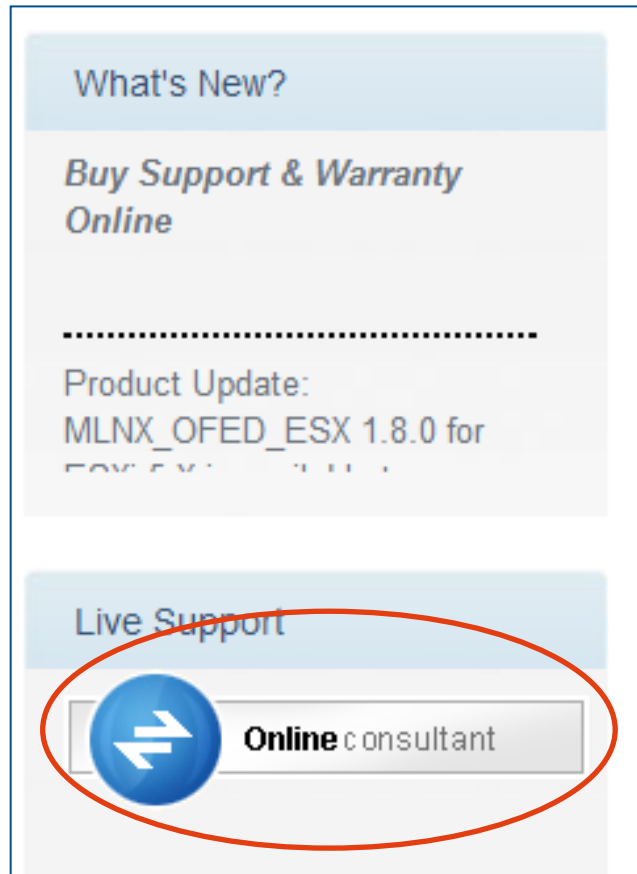


- Under **Tools** → **Useful Tool** you will find many tools that help you manage the fabric.
- Among those tools you can find the **System Snapshot** tool which gathers useful information about your system.





- Use our **Online Chat** to talk with our support team online.



# RMA

- To return a product for repair or replacement, please complete and submit the RMA Request Form at: [http://www.mellanox.com/page/rma\\_form](http://www.mellanox.com/page/rma_form). Mellanox Support Representative will contact you via email or phone after the RMA submission.

SupportWeb

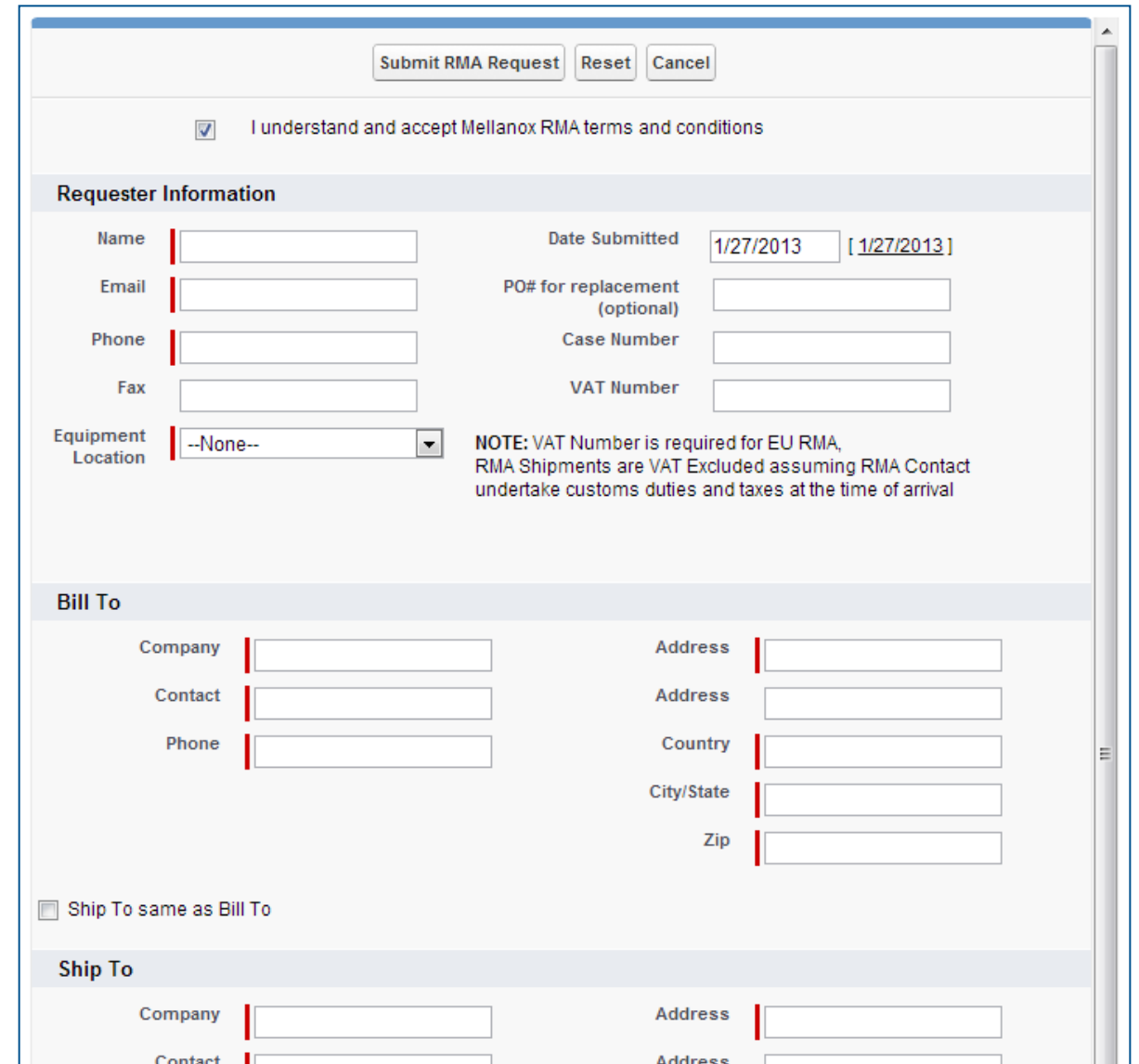
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Toll-free (USA only):  
86-Mellanox (8663552669)

Email: [support@mellanox.com](mailto:support@mellanox.com)



Submit RMA Request Reset Cancel

I understand and accept Mellanox RMA terms and conditions

**Requester Information**

Name  Date Submitted  [ 1/27/2013 ]

Email  PO# for replacement (optional)

Phone  Case Number

Fax  VAT Number

Equipment Location  **NOTE: VAT Number is required for EU RMA, RMA Shipments are VAT Excluded assuming RMA Contact undertake customs duties and taxes at the time of arrival**

**Bill To**

Company  Address

Contact  Address

Phone  Country

City/State

Zip

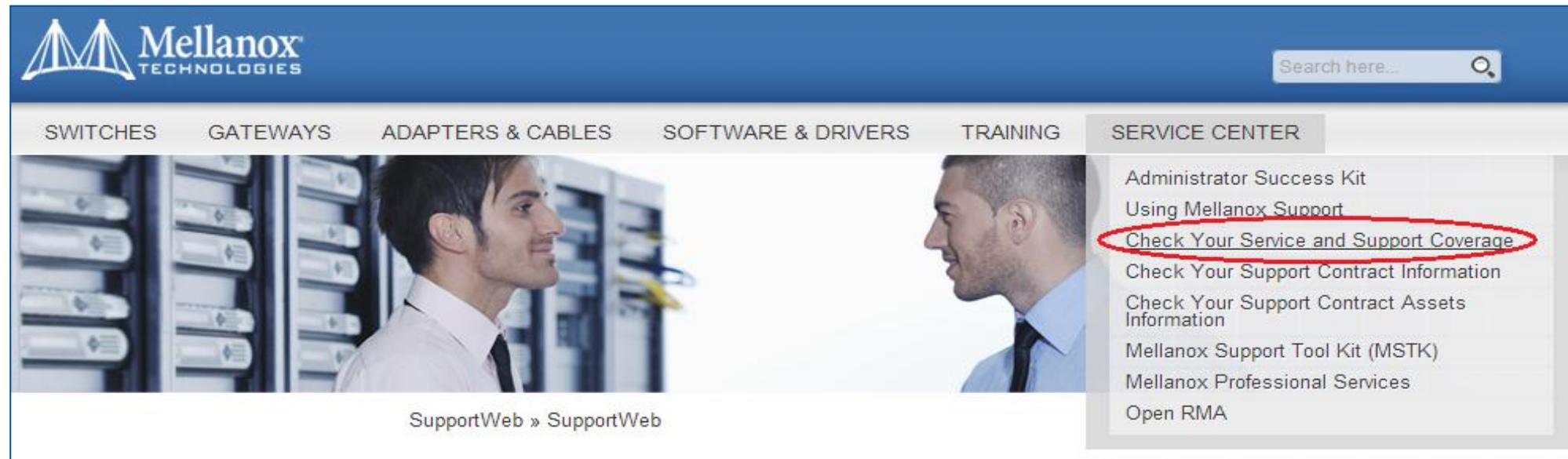
Ship To same as Bill To

**Ship To**

Company  Address

Contact  Address

- You can check the warranty status of your assets online at the following page:  
[http://support.mellanox.com/SupportWeb/service\\_center/SerialCheck](http://support.mellanox.com/SupportWeb/service_center/SerialCheck)



- Fill in the Serial Number, and **Submit**

SupportWeb » Service Center » Check Your Service and Support Coverage

## Check Your Service and Support Coverage

Review your warranty status and eligibility for support and extended coverage.

Enter your hardware serial number:

Serial Number

# RMA: Troubleshooting Before Submitting



- You can find guidelines and troubleshooting steps in the RMA page. We highly recommend you troubleshoot before you submit the RMA request to save you time, effort and redundant shipping procedures.

## RMA Request Form

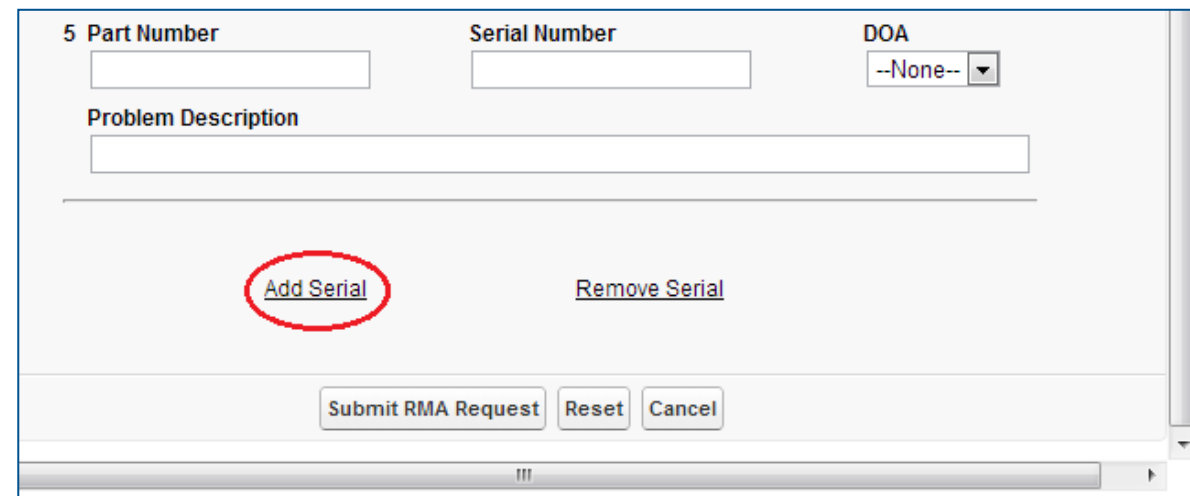
In order to return your product to Mellanox Technologies for repair or replacement you must first obtain an RMA, according to [Mellanox RMA](#) policy.

**To check your Mellanox part serial number RMA coverage and review your warranty status and eligibility, click [here](#).**

**To save you time and the trouble of submitting a redundant RMA Request, we kindly ask that you first review the recommended troubleshooting checklist [here](#).**

- [Click her for the troubleshooting steps for each product](#)

- The [RMA form](#) must be filled in accurately by you with the following details:
  - Contact info
  - Bill to address
  - Ship to address
  - S/N of each asset and PN
  - Troubleshooting steps performed and issue observed should be detailed in ***problem description*** field.
  - DOA (YES/NO) – Products are considered to be DOA if they encounter failure within 90 days of the shipping date.
  - By default you can submit up to 5 Serial Numbers. If you have more serials to submit, click on ***Add Serial***.



The screenshot shows a web form for submitting an RMA request. At the top, there are three input fields: '5 Part Number', 'Serial Number', and 'DOA' (with a dropdown menu currently set to '--None--'). Below these is a large text area for 'Problem Description'. In the center of the form, there are two buttons: 'Add Serial' (circled in red) and 'Remove Serial'. At the bottom, there are three buttons: 'Submit RMA Request', 'Reset', and 'Cancel'.

# Mellanox Diagnostic Tools

Solve the problem faster and save your time

- Mellanox Diagnostic Tools are available to download at the [Resource Downloader](#)
  - Click on **Download Resource** from the left menu
  - Navigate to **Tools** → **Mellanox Support Tool Kit / Useful Tool**
  - **Mellanox Support Tool Kit** contains many utilities for managing the fabric.
  - The Mellanox Support Tool Kit is located under:
  - **Download Resource -> Tools -> Mellanox Support Tool Kit -> Entire Package**

## Support Download Resource

Welcome to the new Support Download Resource. Here you can find all softwares available for our products according to our [software policy](#). Please note that MLNX-OS™ and FabricIT™ softwares are located under their related switch families.

Current Version Previous Versions Intermediate Releases Beta Releases Retired Code

Step I - Select Family	Step II - Select Product	Step III - Select Item
Switches Gateways Software <b>Tools</b>	<b>Mellanox Support Tool Kit</b> Useful Tools	<b>Entire Package</b> ReadMe

- [For detailed information about Mellanox Support Tool Kit, please click here.](#)



# Remote Session Support

(WebEX)

- Using WebEX
  - You can decide on allowing the Support Member to have mouse/keyboard control
  - You can share your desktop, application or individual windows
  
- When will it be used?
  - To see the issue before attempting to replicate the problem
  - To verify that a solution works
  - Whenever it is the most effective troubleshooting method
  - To improve customer satisfaction
  - When proactive support is needed
  
- Why using it?
  - Resolution time is reduced - resolve issues faster
  - Less SRs are re-opened and less likely to be escalated
  - Eliminates time lost waiting on serial communications
  - proactive support, Improve customer satisfaction, develop more personal relationships

Thank You

