



Work Effectively and Efficiently with Mellanox Support

My Mellanox Customer Portal and Mellanox Tech Support

July 2015



- This guide comes to provide you with effective guidelines and advice on the best and most productive way to work with Mellanox Technical Support.

- This guide provides info about the following main topics:
 1. Contacting Mellanox Support
 2. Support Terminology
 3. Cases/Service Requests
 4. My Mellanox Customer Portal
 5. RMA
 6. Mellanox Diagnostic Tools
 7. WebEX

Mellanox Support Center World Coverage



System Geographical Spared



- **You can contact the support in three ways:**

1. Email, at support@mellanox.com
2. Portal/Web, open a case via [My Mellanox Customer Portal](#) (CASES/RMA tabs)
3. Phone, at:
 - a. -TAC Support: +1 (408) 916 0055
 - b. -Toll-free (USA only): 86-Mellanox / *##-866-355-2669
 - c. -APAC/EMEA TAC: ##-800-Mellanox / ##-800-865-8247

- **Hours of Operation:**

- US TAC: 9:00-18:00 (GMT -05:00) Eastern Time, Monday-Friday
- APAC-EMEA TAC: 9:00-18:00 (GMT +02:00) Jerusalem Time, Sunday-Thursday

■ Customer Service

Mellanox Support is responsible for providing the customer with technical support service including:

- Product info
- Hardware and Software troubleshooting
- Assistance in utilizing the fabric and products
- Processing RMA requests

■ Contract Number

Customers are provided with a contract number upon purchasing a support contract.

- Why is it important?
 - To verify the eligibility of the support service request and coverage
 - To identify the customer's account support information
 - Allows tracking of updates and patches for the customer's products and licenses, as well as HW, RMA and SW license eligibility

■ Service Request (SR) / Case

- A case is the customer's assistance request application to Mellanox Support
- Upon sending Mellanox a request to support@mellanox.com, or open a case/RMA via the portal, the system automatically opens a case for the customer
- For each support case/RMA there is an identification number called: "Case Number"
 - This number helps the support and the customer to track and monitor the case effectively
- Each case opened is automatically associated with the customer's account contract

Service Requests (SR) / Cases

- **Severity Level 1 (P1) – Fatal** – Site down or interruption of production service
 - Complete loss of service
 - Work cannot be reasonably continued
 - The operation is critical to the business and the situation is an emergency
- **Severity Level 2 (P2) – High** – Intermittent disruption of service or jeopardizing production rollout
 - Loss of service
 - No acceptable workaround is available
 - Operation can continue restrictedly
- **Severity Level 3 (P3) – Medium** – Minimal degradation of service in production environment; does not jeopardize production rollout
 - Minor loss of service
 - The impacts are inconvenient and may require a workaround to restore functionality
- **Severity Level 4 (P4) – Low** – Minimal business impact; little or no impact on the network and the system is usable
 - No loss of service
 - The impact does not impede the operation of the system

- **Case Severity Level 1 (P1) – Fatal**
 - **Mellanox** is committed to provide the customer with 24/7 support until the issue is resolved or as long as useful progress can be achieved.
 - **The customer** is responsible for providing Mellanox a contact person either on site or by pager to assist with data gathering, testing and implementing suggested resolutions.
 - **The customer** is expected to determine the case severity with extreme care so valid and justified support resources can be allocated properly.

- **How can the customer help in expediting the resolution process of their case?**
 - Make sure the case severity correctly reflects the seriousness of the problem and inform changes
 - Provide complete, clear and objective information by using Mellanox diagnostic tools
 - Share expectations and view
 - Avoid reporting different problem in one case
 - Be prepared for remote connection with Mellanox engineers
 - Inform Mellanox whether it is a test or production environment
 - Provide comprehensive info regarding the fabric settings, and full description of the environment
 - Provide accurate information about the time and date issues were firstly observed

How can we cooperate efficiently and effectively?



■ Determine the nature of the problem:

- What behavior are you experiencing?
- What behavior do you expect?
- When was the last time the software worked properly?
- When was the problem first observed?
- What has changed in your environment in the interim? (installing
- When did the problem occur?
- When does the problem not occur?
- What is the difference between the later two situations?
- How extensive or localized is the problem?
- What is the difference between the elements that exhibit the problem and those that don't?
- How critical is this problem to your development or deployment?
- Can you work around it until a fix is found?
- Is there a better way to implement the software that would make the problem disappear?

■ Help us understand your environment:

- Provide the environment details.
- Can we do a remote connection session?
- Do you have multiple/single test environments?
- Do your test environments mirror production?
- Does your implementation schedule allow adequate time for testing?
- Do you have the knowledge and relevant personal to handle the products involved?
- Do you maintain a system logbook to track changes?
- Do you have a process that manages patches and patch testing?

- **When and why to escalate?**
 - If the case resolution process may not match the customer's business needs

- **Raising case severity vs. escalation**
 - If the Severity level of the case is mismatched over time, it may be escalated by mutual agreement between Mellanox Support and the customer.
 - Escalating an issue brings more attention to it, and when needed, more resources. This does not mean that the severity level of the case will be changed (or raised) in accordance with the escalation.

- **How to request escalation?**
 - By informing Mellanox either via the existing case or by calling support.

The Customer	Mellanox
<p>The customer is required to provide justification for the escalation request:</p> <ul style="list-style-type: none">➤ Project milestone is on critical path➤ Erroneous functionality is causing major extra work/costs for the business and more progress in the resolution is required➤ Acceptance testing delays➤ Any other relevant justification <p>What are the escalation criteria?</p> <ul style="list-style-type: none">➤ Project deadlines➤ Lost revenue➤ Government reporting➤ Users at the door (CIO/CFO)➤ Any other relevant criteria	<p>Mellanox is committed to involve its relevant personas, managers and seniors, to provide the customer with the best service.</p> <p>Mellanox relies on the customer to provide the relevant escalation criteria.</p>

Case Escalation: Mutual Expectations

Together, Mellanox and the customer should:

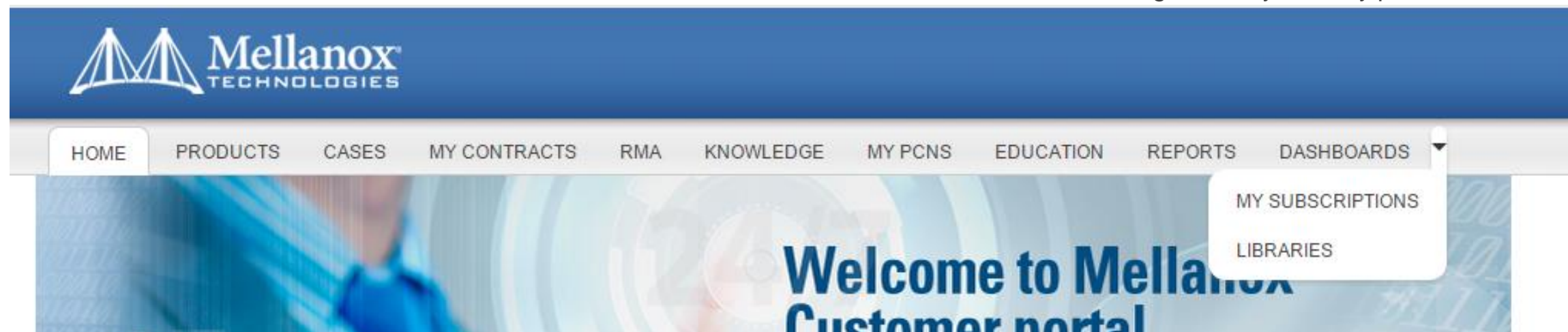
- ❖ Propose an action plan including setting owners for each action
- ❖ Ensure escalation milestones
- ❖ Set clear implementation dates
- ❖ Set the date and time for periodic updates
- ❖ Set de-escalation criteria

My Mellanox

Customer Support Portal

- My Mellanox Customer Support Portal can be accessed at: www.support.Mellanox.com
- The portal is exclusive to Mellanox Contracted Customer
- The portal allows you to:
 - Easily navigate between products
 - Search for files, products and knowledge base
 - Access all available and useful knowledge base (solutions, advisories and more)
 - View all Mellanox GA products
 - Download products' relevant files, drivers, firmware, documents, manuals and software downloads
 - Open a service request / case asking for technical assistance
 - Submit and RMA request
 - Track and follow cases and RMAs to check for status
 - Update cases
 - Subscribe to files and/or products to get email notifications upon updates, changes and new releases
 - [Renew support contracts online \(click here for more info\)](#)

- The upper navigation bar provides the customer with easy and quick access to all available services and products. Below is a brief description of the tabs:
 - **Home:** the home page of the support portal where all products categories can be organized under Mellanox 4 main products families: switches, adapters, software and interconnect
 - **Products:** a quick and easy navigation between all Mellanox products on one page
 - **Cases:** opening and tracking service requests/cases to Mellanox support
 - **My Contracts:** to view the customer's support contracts and their status, expiration date and online renewal option – [click here for the full guide on electronic contract renewal](#)
 - **RMA:** opening and tracking RMA requests
 - **Knowledge:** a view of all the knowledge base (FAQs, HowTos, advisories, etc.) published on different products, by default sorted by recently published
 - **My PCNS:** a view of updates and notifications regarding PCNs owned by the customer such as required software/firmware update
 - **Education:** a direct link to Mellanox Academy where courses, trainings and more technical info and videos can be found
 - **Reports/Dashboards:** a summary and graphs for all open cases/RMAs and more
 - **My Subscriptions:** allows the customer to view and manage all active products subscriptions they register to
 - **Libraries:** a view of all available downloads files and documentation the customer has access to, organized by recently published/modified.



- The portal allows you to easily navigate between products and display pages.
- Navigation can be done either via the home page or within a product page by using the left navigation bar.

SWITCHES AND GATEWAYS

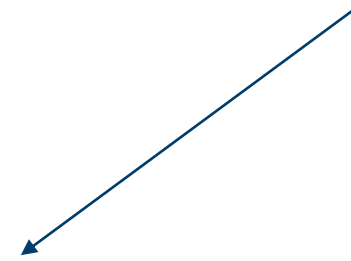


InfiniBand/VPI Switch Systems
InfiniBand/VPI Switch ICs
Ethernet Switch Systems
Ethernet Switch ICs
Gateway Systems
Gateway ICs
Long Haul Systems
Switch DVK

ADAPTERS



InfiniBand
InfiniBand
Ethernet
Ethernet
IBM Accelerator
Oracle
Supermicro
EMC A



Recent Items

SB7790
MSTK Full Package
Connect-IB Card
FPGA Adapter
ConnectX-3 Card
SXxxxx Tools
Host Tools
mlnxperftuner.pl
Performance Tools
cpu_performance.sh

Products

▼ Switches and Gateways
▼ InfiniBand/VPI Switch Systems
SB7790
SB7700
SX8710
SX8005
SX8012



SB7790

Details

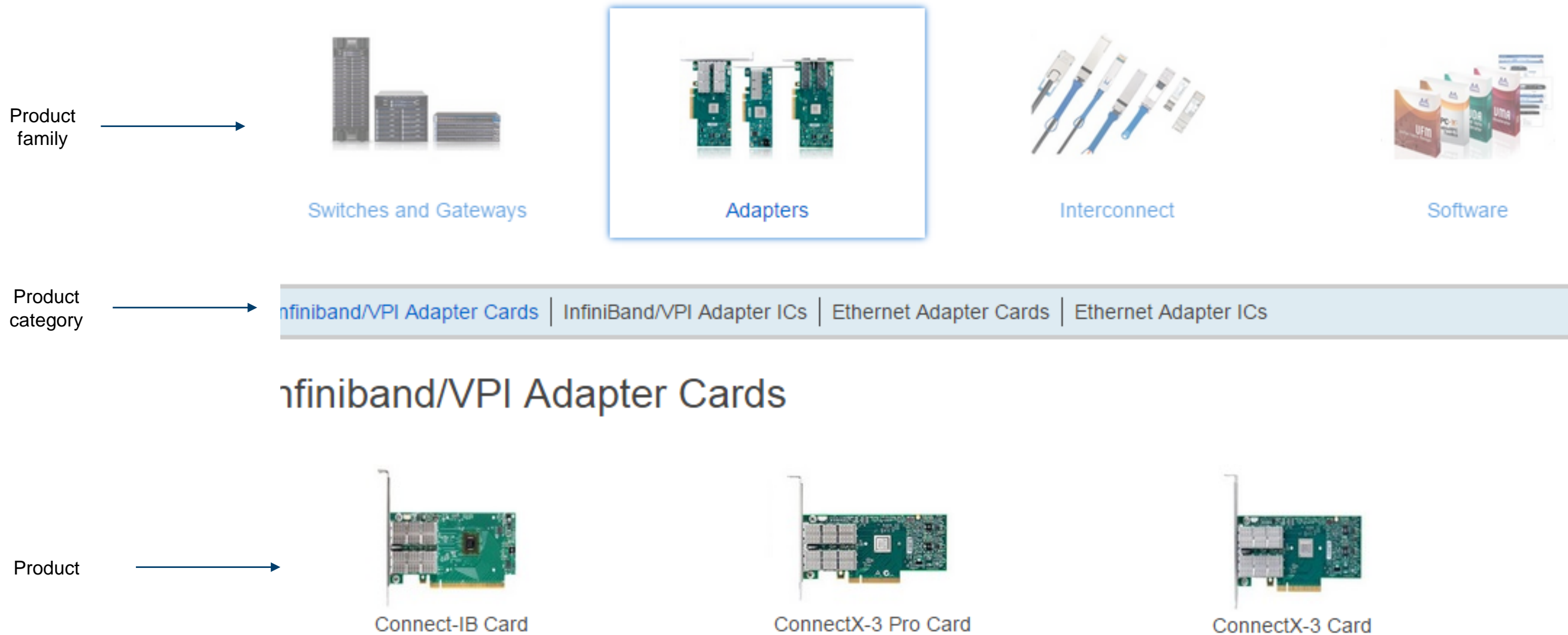
NEWS FW 11.1.1002 for SB7790 is now available

SB7700/SB7790 36-port EDR 100Gb/s InfiniBand Switch Systems With th demands faster and more efficient interconnect solutions. The SB7700 an switch device, these switches provide up to 100Gb/s full bidirectional bar The integrated InfiniBand routing functionality enables design and deployr enables efficient computing with features such as static routing, adaptive

Key Features

- 36 EDR (100Gb/s) ports in a 1U switch
- 7.2Tb/s switching capacity
- IBTA Specification 1.3 and 1.2.1 compliant
- InfiniBand router
- Quality of Service enforcement
- Port Mirroring
- Adaptive routing
- Congestion control
- Redundant power supplies
- Replaceable fan drawers

- Navigation is also possible within the same view:
 - Switching between different Product Categories and different Product Families within the same view



■ Each product page has:

- Product details, overview, benefits and features (**Details tab**)
- Software/Firmware and Release Notes Downloads (**Downloads tab**)
- Manuals and Guides Downloads (**Documentation tab**)
- Knowledge and solutions (**Knowledge tab**)



SX6036



Details

Downloads

Documentation

Knowledge

SX6025/SX6036 36-port 56Gb/s InfiniBand/VPI Switch Systems The SX6025 and SX6036 switch systems provide the highest-performing fabric solutions in a 1RU form factor by delivering 4.032Tb/s of n Enterprise Data Centers, with 200ns port-to-port latency. Built with Mellanox's latest SwitchX®-2 InfiniBand switch device, these switches provide up to 56Gb/s full bidirectional bandwidth per port. These connectivity or for building small to medium sized clusters. They are designed to carry converged LAN and SAN traffic with the combination of assured bandwidth and granular Quality of Service (QoS). T InfiniBand and Ethernet connectivity provide the highest performing and most flexible interconnect solution for PCI Express Gen3 servers. VPI simplifies system development by serving multiple fabrics w enabling one platform to run both InfiniBand and Ethernet subnets on the same chassis. The SX6000 switch family enables efficient computing with features such as static routing, adaptive routing, and a maximum effective fabric bandwidth by eliminating connection hot spots

My Mellanox – Product page; “Downloads” tab



- “Downloads” tab contains software/drivers/tools and release notes.
- **Filtering:**
 - Filtering and refining is available per release version, OS, document/file type PSID, OPN and more.
 - Check the relevant refinements on the left bar to view the relevant files.

Version

- 3.4.2008
- 3.4.1120
- 3.4.1110
- 3.4.0012
- 3.4.0010

[See All](#)

More Refinements

Document Types

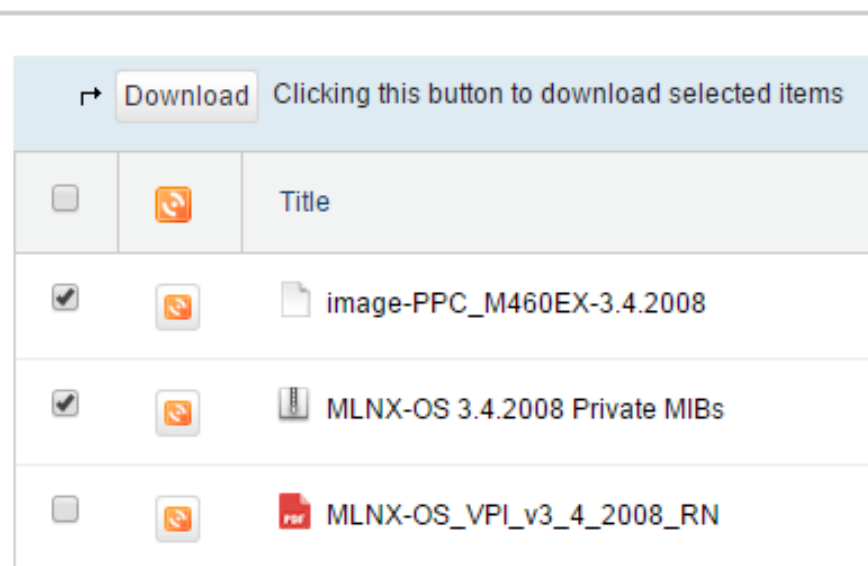
- Tools & Utilities
- Software Image
- Release Notes

Download Clicking this button to download selected items

<input type="checkbox"/>		Title	MD5SUM
<input type="checkbox"/>		image-PPC_M460EX-3.4.2008	8daafc9b829fb1a21f
<input type="checkbox"/>		MLNX-OS 3.4.2008 Private MIBs	
<input type="checkbox"/>		MLNX-OS_VPI_v3_4_2008_RN	

- In order to download the desired files, there are two options:
 1. Check the desired file(s) and click on “Download” (multi download is available) .
 2. Enter a specific file to view more info about the file specifications and then click on “Download”.

Example of option 1:



Example of option 2:



My Mellanox – Product Page: “Documentation” tab



- “Documentation” tab contains all the product’s available manuals, guides, etc.
- Filter the version and/or OPN and/or the document type in order to get the desired results.
- Download the document either by checking the file and then “Download” above, or by clicking on the file and then “Download”.

The screenshot shows the product page for the ConnectX-3 Pro Card. The page has four tabs: Details, Downloads, Documentation (selected), and Knowledge. On the left, there are three filter sections: Version (with a 'General' checkbox), OPN/PN (with an 'All' checkbox), and Document Types (with checkboxes for Compliance, Product Brief, White Paper, and User Manual). The 'User Manual' checkbox is checked, and an arrow points to it. The main content area shows a 'Download' button and a table of documents. The table has columns for checkboxes, download icons, Title, Document Type, Size, and Version. One document is listed: 'ConnectX-3 Pro Card User Manual' with a size of 0 and a version of 'General'.

Download Clicking this button to download selected items					
<input type="checkbox"/>		Title	Document Type	Size	Version
<input type="checkbox"/>		ConnectX-3 Pro Card User Manual	User Manual	0	General

My Mellanox – Product Page: “Knowledge” tab

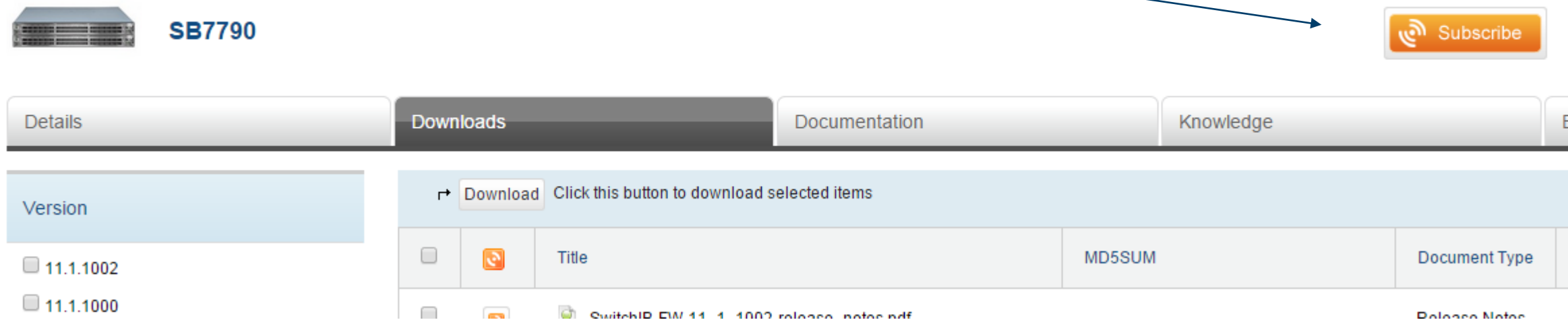


- “Knowledge” tab contains all the relevant knowledge such as solutions, FAQs, configurations, advisories and more, that are relevant to that product.
- The articles are presented in chronological order (recently published)
- A search option within the knowledge section is available as well

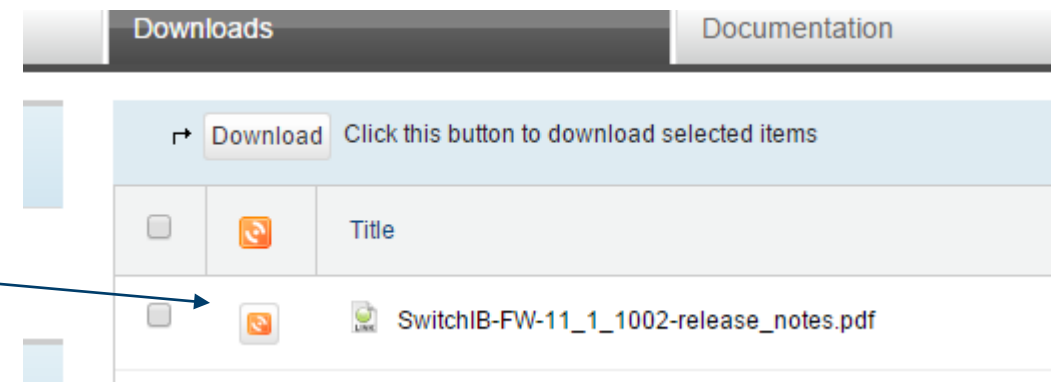
The screenshot displays the Mellanox product page for the ConnectX-3 Pro Card. At the top left is an image of the card. To its right is the product name "ConnectX-3 Pro Card" and a "Subscribe" button. Below this is a navigation bar with tabs for "Details", "Downloads", "Documentation", and "Knowledge", with "Knowledge" being the active tab. A search bar contains the text "connectx-3". Below the search bar, the text "Search results for *connectx-3*" is shown. The search results list several articles:

- [ConnectX-3 Supported Rates](#)
000005376 • FAQ • Last Published 2/3/2015
- [HowTo Configure VXLAN for ConnectX-3 Pro \(Linux Bridge\)](#)
000005674 • How To • Last Published 2/17/2015
- [HDS \(header driver split\) support for ConnectX-2 and ConnectX-3](#)
000005368 • FAQ • Last Published 2/3/2015
- [VXLAN Considerations for ConnectX-3 Pro](#)
000005641 • FAQ • Last Published 2/17/2015
- [HowTo Configure VXLAN for ConnectX-3 Pro \(Linux OVS\)](#)
000005655 • How To • Last Published 2/17/2015
- [Leveraging NIC Technology to Improve Network Performance in VMware vSphere](#)

- The portal provides the option to subscribe on the product page level and on the files update level.
 - To get notifications on every new file (downloads and documents) uploaded to a specific product page, click on the large “Subscribe” button.



- To get notifications on every modification/update on the file level, click on the small subscription icon next to the desired file.



RMA

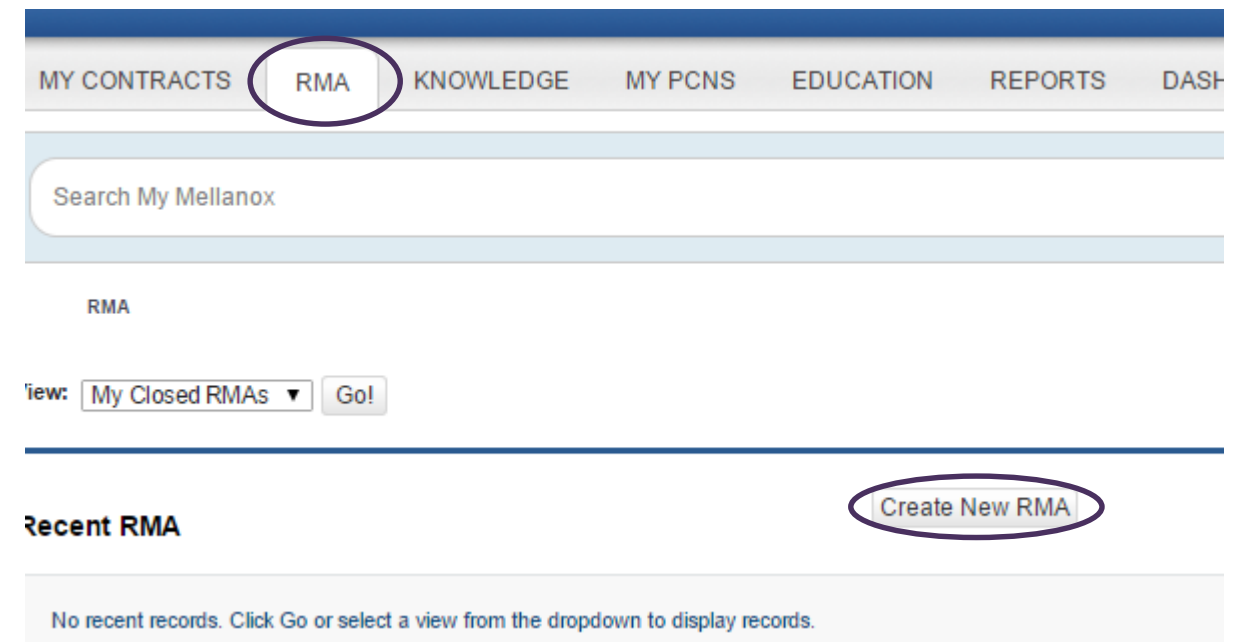
Return Material Authorization

- To return a faulty product, the customer must submit an RMA request. All required details in the RMA form must be filled-in accurately and completely. The RMA request can be submitted either via the public link: http://www.mellanox.com/page/rma_form, or via the [customer portal under RMA tab](#).

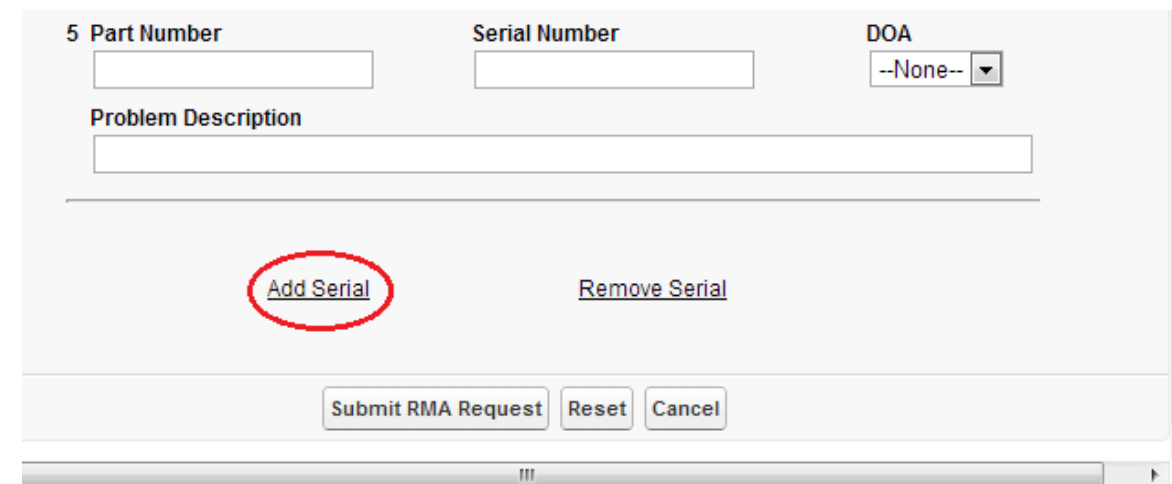
- Mellanox.com → Support/Education → RMA:



My Mellanox Customer Portal:



- The RMA form must be filled in accurately by the customer with the following details:
 - Contact info
 - Bill to address
 - Ship to address
 - S/N of each asset and PN
 - Troubleshooting steps performed issued observed should be described in the “description” field
 - DOA (YES/NO) – products are considered to be DOA if they fail within 90 days of the day of shipping.
 - By default, it is possible to submit up to 5 serial numbers. If there are more serials to be submitted, click on “Add serial”



The screenshot shows a web form for submitting an RMA request. It includes the following fields and controls:

- 5 Part Number**: A text input field.
- Serial Number**: A text input field.
- DOA**: A dropdown menu currently set to "--None--".
- Problem Description**: A large text area for describing the issue.
- Add Serial**: A button circled in red, used to add additional serial numbers.
- Remove Serial**: A button used to remove a serial number from the list.
- Submit RMA Request**, **Reset**, and **Cancel**: Action buttons at the bottom of the form.

- Customers can check the warranty status of their assets online at:
http://support.mellanox.com/SupportWeb/service_center/SerialCheck

- Fill in the serial number and submit to get the warranty details:

SupportWeb » Service Center » Check Your Service and Support Coverage

Check Your Service and Support Coverage

Review your warranty status and eligibility for support and extended coverage.

Enter your hardware serial number:

Serial Number

- Customers can find guidelines and troubleshooting steps at the [RMA page](#). It is highly recommended to troubleshoot the asset before submitting an RMA to save time, effort and redundant shipping procedure.

RMA Request Form

In order to return your product to Mellanox Technologies for repair or replacement you must first obtain an RMA, according to [Mellanox RMA](#) policy.

To check your Mellanox part serial number RMA coverage and review your warranty status and eligibility, click [here](#).

To save you time and the trouble of submitting a redundant RMA Request, we kindly ask that you first review the recommended troubleshooting checklist [here](#).

Mellanox Diagnostic Tools

- Mellanox Support Tool Kit (MSTK) is a tool package which can be downloaded as one (MSTK Full Package), or parts of it (Host Tools, Windows Tools, etc.), and it contains diagnostic tools developed by Mellanox.
- The tools are available at [Mellanox Customer Support Portal](#) → Software → Support Tool Kits



Support Tool Kits



WebEX

Remote Session Support

■ Using WebEX

- Customers may decide to allow Mellanox Support engineers to remotely connect to the customer's applications in order to debug, troubleshoot and fix issues.
- The customer can choose what applications to share with the support

■ When is WebEX used?

- To observe the issue before attempting to replicate the problem
- To verify that the solution works
- Whenever it is the most effective and efficient troubleshooting method
- Per customer's request
- When proactive support is needed

■ Why using WebEX?

- Resolution time is reduced – resolve issues faster
- Less SRs are re-opened and less likely to be escalated
- Less back and forth correspondences between the customer and the support



Thank You