

What to Expect When You Call NetApp

When you call NetApp Technical Support we will ask you relevant questions to determine the full impact of the issue to your business. To help NetApp find quick resolution, ensure that you can provide:

- Available and experienced technical resources
- Complete and accurate communication of critical technical details
- Quick or uninterrupted remote access to on-site storage systems
- Full engagement and cooperation with NetApp technical personnel in obtaining essential debugging data as requested
- Business impact, system status, and priority

Escalation Guidelines

If you have an open case that you need to escalate, call the Technical Support Center (TSC) and ask to speak to the Duty Manager.

How to Upload a File

You can securely upload support case and core data files to the TSC and Engineering to help troubleshoot support incidents:

mysupport.netapp.com/upload

AutoSupport OnDemand (AOD)

The AutoSupport OnDemand feature can solve problems faster, without customer intervention.

mysupport.netapp.com/AOD

Connect with NetApp



Support



My AutoSupport



NetApp Community

Notes



NetApp

495 E. Java Drive, Sunnyvale, CA 94089 USA
+1 408 822 6000 | www.netapp.com

Technical Support Quick Reference

mysupport.netapp.com/new2support

© 2015 NetApp, Inc. All rights reserved. No portions of this document may be reproduced without prior written consent of NetApp, Inc. Specifications are subject to change without notice. NetApp, the NetApp logo, and AutoSupport are trademarks or registered trademarks of NetApp, Inc. in the United States and/or other countries. All other brands or products are trademarks or registered trademarks of their respective holders and should be treated as such. A current list of NetApp trademarks is available on the web at www.netapp.com/us/legal/netapptmlist.aspx.



Get Ready!

Get prepared for the NetApp experience!

Register: On the Support Site
mysupport.netapp.com/register

Enable: NetApp AutoSupport
The NetApp® My AutoSupport™ tool uses your system information to improve self-service support and the operational efficiency of your NetApp systems.
mysupport.netapp.com/autosupport

Read: Support Manuals and Guides
mysupport.netapp.com/supportguides

Sign Up: New to NetApp Webcast!
This 1-hour webcast covers all the basics of NetApp Support Services. It is designed especially for new storage team end users.



Get Set!

Contact NetApp Support.

Web
After registering for the NetApp Support site, submit a case at: mysupport.netapp.com/createcase

Call
United States and Canada
1 888 4 NETAPP (1 888 463 8277)

EMEA
00.800.44.NETAPP (00.800.44.638277)

Asia Pacific
+800.800.80.800

Alternate Contact Numbers
netapp.com/supportnumbers

NetApp Priority Levels

PRIORITY	DEFINITION
1	NetApp node, system, or cluster is down, unable to serve data. Prevents normal business operation.
2	NetApp node, system, or cluster is experiencing an infrequent, isolated, or intermittent “panic” or “hang.” Degraded business operations.
3	NetApp node, system, or cluster is experiencing an issue, anomaly, or cosmetic defect that has little or no business impact.
4	Normal requests for information regarding the installation, configuration, use, and maintenance of your NetApp equipment.

Initial Response by Entitlement

PRIORITY	PREMIUM	STANDARD
1	30 minutes 24/7	2 hours 24/7
2	2 hours 24/7	4 hours 24/7
3	8 hours* 24/7	16 hours* 24/7
4	24 hours* 24/7	36 hours* 24/7

* All hardware cases will be evaluated for immediate work independent of priority. P3 and P4 software cases will receive a response and worked to resolution during NetApp business hours. Outside NetApp regional business hours, the response objective may be delayed for P3 and P4 software cases. NetApp regional business hours are typically 9 a.m. to 5 p.m. but can vary with local language requirements. Contact your local service representative for more details.

