Brocade® Storage Networking
Technical Support Reference Card

At Brocade, a Broadcom company, we are dedicated to delivering responsive, flexible, and highly organized support to ensure your success.

Getting Started with Brocade Support

If you have purchased Brocade Direct Support or Brocade Supplemental Support:

- To register today to take full advantage of your Brocade Support plan, visit the Broadcom Support Portal at https://support.broadcom.com/web/ecx/registration.
- Once registered, you can use Brocade Technical Support resources for product support, live assistance from Brocade Technical Support engineers, and more.

If you have purchased Brocade product support from a Brocade OEM:

- For product support and questions regarding service levels and response times, contact your authorized OEM. OEMs are trained and certified to support Brocade products.
- If you have Brocade Supplemental Support, you can contact Brocade Technical Support for direct access to expertise. Brocade Supplemental Support is an option for Brocade Premier Support customers to augment their existing OEM support contract.

Brocade Technical Support Features

Live assistance from a Brocade Technical Support engineer:

- Brocade Technical Support engineers have 24×7×365 access to all Brocade technical engineering resources.
- Brocade Technical Support engineers have access to multiple Brocade test laboratories, which include extensive equipment and networking environments, as well as qualified OEMs to assist with issue replication and troubleshooting.

24×7×365 access to online support tools, with the ability to:

- Solve known issues using the Brocade knowledge base.
- Create, view, and update support cases in the Broadcom Support Portal on the Brocade Products tile.
- Ensure delivery of the right part, to the right place, at the right time for defective hardware replacement.
- Download software, manuals, and release notes for your equipment.

Visit https://www.broadcom.com/support/fibre-channel-networking for additional resources and documentation.

Brocade Essential Support:

Brocade Essential Support provides software and hardware support to customers with Brocade equipment. Brocade Essential Support includes 24×7 access to the Brocade Technical Assistance Center (phone and web), Brocade's online case management, software-FOS, SANnav, ASC-G, knowledge base, documentation, education, unique customer dashboard, Brocade Support Link reporting, and online self-service tools. It also provides the following hardware replacement service-level agreement (SLA) options:

- 4-Hour Onsite (4OS)
- 4-Hour Parts (4P)
- Next-Business-Day Onsite (NDO)
- Next-Business-Day Parts (NDP)
- Software Technical Support, 24×7 Access (SW)
- Brocade Support Link

Brocade Premier Support:

Brocade Premier Support is the highest level of support offered by Broadcom. It includes all the offerings of Brocade Essential Support in addition to a Support Account Manager (SAM), a Premier account profile, customer support reviews and customer operational reviews, use of Proactive Change Reviews, priority access to Brocade Technical Support expertise (TAC) and accelerated escalation management. Together with Brocade Support Link, Premier Support provides a fully proactive support experience for the Customers that qualify for this level of support.

For more details, visit https://www.broadcom.com/support/fibre-channel-networking/direct-support.

Access to Support Documentation and Downloads for Brocade Products

- For detailed instructions on how to find Brocade content on the web, visit https://docs.broadcom.com/docs/locating-brocade-content.
- For information about product end of life, warranties, and additional documentation, visit https://www.broadcom.com/support/fibre-channel-networking/support-documentation.
- You must be register and login for the following:
  - To download software, visit https://support.broadcom.com/group/ecx/downloads.
  - For the Broadcom Licensing Portal, visit https://support.broadcom.com/group/licensing-portal/home.

How to Access Support for Brocade Products

Brocade Technical Assistance Centers are available around the clock and around the world.

Phone:

- For local and international numbers, visit https://www.broadcom.com/support/fibre-channel-networking/contact-brocade-support.

Online help and technical information:

- Visit support at https://support.broadcom.com/ for a variety of information and self-service resources, including case management and the Brocade knowledge base under the Brocade Products tile.
- For general questions regarding registration, login, contact the Broadcom Support Portal team at bsn-webcustomercare@broadcom.com.

Brocade Technical Assistance Centers:

- U.S.: San Jose, CA; Broomfield, CO
- Europe: London, U.K.
- China: Shanghai

To help expedite service, please have the following information available:

- Descriptions of all the problem symptoms
- Product identification including the serial number or network/system ID
- Details about whether the Brocade product has been installed and is operating in a production environment
- The types and vendors of hosts/servers, storage, and host bus adapters (HBAs) as well as the firmware/operating system versions and driver versions for hosts
- A complete list of hosts and storage types
- Access to the product and technical knowledge of SAN products
- The severity of the issue

Severity definitions:

- **Critical (S1):** Your environment is down, or performance is severely impacted due to but not limited to data loss or data corruption.
- **High (S2):** The network is severely impaired or unavailable. You can still address other related issues, but a valid workaround is not yet available.
- **Medium (S3):** A system or product function might have failed, but workflow is not impacted at the systems level.
- **Low (S4):** The issue is non-critical, and resolution within the next maintenance cycle or major release is adequate.

Return materials authorization:

Requests for Return Materials Authorization (RMA) can be submitted online through the Broadcom Support Portal or by calling the Brocade TAC.

Be prepared to provide the following:

- Customers must have physical access to the product and provide requested troubleshooting information to help identify the Field Replaceable Unit (FRU) for the RMA
- Repair problem/upgrade reason
- Unit serial number and unit part number
- Return address for reshipment
- Customs document requirement
- Commercial invoice content requirement

Brocade Technical Assistance Center Escalation Procedures

OEM customers:

Contact your OEM for all escalations.

Brocade Premier Support customers:

Contact your Brocade SAM to obtain the Premier Support hotline and for all escalations.

Brocade Essential Support customers:

Issues should be escalated under the following circumstances:

- A problem is critical to your business operations, such as Severity 1/Critical or Severity 2/High.
- You require a higher level of attention from Brocade Technical Support.
- The problem is not resolved within your required time frame.

For escalation support:

- Call Brocade Technical Support using a phone number listed at https://www.broadcom.com/support/fibre-channel-networking/contact-brocade-support.
- Make sure that you have the case number available for reference.
- Ask to speak to the duty manager. The support engineer will locate the duty manager and connect your call.
- After making contact with support management personnel, work with them to resolve the issue.

Brocade Product Warranty

The Brocade standard limited hardware warranty includes a 30-day parts turnaround. To receive expedited hardware turnaround times of less than 30 days, customers are encouraged to purchase a Brocade Technical Support contract. Brocade warranty terms can be found at https://www.broadcom.com/support/warranty/fibre-channel-networking.

Broadcom Support Portal and Support Registration

Registering on the Broadcom Support Portal:

To register as a new user, visit https://support.broadcom.com/web/ecx/registration.

Enter your serial number with a valid Brocade Technical Support contract to register.

Registering for Case Management:

To register as a new user, visit https://support.broadcom.com/web/ecx/registration.

Enter your serial number with a valid Brocade Technical Support contract and receive access to Case Management within one business day.

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