

Brocade[®] Technical Assistance Center Frequently Asked Questions

Introduction

Brocade, a Broadcom company, provides state-of-the-art support through its Technical Assistance Center (TAC). The Brocade[®] TAC provides a single support contact for storage area network (SAN) products purchased through Brocade or Brocade OEM partners. Organizations that face the challenges of maintaining large or complex networking environments can gain immediate access to Brocade expertise and resources to accelerate problem resolution, increase uptime, and improve overall efficiency.

For more information about the Brocade Technical Assistance Center, visit:

<https://www.broadcom.com/support/fibre-channel-networking/>

General Questions and Answers

Q: What levels of Brocade Direct Support are offered?

A. Brocade offers a comprehensive support portfolio with different levels to meet customer needs:

- **Essential** – Brocade Essential Support provides software and hardware support to customers with Brocade products. Essential Support includes 24×7 access to the Brocade TAC (available through the phone and the web), software updates, online self-service tools, and several hardware replacement service-level agreements (SLAs) options to fit unique customer requirements. Essential Support Customers also qualify for Brocade Support Link.
 - Designated Support Account Manager (SAM) providing customer specific operational reviews, support reviews, proactive change reviews, best practices, and detailed reporting
 - Priority Brocade TAC access
 - Brocade Support Link
 - Full Access to the Broadcom Support Portal for the following benefits:
 - Online case management
 - Brocade Fabric OS[®] (FOS) software, SANnav[™] Management Portal software, and ASC Gateway (ASC-G) software
 - Knowledge base
 - Documentation
 - Education
 - Unique customer dashboard
 - Software support (SW) license portal access
 - Brocade Support Link Reporting
- **Premier** – 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 SAM.

Brocade SAMs are storage area network professionals assigned to your environment. The SAM serves as the focal point for all Brocade Technical Support activities including any Brocade operational events. Brocade SAMs coordinate activities between the customer and Brocade Technical Support engineers, streamlining communication and accelerating problem resolution along with coordinating all Customer Initiatives such as Brocade hardware Implementations, SW upgrades, migrations, configuration changes, and best practice alignment. Brocade Premier Support when paired with Brocade Support Link provides an industry leading experience for our customers that includes the following benefits:

- Designated SAM providing customer specific operational reviews, support reviews, proactive change reviews, best practices, and detailed reporting
- Priority Brocade TAC access
- Brocade Support Link
- Full access to the Broadcom Support Portal with access to the following services:
 - Online case management
 - Software – FOS, SANnav, and ASC-G
 - Knowledge base
 - Documentation
 - Education
 - Unique customer dashboard
 - SW license portal access
 - Brocade Support Link reporting
 - All essential support features

Q. Where is Brocade Technical Support available?

A. Brocade Technical Support is available in many locations worldwide. For more information on the level of technical support available in a specific location, contact your sales representative or gs.maintcontracts@broadcom.com.

Q. How do I register my products covered by a Brocade Technical Support contract?

A. Brocade Technical Support customers can register their equipment through the Broadcom Support Portal at <https://support.broadcom.com/web/ecx/registration>.

Q. What numbers should I call to obtain support?

A. For technical issues, customers can contact Brocade Technical Support 24 hours a day, 365 days a year. Toll-free numbers are available in many countries. For more details, visit <https://www.broadcom.com/support/fibre-channel-networking/contact-brocade-support>.

Brocade Direct Support

Q. What is the value of Brocade Essential Support?

A. Brocade Essential Support provides the following benefits:

- A single point of contact for all Brocade hardware and software support activities
- Direct access to Brocade Technical Support resources and expertise 24x7
- Unlimited access to online self-service tools in the Broadcom Support Portal
- Reduced costs associated with downtime
- Greater operational efficiency and lower overall support costs
- A variety of hardware and software SLAs to meet customer needs
- Free access to Brocade Support Link

Q. What hardware components are covered under Brocade Direct Support?

A. All components shipped with the chassis are covered under a valid Brocade Direct Support contract. The following are the common hardware items that are supported under this contract:

- Chassis/switch
- Line cards
- Optics and LEDs
- Management and switch fabric modules
- AC power supply
- Exhaust and power supply fans

Q. What are the onsite responsibilities of Brocade and the customer?

A. Brocade Direct Support offers service levels that include an onsite option. If customers purchase one of these service levels, Brocade provides a field engineer to install advanced hardware replacement onsite.

Brocade has the following responsibilities:

- Physically removing/replacing the defective product
- Re-attaching data cables and applying power
- Ensuring that the device passes a self-test
- Packaging the defective equipment for return

NOTE: The last two statements above require the field engineer to have the ability to speak directly with the Brocade TAC, who will provide remote assistance to the customer's location.

Customers have the following responsibilities with assistance from the Brocade TAC as required:

- Restoring the device configuration (including the IP address)
- Ensuring network connectivity

Be prepared to provide the following items:

- 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 and site contact details
- Customs document requirement
- Commercial invoice content requirement

Q. What are the Brocade Direct Support SLAs?

A. Brocade Direct Support provides a choice of options and SLAs. The following chart summarizes the available SLA options.

SLAs	Technical Assistance Center	Broadcom Support Portal: Online Self-Service, Knowledge Base, and Case Management	Software Updates and Downloads
4-Hour ^{a,b} Onsite (4OS)	24x7 access	Full access	FOS, SANnav, and Brocade Support Link for entitled devices
4-Hour ^{a,b} Parts (4P)			
Next Business Day ^{a,b,c} Onsite (NDO)			
Next Business Day ^{a,b,c} Parts (NDP)			
Software Support (SW)			

- a. Subject to the customer providing Brocade with a description of the repair problem, part number, serial number, and return address. To determine if your specific location is within the required distance for a 4-hour or next-business-day response, please contact your sales rep.
- b. Additional limitations and/or restrictions may apply. Hardware delivery times are based on a single-point-of-failure incident. Delivery times for failures, including but not limited to nonstandard/variable configuration unit replacements, oversized/heavy-weight items, or nonsingle-point failures, may fall outside the posted SLA. Nonmechanical supplies and accessories (for example, sheet metal, rack mounts, and hinges) are excluded from the delivery SLA. Software version levels on replacement hardware may require an upgrade or downgrade based on your current operating environment.
- c. Next-business-day delivery is available when Brocade determines that a replacement is required by 2:00 p.m. local time and the customer distance from the nearest parts distribution center is within the commercial carrier's standard next-business-day delivery area (some restrictions may apply). If the customer location is outside the commercial carrier's next-business-day delivery area, parts will ship the same or next day (2:00 p.m. local time cutoff for same-day shipping; some restrictions may apply). Delivery times may vary due to customs and local regulations, which are outside Brocade control. Customers may be responsible for importation costs, brokerage fees, import duties, and taxes. Next-business-day delivery is not available on selected holidays.

Brocade Premier Support

Q. What are the benefits of Brocade Premier Support?

A. In addition to all the features included in Brocade Essential Support, Brocade Premier Support includes a Brocade SAM. Brocade SAMs are storage area network professionals assigned to your environment. The SAM serves as the focal point for all Brocade Technical Support activities including any Brocade operational events. Brocade SAMs coordinate activities between the customer and Brocade Technical Support engineers, streamlining communication and accelerating problem resolution along with coordinating all customer Initiatives such as Brocade hardware implementations, SW upgrades, migrations, configuration changes, and best practice alignment. Brocade Premier Support when paired with Brocade Support Link provides an industry leading experience for our customers.

Q. What are the responsibilities of a Brocade SAM?**A.** The Brocade SAM is included in a Brocade Premier Support agreement and is responsible for the following tasks:

- Acting as a Brocade Technical Support focal point for key customer projects such as migrations and implementation along with working through any events that are triggered within the Brocade infrastructure.
- Creating and maintaining a Brocade Premier Support account profile that details information about a customer's environment.
- Coordinating firmware upgrades and Proactive Change Reviews.
- Proactively communicating technical tips, best practices, white papers, and other information.
- Conducting both Customer Operational Reviews and Customer Support Reviews.
- Implementing Brocade Support Link – Free for all Premier Support customers

Q. What is the benefit of having *priority access* to the Brocade Technical Assistance Center?**A.** Brocade Premier Support customers receive higher prioritization when they submit cases to Brocade Technical Support, regardless of whether a case is created by telephone or online using case management. Cases created by Brocade Premier Support customers bypass the support queue and move to the front of the line for more immediate problem resolution.**Q. What is the Brocade Proactive Change Review process?****A.** As part of its Brocade Premier Support offering, Brocade will review and track all scheduled activities to ensure that the most current and correct information is used to help the customer conduct proper change activities. By ensuring that all activities are reviewed, the Brocade Proactive Change Review optimizes customer readiness and success. Activity review includes a high-level technical and procedural review for the scope of the activity. Activities covered by this process include, but are not limited to:

- FOS upgrades
- Feature additions
- License changes
- New product installations
- Implementing best practices
- Release notes and Technical Support Bulletin (TSB) assessments

Q. What is automated fault management and proactive device monitoring?**A.** Utilizing a secure virtual private network infrastructure to conduct fault management and proactive monitoring, Brocade Technical Support Engineers can view customers' Brocade network devices and proactively identify problems before their networks are impacted. Automated fault management and device monitoring provide proactive responses to traps and alerts sent from network devices. The Brocade SAM will receive these alerts and work with customers to address potential problems. If an issue is identified, tight integration with Brocade Technical Support expedites the creation of cases and reduces time to resolution. Together, automated fault management and proactive device monitoring can reduce network downtime by as much as one hour per event.

Q. What is a Customer Support review?

A. Brocade SAMs conduct Customer Support Reviews to communicate the overall status of a customer's Brocade networking infrastructure and to discuss ways to improve uptime and operational efficiency. These reviews include the following information:

- Metrics, analysis, and status of the installed base and any reported Brocade TAC cases
- Recommendations based on previous events and best practices, specific to the customer environment
- Review of planned activities
- Collated customer reports and documentation
- Additional topics tailored to customers' needs

Support Add-Ons

Q. What is an Onsite Support Engineer (OSE)?

A. In today's business climate, IT organizations with growing and complex networking infrastructures often find themselves short on time and resources—making it difficult to meet the needs of the business while performing daily support and management activities. As increasing headcount is not always an option, this service includes a Brocade OSE, in addition to the services of a Brocade Premier Support agreement. Brocade OSEs work side by side with a customer's IT staff, providing onsite technical expertise to keep Brocade SAN environments running smoothly.

Brocade OSEs are senior technical professionals who have in-depth expertise and certifications in Brocade hardware and software products. As focused support contacts for all Brocade solutions, OSEs have their scope defined by Customer Requirements – typically design, testing, implementation/migration, configuration, and monitoring along with Maintenance Window Support. These engineers have direct access to vast Brocade resources and can leverage strategic Brocade partnerships to quickly troubleshoot and resolve issues in complex environments.

Brocade Supplemental Support

Q. What can I expect from a Brocade Supplemental Support plan?

A. Brocade Supplemental Support is for Brocade Premier Support customers. It is designed to augment existing support plans from Brocade OEM partners and Brocade solution providers by providing customers direct access to Brocade Technical Support resources on a 24×7 basis. At a minimum, Brocade Supplemental Support customers must have an existing support plan with a Brocade OEM partner or Brocade solution provider that covers their hardware.

If an issue arises involving a Brocade product, a customer must first contact the appropriate OEM partner or solution provider according to the existing support contract and must obtain a support ticket number. Next, the customer may contact Brocade directly to troubleshoot and fix the issue.

Q. What support level must I have to be eligible for Brocade Supplemental Support?

A. Brocade Supplemental Support is available for qualified customers in conjunction with our authorized OEM Support Partners. Please reach out to your Brocade Account Team for an overview and pricing.

Q. Is Brocade Supplemental Support available through Brocade OEM partners? What is the communication process and call flow for this arrangement?

A. Brocade Supplemental Support is offered by select Brocade OEM partners. In situations where an OEM resells Brocade Supplemental Support, Brocade Technical Support cooperatively works the case with the OEM partner and the end-user customer, coordinating all hardware and software fixes.

Q. With a Brocade Supplemental Support plan, does Brocade escalate calls to the Brocade OEM partner when a hardware issue is detected? Who closes the call?

A. If Brocade determines that a hardware issue exists and a part must be replaced, Brocade will refer the customer back to the OEM partner to have the issue fixed. The OEM partner will then manage the ticket to closure.

Broadcom Support Portal Online Self-Service Tools

Q. What is the Broadcom Support Portal?

A. Brocade Direct Support customers have access to the Broadcom Support Portal with access on their entitled hardware. The tools available include:

- Online case management
- Software – FOS, SANnav, and ASC-G
- Knowledge base
- Documentation
- Education
- Unique customer dashboard
- Software license portal access
- Brocade Support Link Reporting

Customers can learn more about the Broadcom Support Portal at <https://www.broadcom.com/support>.

Q. Who has access to the Broadcom Support Portal?

A. All customers and partners with a valid Brocade Technical Support contract have access to the Broadcom Support Portal.

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