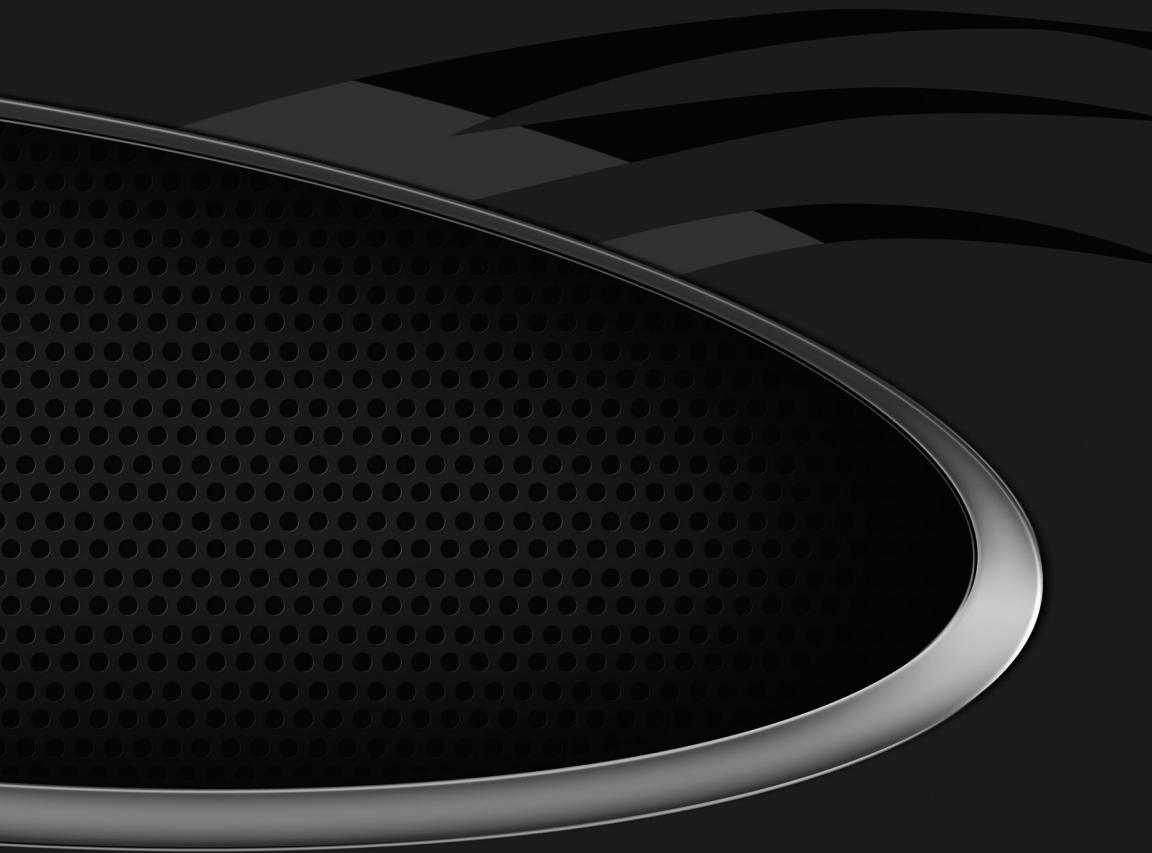


RIVERBED TECHNOLOGY
CUSTOMER SUPPORT



riverbed®

WELCOME TO RIVERBED TECHNOLOGY CUSTOMER SUPPORT

Riverbed Technology offers world-class support to help customers fully leverage the value of their Riverbed investment. Riverbed's trained technical support staff is available around the clock (24 hours a day, 7 days a week) to help customers and partners quickly and easily use, manage, and troubleshoot the Riverbed products in their network. In addition, Riverbed provides a wide variety of online support materials to answer most questions.

Through Riverbed Support, customers can get:

- Assistance related to questions on the use of the Riverbed product
- Assistance in identifying and verifying the causes of suspected errors
- Solutions for identified errors or malfunctions
- Access to support by phone, email, or the web

Riverbed currently provides a global support organization with locations in Amsterdam, Boston, London, New York, San Francisco, Sunnyvale, Singapore, Sydney, and Tokyo. Follow-the-sun support ensures that high-priority cases can be transferred seamlessly to provide continuous coverage when working to solve critical problems. By using a unified case tracking system, Riverbed support engineers know they are working with the latest details and status of each case.

Customers can open cases online through the Riverbed Support web site or by calling Riverbed technical support directly. Cases are assigned directly to technical support engineers for investigation and resolution, according to engineer skill sets and availability. Resources are prioritized for maximum response for critical issues.

All incoming customer inquiries, including both technical support cases and non-technical administrative issues, are answered directly by Riverbed Support and either handled or escalated appropriately. Customers know that their concerns are heard directly by Riverbed, with escalation channels readily available.

I've never had such a positive technical support experience. The Riverbed engineer was extremely professional and knowledgeable in numerous areas of the product. I am thoroughly impressed.

— IT Director

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The Riverbed Support Team

Riverbed's world-class technical support engineers (Escalation Engineers) are experts in the Riverbed product line and key related technologies. In addition, Escalation Engineers have completed extensive training, both internally and externally, and possess a high degree of problem-solving skills. All the Escalation Engineers are certified in an IT specialty or have an advanced degree (such as MS or PhD). Skills and certifications include CCIE, CCNP, CCNA, CCSP, CCDA, CCND, CCSA, MCP, MCSE, Netcache, CISSP, ISSAP, InfoSEC, Brocade SAN designer, SUN Admin, and FCNE.

Escalation Engineers have full accountability for the resolution of an assigned case, acting as a single point of contact and coordinating the efforts of other support members, specialists in remote support organizations, third-party vendors, and engineering teams. The teams of individuals seamlessly work together to provide the excellent support customers require. Technical Support works very closely with the Quality Assurance (QA) and Engineering organizations to expedite resolutions and provide customer feedback on product issues. Through the team approach, Riverbed can offer the highest degree of technical knowledge possible.

At any time throughout the day, an experienced Riverbed support engineer will be available to respond directly to customer questions and resolve technical issues. English is the primary language for communication on support cases; however, members of the support team can also speak Arabic, Armenian, Cantonese, Czech/Slovak, Dutch, Farsi, French, German, Gujarati, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Mandarin, Polish, Portuguese, Russian, Spanish, Thai, Turkish, Ukrainian, and Vietnamese.

Riverbed Support Resources

Riverbed offers a wide variety of support resources designed to enhance the value of your Riverbed deployment. These resources and tools provide several approaches to find solutions and solve problems.

Customer Support Web Site

Riverbed provides customers with an authorized account to access the Riverbed Customer Support Web site, available at <https://support.riverbed.com>. Riverbed provides the following resources through the support Web site:

- Product software releases and release notes
- Extensive product documentation, including deployment, usage, and troubleshooting guides
- Knowledge Base detailing known issues and solutions, error messages, and configuration-specific issues
- Technical Notes providing in-depth explanations to common questions
- Trouble Ticket / Case reporting
- Account information, including assets, contracts, and account contacts
- Riverbed forum to share ideas, questions, and solutions with the Riverbed community
- System Dump Analyzer to help identify potential problems with your appliance and configuration.

Once you purchase a Riverbed support plan, you can register on the Customer Support Site to set up your user name and password.

Telephone Support

Telephone support includes:

- Direct Hotline Support that lets customers contact Support at any time, 24 hours a day, 7 days a week.
- 24-Hour Voice Messaging System that lets customers leave messages or questions for Customer Support.

Hardware Support

Maintenance

Riverbed will use reasonable efforts to repair or replace defective hardware components, unless damaged, mishandled, mistreated, or maintained or stored outside the specifications and Riverbed instructions. The type of support plan determines the speed of replacement. (Support plans are described in the next section.)

See the Return Material Authorization section on page 16 for more information.

AutoSupport

SteelHead appliances provide an AutoSupport feature that recognizes critical failure conditions and generates an email containing detailed status information about the failure. This email is delivered to the Riverbed Support team and the condition will be remotely analyzed and debugged. The result is a potentially faster path toward problem resolution.

Warranty

Riverbed provides a limited out-of-the-box warranty for one year from the date of purchase for all hardware components. In the event of a hardware failure, the unit may be shipped to Riverbed for repair or replacement.

Software Support

Software Updates

Riverbed provides software maintenance releases and updates as they are generally available without additional charge. The contents of all maintenance releases and updates are determined by Riverbed. Customers can download the updates from the Riverbed Support Web site. Customers are notified by email when updates are available.

Error Corrections

Riverbed uses reasonable efforts to correct any reproducible programming error in the product software attributable to Riverbed with a level of effort commensurate with the severity of the error. Customers should notify Riverbed of such errors and should provide Riverbed with enough information to reproduce an error. Riverbed is only responsible for errors that are reproducible by Riverbed on unmodified product software as delivered to the customer.

Special Services

Customers can request additional maintenance and support services. Riverbed will do its best to meet these requests directly or through our extensive network of partner relationships.

Support Plans

Customers need to have an active support plan to access support resources beyond the basic hardware warranty. With a Riverbed support plan, customers can be assured that they will limit expensive downtime while maintaining the high level of performance expected from their SteelHead deployment.

Riverbed offers a choice of several support levels – Software Only, Silver, Gold, Gold Plus, and Platinum – so customers can choose the program that fits their specific requirements, IT needs, and business goals. This flexibility also means that customers can easily adjust their support levels as their business grows and evolves. Support plans cover a one year period.

The type of plan you have determines the features available.

Software Only Support

For software only products, such as the SteelApp product line, customers receive the following:

- **24 x 7 Access to Web site, Phone, and Email Support**
- **Software Support, including maintenance releases and major upgrades**

Software Only Support is not available for appliance-based products. Riverbed appliances must have one of the following hardware support plans.

Silver Level Support

With Silver Level Support, customers receive the following:

- **24 x 7 Access to Web site, Phone, and Email Support**
- **Software Support, including maintenance releases and major upgrades**
- **Hardware Support.** In the event of a hardware failure, Riverbed will repair or replace the hardware through ground delivery, after receiving the failed unit.

Gold Level Support

With Gold Level Support, customers receive the following features:

- **24 x 7 Access to Web site, Phone, and Email Support**
- **Software Support, including maintenance releases and major upgrades**
- **Hardware Support.** Advance replacement. Replacement requests confirmed by 2:00 PM local time of the supporting depot during a normal business day are shipped for next business day delivery. See the Return Material Authorization section on page 16 for more information.

Gold Plus Level Support

With Gold Plus Level Support, customers receive the following features:

- **24 x 7 Access to Web site, Phone, and Email Support**
- **Software Support, including maintenance releases and major upgrades**
- **Hardware Support.** Up to four hour on-site hardware replacement, dependent on the geographical location of the hardware. Check with your sales representative for coverage.

Platinum Level Support

With Platinum Level Support, customers enjoy the highest level of customer service available from Riverbed, including the following features:

- **24 x 7 Access to Web site, Phone, and Email Support**
- **Software Support, including maintenance releases and major upgrades**
- **Hardware Support.** Up to four hour on-site hardware replacement with field engineering support. This is dependent on the geographical location of the deployed hardware. Check with your sales representative for specific location coverage.
- **Annual Service Review**

On-Site Platinum Hardware Support

For customers with Platinum Support, Riverbed sends a field engineer on-site to replace a failed appliance or part and set up the IP address for full appliance replacements.

Riverbed does not send a field engineer on-site for these tasks:

- On-site diagnosis, software, or configuration issues. Riverbed delivers software support remotely as the fastest way to resolve software issues.
- Replacement part identification. This is done before the visit so the field engineer has a high probability of fixing the issue in a single visit.
- New installations or requests for a one-time repair for a fee.

Riverbed field engineers do not bring replacement parts to the site or take defective parts away from the site, upgrade or downgrade software, or configure replacement appliances.

Indirect Support Customers—Reseller Problem Escalation and Resolution

Customers who do not purchase a direct Riverbed support contract should call their reseller's support team if they encounter a problem. Resellers and service partners provide the initial support.

Riverbed will provide the final level of support for issues requiring an engineering-level response. It is expected that the reseller's internal support organization handles 95% the technical support calls without escalation to Riverbed.

How to Work With Riverbed Support

Riverbed's trained technical support staff is committed to providing world-class expertise and assistance. With a Riverbed support plan in place, customers can be assured that they will limit expensive downtime while maintaining the high level of performance expected from your Riverbed product deployment.

Customer Contacts

Each customer designates two individuals to act as support liaisons and ensures that these people are properly trained in the operation and use of the product. Riverbed will not be required to provide support or maintenance services to any other individuals. To avoid any interruptions, notify Riverbed Support if you transfer support responsibilities to another person. Reasonable access is necessary for personnel to answer questions about any problems reported.

Contacting Support

Customers can contact Riverbed Support online or over the phone.

The preferred way is to open a case on the Riverbed Support Web site at <https://support.riverbed.com>. An online case provides the fastest access to Riverbed support representatives. Once you create a case, your request will be routed to the appropriate person, and they will get in touch with you as soon as possible.

Riverbed also provides phone support.

Country/ Region	Toll Number
Global Support	+1 415 247-7381
Country/ Region	Toll Free Number
Australia	0011.800.4.782.3822 (0011.800.4.RVBD.TAC)
China	00.800.4.782.3822 (00.800.4.RVBD.TAC)
Denmark	00.800.4.782.3822 (00.800.4.RVBD.TAC)
France	00.800.4.782.3822 (00.800.4.RVBD.TAC)
Germany	00.800.4.782.3822 (00.800.4.RVBD.TAC)
Hong Kong	001.800.4.782.3822 (001.800.4.RVBD.TAC)
India	000.800.001.6524
Japan	00.800.4.782.3822 (00.800.4.RVBD.TAC)
Malaysia	00.800.4.782.3822 (00.800.4.RVBD.TAC)
Thailand	001.800.4.782.3822 (001.800.4.RVBD.TAC)
United Kingdom	00.800.4.782.3822 (00.800.4.RVBD.TAC)
United States	1-888-RVBD-TAC (1-888-782-3822)
Vietnam	120.11.071

Collecting Case Information

When you report a problem to Riverbed, be prepared to provide the following information:

- **Customer name and location**
- **Problem summary** – make this as specific as possible, such as:
“Chicago SteelHead shows status ‘critical’ and does not optimize”
–or–
“London Flow Gateway is not sending information.”
- **Serial number** – SteelHead serial numbers are in the form S120004ABCD. You can find the SteelHead serial number in the Support tab of the Management Console interface, using the **show info** command on the command line, or physically examining the label on the appliance.

SteelCentral network performance management serial numbers are in the form Z59QG040A00C. You can find the appliance serial number in the Help > About section of the user interface or by physically examining the label on the appliance.

SteelApp serial numbers are embedded in the active license key and appear in the user interface.

- **Software version** – such as RiOS 8.6 or SteelCentral NetProfiler 10.6.1
- **Model name** – such as SteelHead CX1555 or SteelCentral Flow Gateway.
- **IP address information** – for a SteelHead, provide the primary and in-path interfaces.

Defining the Problem

Be prepared to describe the problem and provide the following information:

Problem priority

- P1 – Critical – Severe Impact to Business Operations
- P2 – Major – High Impact with Disruption to Normal Business Operations
- P3 – Minor – Low Impact to Normal Business Operations
- P4 – Informational – Request for Information

** See page 15 for more details about each priority level and the targeted response times*

Problem symptoms

- For example, the SteelHead shows critical status for the last 4 days and the ‘sh stats alarm’ command shows ‘bypass alarm.’
- When the behavior first was observed and if this coincides with any other relevant activity.
- If this was a previously stable environment, explain what changed within the network or specific application prior to this behavior.

Attempts to troubleshoot and rectify

- Tried to restart the service at 17:23 but this failed.

Network diagram and deployment information

Provide information about your network design, where the SteelHead appliances appear, and the way they are deployed (such as in-path, out-of-path, or clustered).

Problem details

Provide as much information as you can about the problem. For example:

What do these messages mean, and do they affect the performance of the appliance?

```
Jul 20 21:55:36 SH-2 sport[655]: [disk.CRIT] - {- -} Disk I/O error.
Jul 20 21:55:36 SH-2 sport[655]: [segstore/read_op.CRIT] - {- -} I/O error on segstore read
Jul 20 21:55:36 SH-2 sport[655]: [segstore.NOTICE] - {- -}Initiating shutdown.
Jul 20 21:55:36 SH-2 sport[655]: [segstore.ALERT] - {- -} HALT Disk I/O error detected in
segstore. Sport will be shutdown. Restart with clean store option.
Jul 20 21:55:36 SH-2 sport[655]: [segstore/page.WARN] - {- -} read ahead failed due to
potential memory deadlock
```

Collecting Problem Details

The following sections describe how to collect problem details for specific products. For more details and information about additional products, see this article in the Riverbed Support Knowledge Base:

- **Collecting Initial System Information**
<https://supportkb.riverbed.com/support/index?page=content&id=S17193>

Collecting RiOS and SteelHead Problem Details

If you experience a problem with your SteelHead, SteelCentral Controller for SteelHead, SteelCentral Controller for SteelHead Mobile, or SteelHead Interceptor and you can access the appliance, send Riverbed Support a system dump (sysdump) and TCP dumps from each impacted device to help diagnose the issue.

System dump

Generate a system dump to capture essential information about the system. Create a system dump with the **debug generate dump** command from the CLI, or from the web interface, go to Reports > Diagnostics > System Dump and click Generate System Dump.

TCP dumps

If the problem is reproducible with a specific connection or condition, the Support Team might require TCP dump traces of the problem to capture and analyze the traffic.

On the client-side and server-side SteelHead, go to Reports > Diagnostics > TCP Dumps and choose Add a New TCP Dump. Capture the traffic on both LAN and WAN interfaces and specify other options as appropriate. Run the client-side and server-side TCP Dumps simultaneously. Reproduce the problem so the TCP Dump captures the activity.

You can access the generated reports through the web interface in Reports > Diagnostics > TCP Dumps.

Collecting SteelFusion Problem Details

If you experience a problem with SteelFusion, collect the following to send to Riverbed Support to help diagnose the issue:

- a system dump (sysdump) from the SteelHead EX appliance running SteelFusion Edge
- a system dump of the SteelFusion Core
- a system dump of the data center SteelHead optimizing traffic
- the storage array model and version (if known), such as EqualLogic PS6110

Create a system dump with the **debug generate dump** command from the command line, or from the web interface, go to Reports > Diagnostics > System Dump and click Generate System Dump.

Collecting SteelStore Problem Details

If you experience a problem with SteelStore, collect the following to send to Riverbed Support to help diagnose the issue:

- a system dump (sysdump) from the SteelStore appliance

Create a system dump with the **debug generate dump** command from the command line, or from the web interface, go to Reports > Diagnostics > System Dump and click Generate System Dump.

- information about the backup software and version, for example Backup Exec 2010

Collecting SteelCentral NetProfiler Problem Details

To collect system information for analysis by Riverbed support engineers, run the NetProfiler command that collects the log files (/var/log and /usr/mazu/var/log), the configuration files, and health check and other important system information. Assign the output file the name of the support case and upload it to Riverbed for analysis.

To collect NetProfiler system information:

1. Log in to the NetProfiler or NetExpress command line interface using SSH or the console port.
2. Run the mazu-collect command, as follows:

```
sudo mazu-collect --nodb
```

The command returns a message similar to the following:

```
Success in AdpEventLog  
Exit Code: 0x00
```

The result file is: **mazu-collect.iso**

3. Rename the output file.

If you have not opened a support case yet, give the file a unique name that easily identifies it. If you have opened a support case, rename the file to include the support case number. For example:

```
mv mazu-collect.iso case_number_case_name.iso
```

This ensures that the file is attached correctly to the case record when uploaded to Riverbed.

Collecting SteelCentral NetShark Problem Details

To collect SteelCentral NetShark information for troubleshooting and analysis, run the NetShark Diagnostics Utility:

1. Log in to the NetShark web interface at <https://<NetSharkIP>:8080/>.

The default user name is **admin** and the default password is **admin**.

2. Go to the debug page at <https://<NetSharkIP>:8080/debug.html>.
3. Click the Get Debug Info (Short) button.

The appliance creates an archive file with troubleshooting information.

4. When prompted, save the file.

If you have not opened a support case yet, give the file a unique name that easily identifies it. If you have opened a support case, rename the file to include the support case number and send this file to Riverbed Support.

Collecting SteelCentral Packet Analyzer Problem Details

When reporting problems with SteelCentral Packet Analyzer, identify the current View and indicate any errors that appear. If you suspect decoding anomalies, generate a small (1 to 2 MB) pcap file. Collect the Packet Analyzer log files for start up, view, and run-time problems.

You can find the Pilot.Client.log and server\Pilot.Server.log files in the C:\Program Files\CACE Technologies\Pilot Console directory.

Note: The name of the program sub-directory might change depending on the editions.

If possible, compress these files before you send them to Riverbed Support.

Collecting SteelApp Traffic Manager Problem Details

Generate a Technical Support Report from each relevant system.

- Go to Diagnose > Technical Support > Download Technical Support Report.

If the user interface is inaccessible or unresponsive:

1. Log in to the Traffic Manager using SSH or the server console with root permissions.

On a Traffic Manager Virtual Edition, log in as an administrator (admin) user.

2. Run **support-report** *FILENAME* to save the support report to the named file.

If the support-report tool is not in your path, you can find it at \$ZEUSHOME/zxtm/bin/support-report. \$ZEUSHOME refers to the installation location for the Traffic Manager software, generally /opt/zeus or /usr/local/zeus.

For software installations of Traffic Manager (as opposed to Virtual Editions), you might need to install the following packages (through the distribution package manager) to obtain troubleshooting information: strace, gdb, and sysstat (for sar and mpstat tools).

Collecting SteelApp Web Application Firewall Problem Details

If you run SteelApp Web Application Firewall on a UNIX platform, run the **gensupportdata.sh** script to gather the support information to help investigate your problem quickly and precisely. The script generates a support file in the same directory from which you run the script.

If you run SteelApp Web Application Firewall on Windows, generate the support file through the Start > Riverbed > Generate a Support Pack command. This generates a support file on the desktop.

Collecting SteelApp Web Accelerator Problem Details

To collect SteelApp Web Accelerator information for troubleshooting and analysis, generate a Troubleshooting Package for each relevant Web site.

1. Open the Web Accelerator Configuration Tool.
2. Go to Help > Generate Troubleshooting Information.
3. Optionally, you can follow the Troubleshooter steps to record working and failing scenarios. For complete details, see the *SteelApp Web Accelerator User Guide*.

Collecting SteelCentral Services Controller for SteelApp Problem Details

To collect Services Controller information for troubleshooting, generate a Technical Support Report (TSR) from the Services Controller host with the command:

```
$SSCHOME/bin/generate_tsr
```

Replace the `$SSCHOME` variable with the correct path for your Services Controller installation, such as `/opt/riverbed_ssc_1.0`. The command creates a compressed, archive file in your `$SSCHOME` directory.

Depending on the problem, analysis might require a database dump. Create a database dump by adding the `--db-dump` option to the `generate_tsr` command. (To use this option, you need to install the `mysqldump` tool.)

If the problem is related to a specific SteelApp Traffic Manager managed by SteelCentral Services Controller, generate a Technical Support Report from that SteelApp Traffic Manager (see the section “Collecting SteelApp Traffic Manager Problem Details” on page 13 for details).

Uploading Files For Analysis

After you collect troubleshooting files, you can upload the files to existing cases through the Riverbed Support Web site.

You can also package them as a ZIP file, provide a unique name that easily identifies them (we recommend including your support case number in the file name), and upload the files to the Riverbed Support FTP site at: <ftp://ftp.riverbed.com/incoming>.

When you open or discuss the case with support, reference the uploaded file.

Remote Web Sessions

For many support cases, the Support Engineer will ask to initiate a remote web session. This lets the Support Engineer connect to your work environment through a web browser and experience the issues directly instead of requiring a verbal description. Most commonly, the Support Engineer will use the session to collect traces and examine network activity. This feature lets the Support team rapidly diagnose problems and find solutions.

Remote web sessions are conducted through <https://remote.riverbed.com>. Work with Riverbed Support to establish a session.

Closing a Case

Upon completion of a case, the support engineer will follow up with the customer for approval before closing a case. If the engineer does not hear from customer for a period of time, they will close the case but can re-open it at any time based on a customer request.

Customers can request closing a case by adding a comment to a case from the support Web site.

Re-Opening a Case

If your problem re-occurs after your case is closed, you can re-open the case or submit a new case.

You can re-open a case by sending an email to support@riverbed.com. Support management will re-queue the case. If possible, the original case engineer will accept the case and follow-up with the customer, since they are already familiar with the case history. If the original engineer is not available, the next available engineer will accept the case.

You can also re-open a case by viewing the case details online and adding a new comment to the case. That changes the case status from Closed to Needs Attention and alerts the case owner.

Technical Support Priority Levels and Response Goals

Riverbed Technology works with customers to assign a priority setting to submitted problems. The priority defines time frames for resolution goals and escalation potential. This ensures that the appropriate resources within Riverbed resolve the problems as quickly and efficiently as possible.

All cases are prioritized according to their impact to the customer – Priority 1 (P1) through Priority 4 (P4) – with P1 being the most important and urgent. Definitions for each priority are standard within the industry. The case priority can change, being upgraded or downgraded, depending on troubleshooting progress.

Priority 1 – Critical

Priority 1 cases severely impact the customer's ability to conduct business. This may mean that the systems are down or not functioning and no procedural workaround exists. The objective is to get the customer back online by whatever means necessary within 24 hours and to downgrade the problem severity accordingly.

Riverbed responds to a Priority 1 case within one hour. The target response for a P1 issue is immediate. Alarm notifications are sent to members of the support team if a P1 case has not been responded to after 45 minutes.

Continuous efforts are made to isolate, diagnose, and deliver a solution or repair. When the severity level has been changed to Priority 2 or Priority 3, the support team follows the appropriate guidelines.

Priority 2 – High

Priority 2 cases are high-impact problems that disrupt the customer's operation but there is capacity to remain productive and maintain necessary business-level operations. The problem may require a fix on the customer's system prior to the next planned commercial release of the software.

Riverbed will respond within four hours following receipt of a P2 case. The Support team makes continuous efforts to isolate, diagnose, and deliver a workaround or solution during the customer's normal business hours.

Priority 3 – Minor

Priority 3 issues are medium-to-low impact problems that involve partial loss of non-critical functionality. The problem impairs some operations but allows the customer to continue to function.

Riverbed will respond within eight hours following the receipt of a P3 case.

Priority 4 – Informational

Priority 4 issues include minor problems and all other errors. The inconvenience is slight and can be tolerated.

Riverbed will respond within 24 hours following the receipt of a P4 case. Riverbed Support responds in a manner appropriate to the nature of the case.

Riverbed Technology measures its business performance and regularly exceeds these goals.

Escalation Commitments

Riverbed provides systematic escalation management to customers with current service plans. The Riverbed escalation process notifies levels of management throughout the life cycle of the technical issue. This ensures that the appropriate resources resolve outstanding technical problems as efficiently as possible.

Severity	Notifications		
	Escalation Engineer	Manager	Executive Staff
1. Critical	Within 1 Hour	1 Hour	4 Hours
2. High	Within 4 Hours	8 Hours	24 Hours
3. Minor	Within 8 Hours	Weekly	N/A
4. Informational	Within 24 hours	N/A	N/A

Customers can escalate a case based on their needs and the response to their support request. To escalate a case, email support@riverbed.com or call 1-888-RVBD-TAC. A case follows this escalation path: Support Engineer to Escalation Engineer to Staff Engineering to Regional Support Manager/Director to Director of Escalations to VP Support. As needed Engineering, Sales, and the Executive Team are involved in the escalations.

Return Material Authorization

In some cases, you may need to return hardware to Riverbed for replacement. Before returning any hardware, contact Riverbed Support. If Riverbed Support verifies that the product is defective, Riverbed issues a Return Material Authorization (RMA) number and provides a return address to send the defective unit for repair or replacement. The RMA number ensures proper tracking and handling of the returned material.

Riverbed has support depots located in the following global locations:

Americas	Europe / Middle East / Africa	Asia / Pacific
United States	Netherlands	Australia
Canada	Great Britain	China
Mexico	Russia	Hong Kong
Chile	Switzerland	India
Argentina	Bahrain	Japan
Brazil	United Arab Emirates	Korea
Colombia	South Africa	Malaysia
		New Zealand
		Philippines
		Singapore

Each depot is stocked with replacement parts. By distributing replacement parts and appliances, Riverbed minimizes downtime for global locations.

Shipping

Riverbed cannot accept any product without an RMA number on the package. Customers must deliver the defective product along with the RMA number. If the customer ships the product, the customer assumes the risk of damage or loss in transit. The customer must use the original container (or the equivalent) and pay the shipping charge.

Advance Replacement

For RMAs issued by Riverbed within the first ninety (90) days after product shipment and for customers with Gold Level Support plans, Riverbed ships an advance replacement unit by express delivery. The customer has thirty (30) days to return the defective unit after the replacement has been shipped. If the defective unit is not returned within this time, Riverbed will invoice the customer for the contract price of the replacement unit. Advance replacement for requests confirmed by 2:00 PM local time of the supporting depot during a normal business day will be shipped within one business day; delivery time may depend on international customs clearing for destinations outside of the United States. Platinum and Gold Plus Level support provide on-site repair and replacement or express advance replacement.

Asset Registration

As a best practice, Riverbed recommends that you register the installation address of each of your Riverbed assets through the Riverbed support site. Providing an up-to-date address helps streamline the repair and replacement process if you encounter any problems with the hardware. Additionally, registering the location helps Riverbed ensure the appropriate replacement parts are stocked in a nearby location for speediest replacement service.

You can view and update installation locations at:
https://support.riverbed.com/content/support/my_riverbed/assets.html

Frequently Asked RMA Questions

How do I return the failed hardware to Riverbed?

Customers are responsible for returning the failed hardware to Riverbed within 30 days of replacement. Customers are also responsible for the shipping charges. If the defective unit is not returned within this time, Riverbed will invoice the customer for the contract price of the replacement unit. For customer shipments, the customer assumes the risk of damage or loss in transit.

Use the shipping materials from the replacement hardware to package the failed components. Include all accessories, such as power cords and bypass cards, with the shipment. Be sure to clearly identify the RMA number on the outside of the box with your returned hardware.

Why doesn't the replacement unit exactly match the failed unit?

Whenever possible, replacement systems match the failed unit exactly. For speedier replacement, occasionally the replacement model will have slightly different options. This happens when the replacement is ordered from a supply depot with limited inventory. In these cases, the decision is made that it is more important to have a similar replacement unit shipped right away than to wait several days to get an exactly configured replacement manufactured and shipped.

If you receive a replacement unit that doesn't exactly match your failed unit, consider one of these options:

- If you require different power cords for your region, use the power cords from the failed unit.
- If you require a different type of bypass card, use the card from the failed unit. See the *Network Card Interface Installation Guide* on the Riverbed Support Site (<https://support.riverbed.com>) for instructions.
- If you require a different version of the software, download the desired version from the Riverbed Support Site (<https://support.riverbed.com>). If you don't see the version you want, contact Riverbed Support for download instructions.

Will Riverbed help install the replacement hardware?

Customers with Platinum Support receive on-site support for replacements. Other customers are responsible for replacing their own hardware. The Riverbed Support Site provides documentation about installing and configuring SteelHead appliances and related components.

What happens to the data on the failed unit?

Hardware returned to Riverbed will be analyzed to understand the cause of the failure and, if possible, remanufactured and restored to its original state. During this process, references to your data are completely erased.

Riverbed Support Accolades



Riverbed Technology has been recognized, for the third consecutive year, by J.D. Power and Associates for providing “An Outstanding Customer Service Experience.”

Disclaimer: J.D. Power and Associates 2013 Certified Technology Service & Support ProgramSM, developed in conjunction with TSIA. For more information, visit www.jdpower.com or www.tsia.com.



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You can find a full list of awards on the Riverbed corporate site:
<http://www.riverbed.com/about/awards/>



About Riverbed

Riverbed Technology is the IT infrastructure performance company. The Riverbed family of wide area network (WAN) optimization solutions liberates businesses from common IT constraints by increasing application performance, enabling consolidation, and providing enterprise-wide network and application visibility – all while eliminating the need to increase bandwidth, storage or servers. Thousands of companies with distributed operations use Riverbed to make their IT infrastructure faster, less expensive and more responsive. Additional information about Riverbed (NASDAQ: RVBD) is available at www.riverbed.com

Riverbed Technology

680 Folsom Street
San Francisco, CA 94107
Tel: +1 415 247 8800
Fax: +1 415 247 8801
www.riverbed.com

Riverbed Technology Ltd.

One Thames Valley
Wokingham Road, Level 2
Bracknell
Berks RG42 1NG
Tel: +44 (0) 1344 401900

Riverbed Technology Pte. Ltd.

391A Orchard Road #22-06/10
Ngee Ann City Tower A
Singapore 238873
Tel: +65 6508-7400

Riverbed Technology K.K.

Shiba-Koen Plaza Building 9F
3-6-9, Shiba, Minato-ku
Tokyo, Japan 105-0014
Tel: +81 3 5419 1990

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