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Introduction

Thank you for choosing Nutanix products and support offerings.

Nutanix Worldwide Support offers world-class programs to meet your organization’s technology needs. We recognize the investment you have made in our products and would like to complement this with highly responsive, quality support to ensure your success.

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

Highlights

- Worldwide presence with support centers in United States (East Coast – Durham, NC and West Coast – San Jose, CA), Australia, China, Japan, India, and the Netherlands
- Leading technology experts consisting of VCPs, vExperts, CCIEs, MSFT, Linux and Nutanix Platform Professionals with years of experience in supporting data center solutions
- 24x7x365 support availability with four-hour parts replacement for customers with mission critical applications
- Access to the Nutanix customer portal with latest information on our products, documentation, patches, and FAQs
- State of the art replication labs in all major geographies for quick and efficient turnaround of requests
Nutanix Support (Systems Reliability Engineers) Teams Around the Globe

Nutanix SRE Teams are located in Australia, Japan*, China* and India, Netherlands, and the United States (East Coast – Durham, NC and West coast – San Jose, CA). Nutanix uses the “Follow the Sun Support Model” to support customers 24 hours a day, 7 days a week, 365 days a year.

*Indicates regional support center.

<table>
<thead>
<tr>
<th>SUPPORT TIERS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production (Platinum)</td>
<td>Ideal for business critical workloads</td>
</tr>
<tr>
<td>Mission Critical (Platinum Plus)</td>
<td>Ideal for mission critical workloads</td>
</tr>
<tr>
<td></td>
<td>Additional features include shorter response cycles, direct access to senior engineers, advanced analytics and root cause analysis</td>
</tr>
</tbody>
</table>
Production Support Program (Platinum)

Nutanix’s Production support program is designed for mid-size to large enterprises that operate business-critical 24x7 operations. The Production service plan entitles customers to 24-hour access to support personnel, priority call and case handling, and next business day on-site service. This program is available as a 1 to 5 year package.

Features:

- **24x7 telephone and web support.** Nutanix’s Systems Reliability engineers can answer technical questions and assist with equipment operation, 24 hours a day. Customers may call Nutanix at 1855-NUTANIX, extension 3. Local in-country numbers are available at https://www.nutanix.com/support-services/product-support/support-phone-numbers/ numbers/.

- **Priority call handling.** Customer calls to Nutanix are given priority status and handled by the next available support engineer.

- **Next business day parts delivery.** When on-site hardware service is required, Nutanix will dispatch authorized service personnel to the customer’s site to restore equipment to normal operation. Technicians will arrive on-site between 8AM and 5PM, Monday to Friday, with the exception of local holidays. The call must be dispatched before 3PM local time to meet this service level. Customers who prefer not to wait for on-site repair may buy a spares kit which includes parts that are considered likely to need replacement.

- **Software subscription plan.** 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 purchase of an additional license 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" sections (pages 18-19) for more details. You can also find the current hardware and software policies on our website https://www.nutanix.com/support-services/product-support/policies/

- **Alerts and Pulse monitoring.** An automated alert system sends regular system status reports and alerts when critical system events occur to Nutanix support. Nutanix support engineers use information from these notifications to respond to, and prevent, potential problems, or to quickly resolve problems that are identified. After a hardware component failure is confirmed, Nutanix will dispatch a part and a service technician to remediate the error. To learn more about Pulse and how the alert monitoring works, please visit our site at: http://download.nutanix.com/misc/Pulse_Datasheet.pdf

Pulse monitoring proactively identifies events such as:
- Disk failure
- Fan failure
- Power supply module failure
- Software crashes
- Temperature issues

- **Spares support and integrated logistics planning.** For timely problem resolution, Nutanix stocks spares in strategic locations in North America, EMEA and APJ.

- **On-Line resources.** Nutanix’s Support web 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 web site at portal.nutanix.com. If you require a support account, please self-register at portal.nutanix.com. In case of issues with account creation, please e-mail portal-accounts@nutanix.com. If you require emergency assistance, please contact us by using our local in-country numbers which you can find at https://www.nutanix.com/support-services/product-support/support-phone-numbers/.
Mission Critical Support Program (Platinum Plus)

Nutanix’s Mission Critical program is designed for large enterprises that operate Nutanix products in a mission-critical 24x7 environment and cannot afford to take any downtime. The Mission Critical service plan entitles customers to priority call and case handling 24 hours a day, direct access to senior level engineers, and up to 4 hours on-site service. This program is available as a 1 to 5 year package.

Features:

- **24x7 telephone and web support.** Nutanix’s technical support engineers can answer technical questions and assist with equipment operation, 24 hours a day. Local in-country numbers are available at http://www.nutanix.com/support-services/product-support/support-phone-numbers/.

- **Priority call handling.** Customer calls to Nutanix are given priority status and handled by the next available support engineer. The response times SLA are twice as quick as any other service level. Furthermore, this level of service provides guaranteed access to senior level engineers.

- **Up to 4 hours parts delivery.** When on-site hardware service is required, Nutanix will dispatch authorized service personnel to the customer’s site to restore equipment to normal operation. Technicians will arrive on-site up to 4 hours after the defective part has been diagnosed by Nutanix. This service will be available 24x7x365 days of the year. Customers who prefer not to wait for on-site repair may buy a spares kit which includes parts that are considered likely to need replacement.

- **Software subscription plan.** 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 purchase of an additional license 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” sections (pages 18-19) for more details. You can also find the current hardware and software policies on our website https://www.nutanix.com/support-services/product-support/policies/

- **Pulse and Alerts monitoring.** An automated alert system sends regular system status reports and alerts when critical system events occur to Nutanix support. Nutanix support engineers use information from these notifications to respond to and prevent potential problems, or to quickly resolve problems that are identified. After a hardware component failure is confirmed, Nutanix will dispatch a part and a service technician to remediate the error. To learn more about Pulse and how the alert monitoring works, please visit our site at: http://download.nutanix.com/misc/Pulse_Datasheet.pdf

Pulse monitoring proactively identifies events such as:

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- Fan failure
- Power supply module failure
- Software crashes
- Temperature issues

- **Spares support and integrated logistics planning.** For timely problem resolution, Nutanix stocks spares in strategic locations in North America, EMEA and Asia.

- **On-Line resources.** Nutanix’s Support web 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 web site at portal.nutanix.com. If you require a support account, please self-register at portal.nutanix.com. In case of issues with account creation, please e-mail portal-accounts@nutanix.com. If you require emergency assistance, please contact us by using our local in-country numbers which you can find at https://http://www.nutanix.com/support-services/product-support/support-phone-numbers/. If you require a support account, please self-register at www.portal.nutanix.com. In case of issues with account creation, please e-mail portal-accounts@nutanix.com. If you require emergency assistance, please contact Telephone Support at 1-855-NUTANIX, extension 3. Local in-country numbers are being added as we expand our service offerings. Please see www.nutanix.com/support for the complete list of local numbers.
## Compare Product Support Programs

<table>
<thead>
<tr>
<th>SOFTWARE SUPPORT</th>
<th>Production Support</th>
<th>Mission Critical Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Support</td>
<td>24x7x365</td>
<td>24x7x365</td>
</tr>
</tbody>
</table>

### TARGET RESPONSE TIMES

<table>
<thead>
<tr>
<th>Priority</th>
<th>Production Support</th>
<th>Mission Critical Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1</td>
<td>1 hour</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Priority 2</td>
<td>4 hours</td>
<td>2 hours</td>
</tr>
<tr>
<td>Priority 3</td>
<td>8 hours</td>
<td>4 hours**</td>
</tr>
</tbody>
</table>

- **Software Support: Major & minor maintenance, patch releases, upgrades**
  - ✔️
  - ✔️

- **Pulse Advanced Performance Analytics**
  - ✔️
  - ✔️

- **Automatic Support Monitoring**
  - ✔️
  - ✔️

- **Maximum Number of Support Admins Per Contract**
  - 6
  - Unlimited

- **Direct Routing to Senior-Level Engineers**
  - ✔️

- **Root Cause Analysis**
  - ✔️

- **Contract Term**
  - 1-5 Years
  - 1-5 Years

### HARDWARE SUPPORT FOR NUTANIX NX

<table>
<thead>
<tr>
<th>Hardware Replacement: Duration of on-site parts arrival after diagnosis</th>
<th>Production Support</th>
<th>Mission Critical Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>NBD*</td>
<td>4-hour part replacement**</td>
<td></td>
</tr>
</tbody>
</table>

- **Field Engineering for Parts Replacement**
  - ✔️

### Notes

- The full description of NBD delivery by region can be found at https://www.nutanix.com/support-services/technical-support/faqs/  
- 4-hour arrival guarantee not available in all locations
- In the event there is an incident that affects system availability, and upon customer request, we will provide detailed root cause analysis for Priority 1 support requests
- Production Support program allows access to an FE Monday-Friday 8AM to 5PM local time.

### Contacting Nutanix Support:

- **Online**: http://portal.nutanix.com
- **Phones**: https://www.nutanix.com/support-services/product-support/support-phone-numbers/
Additional Support Offerings

U.S. Federal Support


Designated Support Engineer (DSE)

The Nutanix Designated Support Engineer (DSE) allows a named member of our award-winning Support organization to focus on your Nutanix solution. The DSE typically engaged in the post-sales/post deployment phase, though could be enlisted earlier to help with POC work or during the deployment phase. They act as an extension of your operations team and help support the entire Nutanix stack – including all Nutanix features and functionality, Hypervisor(s), Storage and Networking. The DSE are located in one of Nutanix Worldwide Support’s Center of Excellence – the current list includes Sydney, Bangalore, Amsterdam, Durham, NC and San Jose, CA.

Target Audience:

- New and existing Nutanix customers, who want the benefits of a focused Support Engineer with in-depth knowledge of their environment.
- Customers running mission critical workloads on the Nutanix System who want to minimize the impact of critical issues.

Your DSE is backed up by a very senior team, which handles your issues if the primary DSE Engineer is unavailable owing to training, vacation or because it is after hours. All of the issues are directly assigned to this senior team, and do not go through the regular case queue.

For more details, please visit: http://go.nutanix.com/rs/031-GVQ-112/images/nutanix-designated-support-engineer-service.pdf

Resident Support Engineer (RSE)

A Nutanix Resident Support Engineer (RSE) is a DSE who permanently resides on the customer premises, dedicated to support and Business As Usual activities for the customer or project during normal business hours.

Technical Account Manager (TAM)

A Nutanix Technical Account Manager (TAM) is a designated point of contact who provides ongoing health checks, and advice and guidance on best practices to proactively keep your Nutanix environment operationally healthy. Backed by an award-winning support organization, a TAM helps your organization by:

- Tracking key technical matters that may impact your business.
- Coordinating with other Nutanix organizations to quickly escalate or resolve problems.
- Conducting system analysis and provide proactive recommendations to jointly prepare for new projects and minimize risk.
- Providing best practice guidance to optimize operations and ongoing performance of your Nutanix implementation.

For more details, please visit: http://go.nutanix.com/rs/031-GVQ-112/images/Nutanix_TRM-040716-DS.pdf
Non-Returnable Hard Disk Drive (NRDK) Program

Nutanix understands that when HDDs or SSDs require replacement, you may want to keep your hard drives in-house to protect your data in order to comply with data security compliance regulations. For this reason, we offer a Nutanix NRDK option, which eliminates the need for clients to return defective hard disk drives.

The NRDK program can be added-on to your existing support packages. The program applies to all existing models of the Nutanix product. The client is responsible for disposing of the replaced hard disk drives in agreement with their own data security compliance requirements and other applicable laws.

Service terms:

• NRDK can be purchased as a 1 to 5 year contract and is available for all Nutanix product models
• NRDK can be purchased per disk (HDD or SSD)
• NRDK option is only available for purchase in conjunction with one of Nutanix’s support programs

Non-Returnable Node (NRNODE) Program

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

The NRNODE program can be added-on to your existing support packages. The program applies to all existing models of the Nutanix product. The client is responsible for disposing of the replaced nodes (all inclusive components) in agreement with their own data security compliance requirements and other applicable laws.

Service terms:

• NRNODE can be purchased as a 1 to 5 year contract and is available for all Nutanix product models
• NRNODE can be purchased per node
• NRNODE option is only available for purchase in conjunction with one of Nutanix’s support programs

Please note that both NRDK and NRNODE options will be required for customers that want to maintain possession of their disks and nodes.
Understanding Case Priorities

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

Definitions of Priority Level and Targeted Initial Response:

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

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Description</th>
<th>Target Initial Support Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td><strong>Emergency.</strong> System is not available, and productivity has been halted. Product is not properly functioning in its current state. All data unavailability or data loss issues are assigned this priority level.</td>
<td>Within 1 hour (30 minutes for Mission Critical support offering)</td>
</tr>
<tr>
<td>P2</td>
<td><strong>Critical.</strong> System is available but experiencing issues that have a direct impact on productivity. Major inconvenience.</td>
<td>Within 4 hours (2 hours for Mission Critical support offering)</td>
</tr>
<tr>
<td>P3</td>
<td><strong>Normal.</strong> System is having an occasional issue that has been identified as needing to be resolved, but the issue has not greatly affected productivity. Minor inconvenience.</td>
<td>Software support within 8 hours and hardware replacement by next business day (4 hours for Mission Critical support offering)</td>
</tr>
<tr>
<td>P4</td>
<td><strong>Low.</strong> Questions about documentation, processes, or procedures. General requests about information.</td>
<td>By next two business days</td>
</tr>
<tr>
<td>RFE</td>
<td><strong>Requests for Enhancements.</strong> Feature requests for the product that would improve the experience or functionality for the customer</td>
<td>Within 2 weeks</td>
</tr>
</tbody>
</table>
Best Practices of an Effective Support Relationship

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

**Keep Your Profile Up to Date.** We encourage you to create and maintain your profile information on the customer portal. This minimizes some of the overhead in processing your case and allows us to respond to your requests quickly and effectively.

**Educate Your Administrators.** We have 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 in working with us to resolve the underlying issue. The return on this investment is almost immediate when you consider the cost of the education versus the cost of downtime. Nutanix nu.school has a number of learning tracks starting with the Platform Professional Certification. Please contact Nutanix Training and Certification for more information at https://www.nutanix.com/support-services/training-certification/

**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 Customer Portal. We also recommend that you carefully define your project plans and include 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 the installation, operation, and maintenance of the hardware. Many installation issues are actually issues with 3rd party components and software.

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

**Enabling Alerts and Remote Tunnel Access.** To the extent allowed by your organization’s security policies, we encourage you to use the product’s Pulse and Alerts (e-mail home) feature, which, when enabled, sends all alerts to a central case management system thus notifying the support staff to proactively respond with corrective action. The Remote Tunnel - when enabled, allows support staff to login remotely via a secure SSH tunnel to proactively diagnose Acropolis Operating System (AOS) and resolve any alerts which may have been triggered from Pulse and Alerts or from the customer. Benefits of Pulse are at http://download.nutanix.com/misc/Pulse_Datasheet.pdf

**Provide Complete and Accurate Information.** As with any troubleshooting process, 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. We appreciate you providing the necessary information in a timely manner, so we can make progress.
Nutanix Team Roles and Responsibilities

Nutanix has a number of roles in the Worldwide Support. Your understanding of which group you are speaking with and what their responsibilities are goes a long way in streamlining issues.

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

- Responding to support cases on the phone and by e-mail
- 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 knowledgebase

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

- Providing licensing and portal support for Nutanix products
- Ensuring that we log 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** – 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. Field Engineer activity when servicing the customer site:

- Meet with on-site contact, verify the correct part has been received and gain access to equipment.
- Call in to Nutanix SRE prior to performing hardware repair/replacement.
- Confirm with Nutanix SRE that HW has been repaired and system restoration has been initiated.
- Prepare the defective part for shipment and provide it to the customer or site contact for return mailing.
- Released by customer.

**Escalation Engineer/Manager:** If an issue is at risk of not being resolved through the normal case lifecycle process, the issue goes into escalation, either initiated by the customer or by Nutanix Support. A dedicated escalation team takes the case over and drives it to resolution. The responsibilities of the escalation team are:

- Mobilizing all internal needed to resolve the issue, including third parties
- Provide regular status reports to internal and customer management teams to report on progress
- Closing out the issue to the satisfaction of all parties
- Root cause analysis, and follow up on lessons learned from the issue

**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. The product roadmap can be shared with customers, on-demand.

**Support Managers:** Member of the Support Management Team.
Support Case Life Cycle

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

1. Creating your profile with a product serial number
2. Collecting information to help troubleshoot the problem
3. Creating a Support Case
4. Working the issue with the Systems Reliability Engineer (SRE), in conjunction with other parts of the Nutanix organization
5. Resolving and Closing the Support Case

1. Creating Your Profile

If you are new to Nutanix Support, we need to create a personal profile on our Customer Portal. In order to do so, please go to the Nutanix Customer Portal at www.portal.nutanix.com and click on "+Create account".

This will bring you to the following page, where you can register for a my.nutanix.com account. This account is your gateway into various online web properties tools provided by Nutanix.
If you are having issues creating your account or profile, please e-mail portal-accounts@nutanix.com. You will now be presented with a list of available web properties enabled under your new profile. Select “Support Portal” to begin your online support experience.

Welcome back, Kamal

These are the Nutanix services that are currently active for your account. You can activate a new service by clicking on it and following the steps on your screen.

- X-Ray
  Generate tokens for X-Ray

- Next
  Engage with Nutanix community via Blogs, Activities & Forums

- Community Edition
  Forum for all things NOS Community Edition

- Support Portal
  OpenView Cases, KB, SW downloads, Docs, Installed Base & Licenses

This will bring to the “Activation” screen to complete the setup process.
Once successfully authenticated, you will then be re-directed back to the "Welcome" Page to select your desired Web property.

Welcome back, Kamal

These are the Nutanix services that are currently active for your account. You can activate a new service by clicking on it and following the steps on your screen.

- **X-Ray**
  - Generate tokens for X-Ray

- **Next**
  - Engage with Nutanix community via Blogs, Activities & Forums

- **Community Edition**
  - Forum for all things NOS Community Edition

- **Support Portal**
  - Open/View Cases, KB, SW downloads, Docs, Installed Base & Licenses

Once you have successfully logged in, you'll be brought to the main landing page. This is a good time to go into the Products -> Installed Base tab from navigation menu and edit the information to confirm its current. By doing so, it helps the Nutanix SRE working on your case understand your environment as soon as they engage with you, and ensures that any replacement parts are shipped to the right address.
2. Collecting Information to Troubleshoot your problem

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

- System Serial Number
- Cluster ID
- Software Versions of all relevant software (Nutanix OS and Hypervisor)
- Time System became unavailable
- Whether the issue is reproducible?
- Steps taken thus far in remediation
- Results of Nutanix Cluster Check (NCC)
- Workload characteristics - Applications running
- and number of VMs per block

Please submit these when you create a case through the Attachments button in the next page, or uploading it to the FTP server.
3. Creating a Support Case

When opening a case on the web, the fields required to be filled in are fairly self-explanatory. The fields “Priority” and “Issue” have pull-down menus. The “Subject” and “Description” fields define the program.

Please use the “Priority” field per the definitions earlier in this documentation, to ensure timely response and setting our expectations about the impact to you.

Via Phone

An alternative mechanism for case creation is through the phone. The main international number for Nutanix Support is: +1-855-NUTANIX, Option 3

Other local country toll free numbers are constantly being added to the Nutanix Support web page, and are available at: http://www.nutanix.com/support

If an SRE is available when you call, the call will be handled by them directly. In case of overflow, the call will roll over to 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 e-mail 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>
Via the Support Portal

Create a New Case

Subject *

Priority *

Please select one

Serial Number

Find My Serial Number

Hypervisor Version

Please select one

AOS (HOS) Version

Please select one

Issue *

Please select one

Problem Description *

Additional User Notification (Up To 3 Email Addresses, Comma Separated)

Attach Files *

Choose files...
4(a). Working the Issue

An SRE is assigned to your case and owns your problem until we mutually agree the issue can be closed. He or she will contact you via email and/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.

We will inform you if we need to reassign your case for better skills or time zone match.

The SRE works with you to try to resolve the issue, taking whatever step is necessary to first fully diagnose the problem and then to find a solution. This may involve:

- Asking you for more information
- Asking you to install specific software and/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 (if we suspect a problem in their product).
- You can view the status of your case and annotate it through the Customer Portal.

View Cases

<table>
<thead>
<tr>
<th>Priority</th>
<th>Case Number</th>
<th>Subject</th>
<th>Created By</th>
<th>Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>P2</td>
<td>00331653</td>
<td>[Nutanix IT] Trying to upload an image to PC is having ...</td>
<td>Abhishek Mahalingam</td>
<td>5/24/2018 3:23 PM</td>
</tr>
<tr>
<td>P2</td>
<td>00331563</td>
<td>Cluster expansion issue</td>
<td>Lance Du</td>
<td>5/24/2018 12:04 PM</td>
</tr>
<tr>
<td>P2</td>
<td>00330577</td>
<td>Critical error found &quot;Cassandra restarted on multiple ...</td>
<td>Vivek Sarmalkar</td>
<td>5/23/2018 2:20 AM</td>
</tr>
<tr>
<td>P2</td>
<td>00330436</td>
<td>Cannot Power on VMs on AHV CE cluster - big customer P...</td>
<td>Amin Garcia</td>
<td>5/22/2018 6:42 PM</td>
</tr>
<tr>
<td>P2</td>
<td>00329950</td>
<td>Xtract for DB fails to scan some DB</td>
<td>Fabio Giorgio</td>
<td>5/22/2018 3:24 AM</td>
</tr>
</tbody>
</table>
4(b). Escalating a Support Case

You can escalate a support case at any time through the support portal by selecting your case and clicking "Escalate". Alternatively, you can contact your SRE, or asking to speak with the Support Manager of your region. Support escalations occur because your expectations of an issue resolution are not in line with the outlined action plan and timeframes that follow the normal resolution process.

In either case, the issue is escalated to the Worldwide Technical Support management team. The manager who takes on the escalation then creates a task force consisting of the necessary resources from Technical Support, Engineering, QA, and Product Management and formulates an action plan to address the issue. This action plan is then shared with you, the checkpoint schedule and the milestones determined, and agreement sought on the closure criteria of the escalation. Updates are provided on the progress as agreed upon, until the issue is resolved.

5. Closing a Support Case

A case is closed when you confirm that a resolution has been reached, or if we do not hear from you within two weeks of a request for information, and multiple attempts have been made to contact you during this period. A case may also be closed without final resolution, with acknowledgement and agreement from you.

Customer Satisfaction Surveys

After a support case is closed you will be invited by email to fill out a short survey about your experience.

Your feedback is a valuable way of measuring how well the Nutanix Worldwide Technical Services team is meeting your expectations. Customer satisfaction surveys give you the opportunity to provide us with valuable information to help improve our interactions with you, as well as any product improvement suggestions.
Software End of Life (EOL) Policy, Nutanix Versioning & Compatibility Matrix

1. We are 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, we provide 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”). All capitalized terms shall have the meaning ascribed to them in Exhibit A, “Definitions”.

   • Software Version Number. Software versions are designated, in Nutanix’s sole discretion, using the following format: “X.Y.Z.n (LTS)”
   • “X” defines the Major Release version number
   • “Y” defines the Minor Release version number
   • “Z” defines the Maintenance Release version number
   • “n” defines the Patch Release version number
   - The abbreviation “LTS” designates whether the version release is a Long Term Support Release

2. Software EOL Policy

   a. Overview. Nutanix develops its software products using two separate tracks, Long Term Support Releases (LTS) and Short Term Support Releases (STS).
   b. LTS Release EOL and release cycle.
      i. Each LTS Release is Maintained for 12 months after the Release Date for the next Release that is an Upgrade.
      ii. At the end of the Maintenance period, each LTS Release will then receive Troubleshooting for the subsequent six (6) months.
      iii. For example, if Nutanix releases AOS 5.5 (LTS) on December 1, 2017 and AOS 5.6 on April 1, 2018 then AOS 5.5 will be Maintained until April 1, 2019 and Troubleshooting for AOS 5.5 will be available until October 1, 2019.
   c. STS Release EOL and release cycle. Each STS Release shall receive Troubleshooting for three (3) months from the Release Date of the next Release that is an Upgrade.
   d. Updates will not be designated as either an LTS Release or an STS Release. When an Update is made available, the previous Update within the same Upgrade family shall cease to be Maintained.


   a. Upgrades are typically made available every three (3) months for STS Releases and every twelve (12) months for LTS Releases.
   b. Updates are typically made available every four to six weeks.
   c. In addition, Updates that only consist of Patch Releases are made available on an as-needed basis.

4. Hardware Compatibility Guidelines. Compatible hardware platforms (“Approved Platforms”) are listed on Nutanix’s Hardware Compatibility List (“HCL”) which can be found here: https://portal.nutanix.com/#/page/docs/list?filterKey=software&filterVal=Th ird-Party%20Platforms. Approved Platforms listed on the HCL are specific with regard to the version of such platform as well as for the components included therein. For Approved Platforms the following guidance applies:

   a. Nutanix will periodically place platforms on the HCL to be “Approved Platforms”
   b. As of the date that a platform becomes an Approved Platform, Nutanix agrees that it shall provide LTS Releases that are compatible with that Approved Platform for the next five (5) years (including backward compatibility). The preceding sentence assumes that the customer has installed all LTS Releases that are Upgrades during the term of Support.
   c. Nutanix’s commitments under this EOL Policy only apply as long as the manufacturer of the Approved Platform has not “end of life” or discontinued support for the Approved Platform.

The Nutanix SW EOL policy can be found at https://www.nutanix.com/support-services/product-support/policies/. Listed below is the Software End-of-Support schedule.
Extended Support Policy

Extended Support is an extraordinary product which extends the standard Support term from a maximum of 5 years to 7 years. If Extended Support is offered and purchased by a customer then Nutanix will provide a subset of the services outlined in the standard Support Guide. During the Extended Support term (years 6 and 7 of Support) Nutanix has no obligation to provide other Updates or Upgrades to the software release. In purchasing Extended Support, the Customer should keep the following in mind:

a. New versions of software may not work on old hardware, the Nutanix compatibility matrix should be checked prior to any software upgrades for supportability.
b. New versions of hypervisor may not work on old Nutanix software, the Nutanix compatibility matrix should be checked prior to any hypervisor upgrades for supportability.
c. Only security Updates will be provided after five years, assuming it is possible to create a fix on that release.
d. If a fix exists in an Update that is generally available, it will be provided to correct the Error or a workaround will be provided if one exists.

Third-Party Hardware and Software Policy

Nutanix has the following policy regarding the use of third party components within its devices:

a. If a customer uses a third-party component in a Nutanix device, and a fault is traced to the use of this third-party component, then at the discretion of Nutanix, support and warranty service may be withheld.
b. If a product fault is determined to not be related to the use of third-party components, then Nutanix will continue to support the customer per our standard support policies.
c. At no time will hardware RMA support be provided on third-party components. If hardware is replaced, and the fault is determined to have been caused by the installation of a third-party component, Nutanix reserves the right to charge reasonable time and material rates for the service provided.

Return Material Authorization Policy

To receive replacement parts for defective material it is necessary to contact Nutanix support. Replacement products and components are shipped to end users and valued added resellers (VARs) based on dispatch instructions generated by Nutanix support personnel. All replacement parts are supplied from field distribution centers. Nutanix products and components that are covered under the terms and conditions of Nutanix’s Limited Warranties (“Covered Products”) and returned to Nutanix must be pre-authorized by Nutanix with an RMA number marked on the outside of the package, and sent prepaid, insured and packaged appropriately for safe shipment. Only packages with RMA numbers written on the outside of the shipping carton and/or the packing slips and shipping paperwork will be accepted by Nutanix’s receiving department, or its designated repair partner. All other packages will be rejected.

End User Support: Once Nutanix support personnel have determined a replacement part is needed, a replacement will be shipped. 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 Customer uses Nutanix designated carrier.

VAR Support: Once a VAR has determined there is a defective part at one of its customer sites a replacement is provided from its spare part inventory, if available. The VAR then contacts Nutanix support and request a replacement. A replacement product or component will be shipped to the VAR in advance of receiving the defective product. The VAR will receive a dispatch number which also acts as the RMA number. The VAR will be responsible to return the defective product within ten (10) business days and for all freight charges for returned Covered Products.

Non-compliance: Parts not received by Nutanix, or its designated repair partner within fifteen (15) business days of dispatch will be invoiced to the appropriate party (either the end user or VAR) at Nutanix’s then current list price.

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Table 1. End-of-Life Milestones and Dates

<table>
<thead>
<tr>
<th>AOS Version</th>
<th>GA Date</th>
<th>End of Maintenance</th>
<th>End of Life</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0.Z</td>
<td></td>
<td>Jul 2012</td>
<td>Feb 2015</td>
</tr>
<tr>
<td>2.5.Z</td>
<td>Apr 2012</td>
<td>Nov 2012</td>
<td>Feb 2015</td>
</tr>
<tr>
<td>5.0.Z*</td>
<td>Jan 2017</td>
<td>Jan 2018*</td>
<td>Oct 2018</td>
</tr>
<tr>
<td>5.1.Z</td>
<td>Apr 2017</td>
<td>Mar 2018</td>
<td>Dec 2018</td>
</tr>
<tr>
<td>5.5.Z (LTS)</td>
<td>Dec 2017</td>
<td>Apr 2019</td>
<td>Oct 2019</td>
</tr>
<tr>
<td>5.6.Z</td>
<td>Apr 2018</td>
<td>Jul 2018</td>
<td>Oct 2018</td>
</tr>
</tbody>
</table>

* Note: Nutanix has extended the End of Maintenance date for AOS 5.0.x for 6 months
EXHIBIT A DEFINITIONS FOR EOL POLICY

**Documentation** means any on-line read me, help files, manuals or other explanatory materials describing the features, functionalities and the specifications of the Software as provided by Nutanix.

**Error** means any reproducible failure of the Software to perform any material function as set forth in the Documentation.

**Long Term Support (LTS) Release** means a Software release that Nutanix commits to maintain and support for longer than other releases, to provide greater stability to customers who have longer new feature adoption cycles. An LTS release will be designated "LTS" as part of the Software version number. Any release that is not designated as LTS will be deemed to be a STS Release.

**Maintenance Release.** The number in the "Z" position in the Software version number indicates a Nutanix Software release as a Maintenance Release. A new Maintenance Release has a number of bug fixes and generally does not include new features.

**Maintenance** means that Nutanix will provide Updates that have workarounds and bug fixes for Errors but will not provide Upgrades.

**Major Release.** The number in the "X" position in the Software version number identifies a Nutanix Software release as a Major Release. A new Major Release has a large feature payload and a number of bug fixes.

**Minor Release.** The number in the "Y" position in the Software version number identifies a Nutanix Software release as a Minor Release. A new Minor Release has a nominal feature payload and a number of bug fixes.

**Short Term Support (STS) Release** means a Software release that is Maintained for three months after initial release and will receive Troubleshooting for six months after initial release.

**Patch Release.** The "n" position in the Software version number identifies a Software release as Patch Release. A Patch Release typically has a smaller number of bug fixes than a Maintenance Release. Nutanix may limit the distribution of some Patch Releases.

**Release** means either a LTS Release or a STS Release.

**Release Date** means the date a new Upgrade is generally made available.

**Software** means any Nutanix software licensed to customers as for commercial purposes.

**Troubleshooting** refers to Nutanix Support consisting of phone support and if necessary, the provision of Patch Releases primarily for security purposes.

**Update** means either a Maintenance Release or a Patch Release.

**Upgrade** means either a Minor Release or a Major Release.


Nutanix’s AOS EOL schedule can be found at: [http://download.nutanix.com/misc/v4/Nutanix+AOS+EOL+schedule.docx.pdf](http://download.nutanix.com/misc/v4/Nutanix+AOS+EOL+schedule.docx.pdf)
THANK YOU!

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