CUSTOMER GUIDE

Support Services

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Nexenta Support Overview

Support Contract Levels

Nexenta Systems sells the software-based unified storage solution NexentaStor™ and associated applications, licensed features, and adapters. NexentaStor is a software solution that often is bundled into total solutions by Nexenta's partners to include NexentaStor compatible hardware plus Nexenta software.

All Nexenta software licenses include the first year of maintenance and support. Additional maintenance and support can be purchased at any time from Nexenta. For products that have current maintenance contracts, bug fixes and update releases are provided without charge. Nexenta reserves the right to charge for upgrade releases. However, should the customer have a current maintenance contract for NexentaStor, Nexenta will not charge for the upgrade from 2.x to 3.x.

Our three levels of support—Platinum, Gold, and Silver—let you select the support level that is right for your business needs.

Platinum Support: Delivers the highest level of support and is recommended for mission-critical production systems that demand immediate escalation and dedicated resources.

Gold Support: Offers a high level of support for production systems that demand escalation and fast response times.

Silver Support: Provides our value-based option that is ideal for non-mission critical systems that do not demand immediate response.

Table 1: Support Level Overview

Silver	Gold	Platinum
✔eMail	✔eMail	✔eMail
✔Knowledge Base	✔Knowledge Base	✔Knowledge Base
✔10 Cases	✔20 Cases	✔Unlimited
✔Self Service Portal	✔Self Service Portal	✔Self Service Portal
✔2 Named Users	✔5 Named Users	✔Unlimited
	✔24 x 7	✔24 x 7
	✔4 hour response	✔2 hour response
		✔TAM
		✔TAM Review

Gold and Silver contract levels follow a standard support offering that cannot be modified. Platinum contracts consist of a standard support offering but can be modified via a custom statement of work (SOW). Nexenta offers 'Per Incident Phone Assistance' to our Silver support customers. Silver customers who have a need for phone assistance can purchase per incident support at any time. Due to the nature of scheduling and resource availability, this service is not intended to provide weekend or emergency support. Once purchased, our services team will schedule this appointment and a Support Engineer will return your call at the number provided. This service is not intended to provide support for multiple technical issues, but rather a single incident. Phone assistance is limited to the number of hours purchased, with a four hour minimum.

Nexenta is committed to customer success and welcome your engagement, feedback, suggestions, and direction at any time, via any medium. In the spirit of community, we ask that all support incidents accurately represent the level of severity you are experiencing.

Support terminology

Entitlement Process means initial validation of support levels based on a customer's contracted license. The license key and severity provided when opening a support case will determine response time.

Support Contract Levels means the level of support purchased and includes Silver, Gold, and Platinum. Each level carries different entitlement rights.

Designated Technical Contacts means the customer personnel that have been identified as the technical contacts who:

- Are responsible for initiating support requests and maintaining account records relating to Nexenta Support Services
- Serve as the contacts on all matters relating to Support Services
- Are responsible for providing information and support to assist in the diagnosis, analysis, and resolution of support cases

Level 1 Support means the first level of support provided by Nexenta or a reseller and includes:

- First contact, direct end user interaction
- Information collection and analysis of operating environments, software versions
- Identification of whether the problem is known and has a known solution
- Troubleshooting, problem reproduction, and basic diagnostic procedures
- Problem report administration and tracking
- Assignment of severity codes as appropriate
- Working on the issue until resolution or further escalation

Advanced Support means technical support provided by Nexenta personnel. Typically serves as the escalation point for Level 1. Advanced Support personnel are expected to resolve complex issues. If Advanced Support is unable to resolve an issue, due to lack of knowledge in a particular domain, inability to reproduce the problem, or other cause, Advanced Support may escalate the problem to Engineering for resolution.

Technical Account Manager (TAM) manages the Platinum support relationship in a customer's storage environment.

Support Service means telephone, email, and Web-based support provided to customer.

Local Standard Time refers to a customer's local time regardless of country.

Normal Work Hours means 9 a.m. – 5 p.m., local standard time, Monday through Friday, excluding major national holidays.

Update means a subsequent release of a licensed product that adds minor new features or corrects errors. Nexenta generally makes an update available at no additional license fee, provided the end user has paid the maintenance and support fees for such licenses for the relevant time period, in accordance with the current Nexenta pricing policy.

Upgrade means the new version of an existing product that includes major changes to the software. Nexenta generally makes an upgrade available (either without charge or for a fee), provided the end user has paid the maintenance and support fees for such licenses for the relevant time period, in accordance with the current Nexenta pricing policy.

Case refers to a customer reported issue. A case is synonymous with support ticket or incident.

Case Severity defines the severity of the issue affecting a customer's system.

Case Status identifies the state of a case being worked between Nexenta and the customer.

NexentaStor™ Appliance is any installed instance of NexentaStor (i.e., OEM system, server, VM).

Product Fault refers to a material problem in the code of the Nexenta software.

Response Time means the period commencing when a support case is logged and ending when the Nexenta Support team provides customer with a response, which shall include:

- A request for specific information needed to identify the issue; and/or
- Suggestion of known workaround; and/or
- Steps for final resolution

Support Services Provided

Gold and Platinum Phone Support: Nexenta provides all Gold and Platinum support customers with a toll-free support line for case initiation. This is available 24x7. Callers will be asked to provide license key information, which also serves as their authorization key for support. Gold and Platinum support users also have the option of using the self-service portal or email.

Silver Support is Portal/Email Only: Silver support customers do not have access to phone support and, instead, interact with Nexenta Support via the self-service portal or email. Silver support is available during normal work hours. Customers should open cases via the NexentaStor appliance in question. If this is not possible, or there is an inquiry of a general nature, a direct email to Support can be used instead.

Technical Account Manager (TAM)

The TAM service gives you the confidence of having an individual that collaborates with you to understand your business and helps make the most of your support experience. Platinum customers will receive proactive support with case reviews, technical guidance and best practices, and a resource to help with tactical and operational issues. The TAM is accountable for the timely resolution of all support related issues within the customer's environment.

Key Roles and Responsibilities of the TAM:

- Proactively manages, escalates, and drives satisfactory resolution of customers' NexentaStor support issues
- Serves as the single point of contact for account questions
- Provides information and recommends best practices for managing a customer's storage environment
- Monitors support issues and makes recommendations to reduce the risk / impact of similar future problems

- Maintains a strong working relationship with Resellers, Support Engineers, Product Development, and other key Nexenta resources
- Coordinates any Nexenta Professional Services projects
- Maintains working knowledge of current and pre-released versions of NexentaStor, as well as the integration and method of support delivery
- Performs regular reviews and assessments with customer to foster strong relationships and maintain ongoing two-way communications
- Point of contact for all account issues and/or changes

Best Practices

We've learned a few things that from our customers that help facilitate a successful support experience...

- Shared ownership in resolving technical issues
- Quality and quantity of communication between customer and Support Engineer
- Answer all questions asked by the Support team
- Joint planning on problem resolution or workaround
- Dedicated customer technical contacts
- Reseller involvement from beginning of case

Installation

The installation of NexentaStor and related products should be done by experienced individuals who have been trained on Nexenta products. Many installation issues are caused by third-party hardware, software, and/or network design. If you require assistance, the Nexenta professional services team is available to help design your storage environment for optimal performance and to perform a certified installation.

If the system was not installed by Nexenta Professional Services or a certified Nexenta partner, a Go-live validation must be performed by the Nexenta Support team before the system can be supported. The purpose of the Go-live process is to validate that the hardware components and the system design are supportable and conform to Nexenta configuration standards. See the Nexenta Go-Live Process document for details on Go-live validation and preparing a system to be supported.

Before installing or upgrading Nexenta products, we highly recommend that customers review release notes and other related technical documentation. If there are any concerns, please don't hesitate to ask a Nexenta representative.

Train Your Storage Administrators

Customers who invest in Nexenta's training programs are much more effective at clearly communicating the technical issue when working with the Support team. The Certified Nexenta Administrator program offers storage professionals the knowledge to support and maintain Nexenta products. Further information on all training programs can be found by contacting your sales representative.

Leverage Customer Self-service Portal

Before opening a support case, customers should take advantage of the Nexenta online Knowledge Base, which is available within the Customer self-service portal. The Knowledge Base contains product documentation, technical articles, and FAQs that, potentially, can resolve your technical issue before case initiation.

UNIX Shell

According to Nexenta's Enterprise Edition EULA, you agree to not use the UNIX shell to administer or reconfigure the product unless directed by Nexenta. The product includes a management console that is specifically designed for command line-based management. Using the UNIX shell without authorization will not be supported, and Nexenta will not be liable for any errors or damages resulting from such usage.

Nexenta Support Case Management

Resolving technical problems and questions requires a partnership between the customer and the Nexenta support staff. This section guides you through the Nexenta case management process, providing helpful information to optimize your support experience.

Before Opening a Support Case

- Define the situation in a clear and descriptive manner. Provide specific information, such as problem symptoms, frequency of occurrence, and business impact
- Identify possible sources, or symptoms, of the problem. Examples include system changes (hardware, software, or network) and upgrades, introduction of new software or processes into the environment, or recent configuration changes. Be specific about any known steps that led to the problem and whether or not it can be reproduced
- Gather environmental and product-specific information. Identify and provide information such as NexentaStor version, operating systems, networking components, and additional software that might be running when the problem occurred. System, storage and/or network configuration diagrams, and files are very helpful for troubleshooting issues. Having these diagrams on file for easy upload to Nexenta Support will help speed up the problem solving process
- Gather and provide diagnostic information, such as error messages, error logs, crash dumps, traces, and diagnostic documentation. This will help identify the problem
- Visit the Nexenta Knowledge Base in the self-service portal. One way to answer a question or resolve a problem is to visit the portal, which is available 24x7x365 to all customers with a valid support contract. We encourage partners and customers to utilize this resource before opening a new case

Submitting a Support Request: What to Expect from Nexenta Support

There are three different methods available to Nexenta customers for obtaining support:

1. The Customer Self-service portal
2. Email support
3. Telephone support

Depending on the support contract purchased, a Support Engineer will be available, by email or telephone, to assist the designated technical contact(s) in support of all Nexenta software. All cases will be allocated a unique reference number, and shall be reported to the designated contact(s) following allocation.

Nexenta customers should designate from their organization at least one authorized and trained contact person who can obtain support through the support portal, email, or telephone.

Customer Self-service Portal

The Customer self-service portal is a dedicated online resource center, available exclusively to Nexenta customers. The portal is available 24 hours a day and offers an array of useful resources and self-service tools.

NOTE: The Customer self-service portal should be the first point of contact when contacting Nexenta Support.

By accessing the Customer Self-service portal (http://support.nexenta.com/crm/iportal.php), you can:

- Open new cases
- Check and update existing cases
- Track reported software bugs

- Search for technical knowledge base articles, technical notes, FAQ's, product documentation, white papers, and other literature
- Request license keys

NOTE: Username will be your email address registered with Nexenta and the password can be reset by selecting "Forgot Password" (first time users will require reset).

If you experience any problems accessing the portal, send an email to support@nexenta.com.

Email

Your authorized contact persons can get email support by sending an email to support@nexenta.com. When sending a new message, include the following:

- A short description of the problem in the subject field of the message. (If your message concerns an existing incident, please include the incident number in the subject field as well.)
- Your name and company's name
- A detailed description of the problem (e.g., product malfunction, questions, new feature requests, etc.)
- The priority of the issue (see "Case priority levels" section below). The severity of the issue (see "Case severity levels" section below)

NOTE: It is recommended you initiate a case using the NexentaStor Web management interface by selecting "Support" at the top of the page. This can also be done within the NexentaStor SSH interface by typing "support", in the command line. In either case, follow the prompts and describe your issue as appropriate—the logs submitted will include your current license key. Your NexentaStor appliances' SMTP settings should be configured with your registered email address to minimize support delays.

Telephone (Platinum and Gold Support contracts only)

Your authorized and trained contact persons can obtain telephone support. You should telephone Nexenta Support to report down systems or other such urgent issues.

The following information will be required when opening a phone initiated support case:

- Your name, phone number, email address
- Your registered account (company) name and reseller, if applicable
- Your Nexenta license key (needed to verify eligibility of service)
- A short but detailed description of the problem
- The Nexenta representative will create a case and have a Support Engineer call you directly
- Escalations will be automatic if response times are exceeded

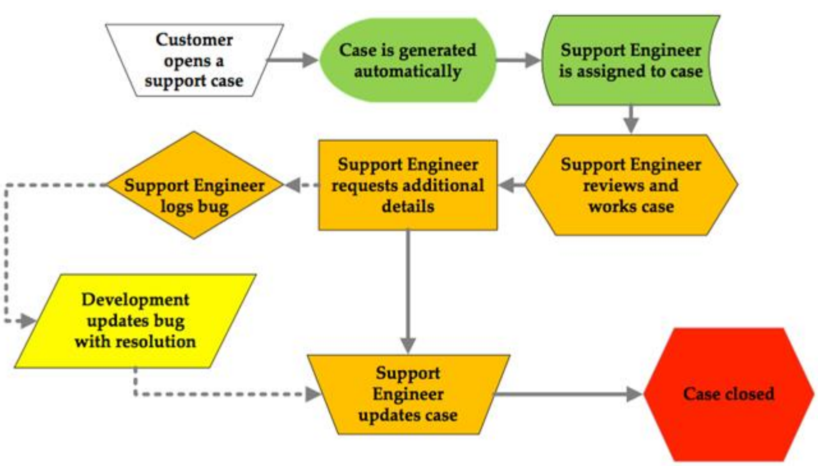
All support requests are routed into Nexenta's service management system to verify your contact information and support eligibility. This information is available in our online self‐service portal. Once you are set up for access, you may submit cases via the self‐service portal. Nexenta utilizes a queue‐based support model to manage all cases on a first‐in, first‐out basis for most support tiers and severity levels. Initial response is based on your support contract and defined service level objectives. We make every effort to provide immediate support when you are experiencing a Severity 1 issue.

NOTE: Support will ask you to state the business impact of your issue, which will help accurately assign the severity level. Case severity definitions consider the technical, as well as the business, impact of the issue. Proper severity assignment ensures priority allocation of Nexenta support resources and ensures like effort by your staff.

Standard Support Case Process

1. **Support Case Opened:** Nexenta Support provides a case number as an acknowledgement. We rely on the accuracy of your information in our service management system. To promptly resolve your issue, make sure to provide updated information pertaining to your account.
2. **Support Engineer Assignment:** Once entitlement verification is complete, the case is assigned to a Support Engineer based on severity and problem description.
3. **Case Triage:** The assigned Support Engineer will evaluate the information provided during initial response, and investigate potential solutions or answers. If necessary, the engineer will engage other resources for further problem isolation and resolution, respond to any questions, or request for additional details, configuration information, and specific log data. Finally, a Support Engineer may ask for a remote support session to observe the issue directly.
4. **Case Relief:** Based on the information collected during case triage, the Support Engineer's next objective is to provide relief for your issue. Relief is defined as the answer to your question or, in the event of a product fault, a temporary fix, a workaround (configuration changes, temporarily turning off product functionality), or an action plan to return your systems to a known good state. If relief cannot be determined during case triage, analysis will continue off-line and will include additional research and testing. A support case may be transitioned to another Support Engineer, who may have a better understanding of your specific issue. Once relief is provided, Nexenta Support will downgrade the severity of your case. Relief also may be the solution that you confirm resolves the issue and your case will be closed *(See criteria for closing cases for more detail).*
5. **Case Resolution:** If relief is delivered and it has not resolved your issue, the Support Engineer will continue research until case resolution is found and delivered to you, and you confirm that the issue is resolved, at which time your case will be closed. Case resolution is defined as a permanent solution to your problem. A permanent solution may be available as a binary fix or patch. In some cases, a permanent solution may become available in a future patch or software release. Custom fixes or workarounds may be developed to circumvent a defect that will not be included in future patches or releases; in such cases, these fixes and workarounds will be considered a permanent resolution by Nexenta Support.

Figure 1: Standard Case Flow



6. **Engineering Escalation:** Your case will be escalated to our Engineering team if the Support Engineer discovers a product fault or determines that additional skills are necessary to isolate an urgent issue in a timely fashion.

If a product fault is discovered, a cross-functional management team will determine how and when to release a fix. Nexenta utilizes five different types of release vehicles: major release, minor release, micro release, licensed feature release and patch release. The scope of these releases is defined as follow:

- A **major release** consists of a significant number of new features representing major changes to the code base and increments the major number of the revision (i.e., 3.0, 4.0, 5.0, etc.)
- A ***minor release*** primarily improves stability and/or performance. It may include a new feature provided the code changes are relatively minor. A minor release is based upon an existing major release and increments the minor number of the revision (i.e., 3.1, 3.2, 3.3, etc.)
- A ***micro release*** is intended to address critical defects discovered by customers. Patches released to the field since the last code release are bundled together in a micro release. (i.e. 3.1.1, 3.1.2, etc.)
- In some situations, new functionality for NexentaStor can be delivered via a licensed feature, which utilizes the API. A ***licensed feature release*** can be independent of a major/minor/micro/patch release provided it does not require code changes beyond the licensed feature
- Patches represent changes intended to fix problems discovered by customers. A ***patch release*** does not increment the revision number (3.1.1). Instead, the build number is incremented as appropriate. The build number can be found in NMV -> Status under the ‘General Status’ section

Support Case Escalations

Nexenta Support Commitment to Partners and Customers

Nexenta is committed to delivering high-quality support to our enterprise partners and customers. If an escalation request is initiated, our Advanced Support Engineers are available to help solve your technical issue. An escalation manager is assigned to every escalation to oversee the case from a high level perspective and is responsible for evaluating the situation.

When should an escalation be initiated?

For customers and partners who hold a valid support contract, an escalation may be initiated after working through our standard support processes and you are not satisfied with the level or timeliness of service you have received. Additionally, an escalation should be initiated when there is an actual impact to your production environment, or high risk to your business operations.

What is the process for escalating my case?

To escalate an existing support case, contact the assigned Support Engineer and request that the case be escalated. An Advanced Support Engineer will review the case and contact you to discuss an action plan to ensure your case receives the level of priority and attention required. An escalation manager will also be contacted to ensure the support case is being adequately handled.

Once escalated, we will agree on regular times for conference calls and/or status updates as appropriate. If the case is due to a "bug", we will work with the appropriate resources, including engineering, to develop an acceptable workaround or solution. If a "Temporary Fix" is required, it will be prioritized and processed based on the severity of the problem, the impact on your business, and whether a workaround is available.

Escalation Team Key Roles and Responsibilities

Advanced Support Engineer

- Entry point to the escalation process
- Determines action plan with escalation manager
- Assigned to develop, document, communicate and coordinate the technical action plan

- Identifies need for additional technical resources
- Monitors technical progress for the escalation and provides regular updates
- Ensures solutions and workarounds are delivered in a timely manner

Escalation Manager

- Responsible for assessing the business impact, based on the information provided
- Responsible for escalating customer requests for senior management involvement
- Customer advocate during the escalation process. Owns the problem and the overall action plan
- Is responsible for customer satisfaction
- Leads the assigned escalation team
- Obtains additional resources, when needed
- Obtains customer approval for the action plan and closure
- Works to ensure that all parties are properly informed throughout the escalation
- Responsible for informing and updating Nexenta internal stakeholders of case progress

What criteria does Nexenta use for closing my escalation?

An escalation will be considered closed if it meets one or more of the following requirements:

- The initially agreed upon objectives have been achieved
- A satisfactory monitoring period has elapsed without problem recurrence
- The escalation has been reviewed and agreement reached to downgrade the case severity level
- You have agreed that the issue is resolved
- A mutually accountable decision has been made that the issue cannot or will not be resolved and this has been communicated to all parties

As part of Nexenta's continuous improvement process, your escalation will be documented and reviewed to help Nexenta determine what led to the case escalation. If appropriate, as a result of this review, we may recommend additional steps to prevent similar issues from occurring again in a customer's environment.

Criteria for Closing Standard Cases

Your case(s) will remain open until one of the following events occurs:

- We have provided you with a solution that you have confirmed resolved the problem
- You or your authorized technical contact or your reseller asks us to close a case
- A workaround is provided
- If a product fault is identified, activity on your case is suspended until a release containing the fix is available. Once the fix is available, we will deliver it to you and confirm that the problem is resolved
- Another supplier or third-party solution is identified
- A Nexenta Support Engineer has left three or more phone or email messages over a one week period requesting contact and has not received a response
- The issue is outside of the scope of Nexenta Support and we have directed you to the appropriate resource
- Your issue is determined to be a desired feature that currently is not in a Nexenta product. A Support Engineer will complete a Request for Enhancement (RFE) internally, which will be submitted to our Development team for consideration

Roles, Responsibilities, and Service Levels

Nexenta Support Responsibilities

During the term of your support contract, Nexenta Support will exercise all reasonable efforts to follow your support cases and correct any issues, reported by an authorized technical contact(s) or your reseller, according to the case severity level. Responsibilities of a Nexenta Support Engineer include:

- Maintains effective and timely communications
- Manages a queue of customer cases in a variety of states
- Provides resolutions and/or workarounds to all cases
- Responds to new incoming support cases
- Acts as liaison between customer and Engineering/Development
- Contributes to Knowledge Base content in the Nexenta self-service portal
- Provide all customers with a professional yet empathetic level of support

Nexenta Support has no obligation to provide out-of-scope support and may direct you to professional services for the following, except as noted:

- Installation; Nexenta Support Engineers will respond to installation questions and provide limited guidance; however, they will not guide you through step-by-step installations or provide remote installation assistance
- Development or writing of scripts for API, or other custom code
- Data recovery from corrupted media
- Bugs in unsupported NexentaStor releases (e.g., Community Edition, retired code, betas, etc.)
- Nexenta Support is not structured to address issues on performance, hardware diagnostics, or network configuration
- Support of any software other than Nexenta products and licensed features
- Support for versions of NexentaStor not covered under current policy

Assistance with problems caused by customer's negligence, abuse, or misconfiguration; use of Nexenta products other than as is specified in the product documentation or other causes beyond the control of Nexenta; any other problem that is excluded under Nexenta's standard maintenance terms, or problems caused by any hardware and/or software are not supported by Nexenta.

Partner Responsibility and Expectations

- Define the situation in a clear and descriptive manner. Provide specific information, such as problem symptoms, frequency of occurrence, and business impact
- Identify possible sources, or symptoms, of the problem. Examples include system changes (hardware, software or network) and upgrades, introduction of new software or processes into the environment, or recent configuration changes. Be specific about any known steps that led to the problem and whether or not it can be reproduced
- Gather environmental and product-specific information. Identify and provide information such as NexentaStor version, operating systems, networking components, and additional software that might be running when the problem occurred. System, storage and/or network configuration diagrams, and files are very helpful for troubleshooting issues. Having these diagrams on file for easy upload to Nexenta Support will help speed up the problem solving process
- Gather and provide diagnostic information, such as error messages, error logs, crash dumps, traces, and diagnostic documentation. This will help Nexenta support identify the problem

- Visit the Nexenta Knowledge Base in the Partner Portal. One way to answer a question or resolve a problem is to visit the portal, which is available 24x7x365. We encourage Participants to promote the Nexenta Knowledge Base to their customers who can utilize this resource before opening a new case

Customer Responsibilities

The following are responsibilities that Nexenta Support expects of its customers. To ensure that your problem or question is resolved as promptly as possible, please be sure you have met these responsibilities before contacting Nexenta for support.

- You should operate your software at the supported version, as advertised on Nexenta's self-service portal. Upgrades are available, free of charge, when covered by an active contract. If you do not have an active contract, contact Nexenta Sales
- You should review all product documentation before contacting Nexenta Support for technical assistance. Documentation and Knowledge Base articles are available on the Nexenta self-service portal
- You should use reasonable efforts to isolate, document, and report errors in your software to Nexenta Support
- You should follow industry standard best practices, which include backup and recovery procedures and maintaining an on-site disaster recovery plan
- It is imperative to maintain accurate records of your existing environment and have change controls in place. These records should include physical locations of components, as well as the relationship mapping of names to physical components (for example, relationship maps of appliance disk target identifiers to the physical location of disk drives in your storage units)

Customer Satisfaction

Nexenta's commitment is to provide support that:

- Is considered best-in-class in the storage industry
- Meets or exceeds terms and conditions of active support contracts
- Is empathetic of the critical nature of customer storage
- Innovates to continuously improve our customers support experience
- Follows a defined process for case management and escalation
- Delivers a high level of customer satisfaction, which is evaluated by customer satisfaction surveys

Support on Third-party Products

Nexenta Support will assist our customers in problem analysis to determine whether or not a technical issue is related to a third-party product. In order to isolate the issue, Nexenta reserves the right to request that the third-party product be removed.

Your case will remain open until resolution is delivered or it is determined that Nexenta Support cannot control the third-party issue, at which time we will inform you that we are not able to resolve the issue and the case is closed.

In addition, if the root cause is believed to originate from a third-party vendor's product, Nexenta Support will require the customer to open a support request with their reseller or directly with the third-party vendor's support organization.

Case Priority Levels

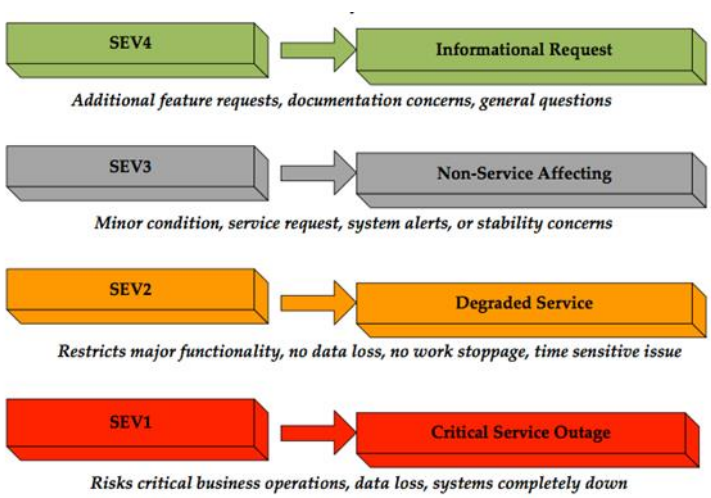
The customer priority level is specified by you as the level of urgency for the specific issue. You assign this value whenever a new case is created; you may change the level if desired during the course of the investigation and resolution of the incident. Setting this value appropriately helps Support prioritize each case in relation to other cases you may already have in process, and helps the Nexenta Support team determine the appropriate level of response. The customer priority levels are:

- High
- Medium
- Low

Case Severity Levels

Case severity levels are assigned during case creation. Severity assignment will be validated with you by a Support Engineer and is based on the technical and business impact of your reported issue as outlined below. Nexenta Support may upgrade or downgrade the severity of your case depending on developments during the case flow process. For example, if available, a temporary fix may be provided to mitigate the impact of a given issue resulting in the reduction of the severity of a case. Severity levels also will be adjusted downward as your technical issue is mitigated or if you, the customer, do not engage in a like effort.

Figure 2: Case Severity Levels



Service Level Objectives

Nexenta has established guidelines for initial response, ongoing work effort, and communication frequency based on contracted support coverage and issue severity, as noted below. The following Service Level Objectives are intended to provide a framework for setting mutual expectations rather than to serve as a guarantee regarding Nexenta support resolution efforts.

Nexenta Support makes every effort to reproduce customer issues. There are times, however, when we are unable to generate equivalent system configurations. When this occurs, Support will gather all pertinent information, including logs and debug files, and escalate to Nexenta Engineering. Nexenta Support and Engineering will work together as a team to bring timely resolution to customer reported issues and strive to maintain consistent customer satisfaction.

Table 2: Service Level Objectives

Support Contract	*Severity Level*	*Initial Response*	*Nexenta Staff Effort*
Silver	1	6 hours (9x5)	Continuous during customer business hours
	2	8 hours (9x5)	Daily effort during customer business hours
	3	12 hours (9x5)	Weekly during customer business hours
	4	24 hours (9x5)	As needed based on resource availability
Gold	1	4 hours (24x7)	Continuous until relief is provided to customer
	2	4 hours (24x7)	Daily during customer business hours
	3	6 hours (24x7)	Daily during customer business hours
	4	8 hours (24x7)	Weekly during customer business hours
Platinum	1	2 hours (24x7)	Continuous until relief is provided to customer
	2	2 hours (24x7)	Daily during customer business hours
	3	4 hours (24x7)	Daily during customer business hours
	4	4 hours (24x7)	Weekly during customer business hours

Mutual Resolution Commitment for Severity 1

If you encounter a business impacting production issue and open a Severity 1 case, Nexenta Support's objective is to minimize disruption by stabilizing your systems as quickly as possible. Although a 2-to-4 hour response time is specified in the SLOs above, the Nexenta Support team strives to respond to all Severity 1 cases in the fastest possible time. Nexenta Support will utilize all appropriate resources 24x7 for our customers with Platinum and Gold support contracts. It is imperative that you assign the necessary staff to help contribute in these efforts. Nexenta Support reserves the right to downgrade the severity of the case as solutions are provided that minimizes the initial impact or in situations when your technical contact or reseller does not engage cooperatively in resolution efforts.

Case Status

The Support Engineer who is working on a case determines the status of the case. This status will change, based on the most recent activity associated with the case itself. You can view the status of a case within the customer self-service portal. Possible case statuses are as follows:

Table 3: Case Status Identifiers

NEW	New Case
WIP	Work In Progress
INT	Internal Review
ACR	Awaiting Customer Response
HLD	Hold until Customer Available
SCL	Soft Close
HCL	Hard Close

- SCL is an inactive status used when a solution has been provided that intends to fix the issue
- The SCL case still can be updated by the customer
- SCL does not signify that you are in agreement that the issue is resolved but rather that a solution or workaround has been provided
- The default time for a SCL case to change automatically to HCL is 7 days
- A case in a HCL status cannot be updated or reopened
- If additional time is needed before the case moves into a HCL status, ask your Support Engineer to HLD the case
- HLD cases will be held only for an additional 14 days before automatic SCL (it will then automatically change to HCL after 7 days)