



CUSTOMER GUIDE

# Nexenta Implementation Standards

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## 1. Nexenta Implementation Standards

Nexenta requires that customers meet our implementation standards to receive support. In short those standards are:

- 1) Certified Solution
- 2) Acceptable configuration
- 3) Adequate documentation of configuration

### 1.1 Nexenta System Implementation Guide (SIG)

Nexenta uses the System Implementation Guide (SIG) as a means of communicating technical information between Nexenta and the Customer, and as a reference point for systems experiencing technical problems. In this way, Nexenta support can understand the relevant environmental issues (network, rack location, firmware versions, etc) that could be contributing to a customer's case.

Your sales engineer, or Nexenta Authorized Partner, may already have a System Implementation Guide filled out for your installation. This valuable document details your installation and will save time when you contact support for any problem.

### 1.2 Nexenta Support Acceptance Check (SAC)

NexentaStor™ is a highly customizable product that has been certified to run on a specific set of hardware components. In some cases, customizations can put the product in an unsupported state, and some customers choose to use unsupported hardware. Prior to committing to support a specific installation of NexentaStor, Nexenta Support performs, or requires a Support Acceptance Check be performed on the system. This is an automated script called "autosac" that is available from Nexenta Support when the system is configured and ready for review. In addition to the autosac script, Nexenta support will request the Member deliver a support bundle using another automated process built into the software. Nexenta support reviews the output of these programs and checks for issues that will cause difficulty supporting the installation in the future.

### 1.3 Nexenta Support Engagement Procedures

#### 1. To Open a Case

- a. The process varies by Support Contract:
  - i. Gold and Platinum customers can call the toll-free support line, submit cases via self-service portal, send an email to support@nexenta.com, or submit a support request from NexentaStor itself. Nexenta highly recommends that all partners / customers open cases within the self-service portal.

- ii. Silver customers should submit a support request from NexentaStor itself, the self-service portal, or by emailing support@nexenta.com. In the event a Silver customer needs phone assistance, they can opt to purchase a 'Pay Per Incident' package on the Nexenta online store and a Nexenta representative will schedule the support call.

Note: if sending an email, you must include a valid license key in the body of email

## 2. Case Closure Procedure

- a. Cases are closed when agreed on by the end user.
- b. Cases may be closed if the end user does not respond to requests for more information AND if the priority of the case is not a considered high.
- c. Should the case be due to a reseller or customer error, Nexenta reserves the right to bill for the support time utilized in case investigation and resolution. Billing will be at the rate on the then- current Nexenta Price List for the actual support time utilized.

## 3. Case Escalation Procedure

- a. **Conditions that trigger escalation.** Level 1 support will escalate an end user's incident if a situation requires additional attention by Nexenta or if the normal processes for problem resolution are exhausted. Escalation is limited to Severity 1 and Severity 2 production incidents.
- b. **Plan of Action.** The plan of action outlines the specific steps the parties will take. The plan of action, once created and agreed upon, is followed and updated as necessary. When the problem has been resolved, the monitor phase is initiated. When monitoring indicates that the problem is resolved, the escalation is closed.
- c. Nexenta will develop an action plan as quickly as possible, which establishes at a minimum:
  - i. Actions to be taken
  - ii. Responsibility for each action
  - iii. Purpose or desired result of each action
  - iv. Expected completion of each action
  - v. Contingency/next step if desired results are not achieved
- d. **Closing Escalation.** When both parties agree that the incident has been resolved, or the situation no longer requires escalation, the escalation will be dropped to a lower severity level. Nexenta then will communicate with his/her counterpart, summarizing the problem, actions taken, results of those actions, and recommended future actions, if applicable.

## Other terms and conditions:

1. NexentaStor's HA Cluster product is available only for certified solutions.
2. For new purchases, only certified solutions are supported by Nexenta.
3. If customer is not using a certified solution, Nexenta may choose not to offer support. If we do offer support, it may be at up to a 50% premium over list price.
4. This document is effective as of the date shown in the footer of this document.
5. This document completely replaces all previous versions with an earlier effective date.
6. This document is subject to change without notice.

## 2. Additional Documentation

For information on how to receive support from Nexenta, please contact the help desk at [support@nexenta.com](mailto:support@nexenta.com).

## NOTES

1. The most current version of this document can be accessed at:  
<http://www.nexenta.com/corp/nexenta-support-descriptions.pdf>
2. The most current version of Nexenta Worldwide Pricing Guidelines can be accessed at:  
[http://www.nexenta.com/corp/Nexenta\\_WW\\_Pricing\\_Guidelines.pdf](http://www.nexenta.com/corp/Nexenta_WW_Pricing_Guidelines.pdf)

For additional information, contact [sales@Nexenta.com](mailto:sales@Nexenta.com)

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