BES-Switch

Support Services Access Guide

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Table of Contents

Chapter 1: Frequently Asked Questions 4
1.1 What is a BES-Switch? 4
1.2 Where can I find more information on BES-Switch Support and Documentation? 4
1.3 How can I buy a Support Contract? 4
1.4 How can I Renew my Support Contract? 4
1.5 How can I check the status of my current Support Contract? 5
1.6 How can I find information on the Port Licenses purchased on my switch? 5
1.7 What SLA (Service Level Agreement) of support is available in a given city/location? 5
1.8 How can I ask general questions to BES-Switch Support? 5
1.9 I have an issue, who should I contact and how? 5
1.10 How do I find the serial number of the switch? 7
1.11 What is the best way to raise the severity of an issue if it is critical? 7

Revision History 8
BES-Switch_SupportAccessGuide_v1.4; June, 2023 8
BES-Switch_SupportAccessGuide_v1.3; March, 2023 8
BES-Switch_SupportAccessGuide_v1.1; March, 2021 8
BES-Switch_SupportAccessGuide_v1.0; February, 2020 8

Chapter 1: Frequently Asked Questions

This document provides useful tips to access BES-Switch support.

1.1 What is a BES-Switch?

Ethernet Switches such as BES-53248, BES-53432 and so on are high capacity Ethernet Switch products targeted for Data Center Server and Storage Connectivity.

1.2 Where can I find more information on BES-Switch Support and Documentation?

Online: https://www.broadcom.com/support/bes-switch

Look for the “BES-Switch Support and Services User Guide” document. If you cannot locate it on the online site, ask for the document by contacting BES-Support@shyftservices.com. Provide the reason for requiring access to the document, part number and serial number of each switch that you are looking to get support for (if applicable), your name, title/position, company name, address and phone contact information. Every detail is needed to provide you the required help.

For Secure Customer Access for documentation and Ticket tracking support, use your username/password to access the following site:

https://sigtech.my.site.com/BESSwitch/s/login/

Contact BES-Support@shyftservices.com to get the username and password to this secure site and follow the provided instructions.

1.3 How can I buy a Support Contract?

Send a request to BroadcomBES@shyftservices.com, provide the part number and serial number of each switch that you are looking to buy a contract for, planned time frame of the purchase, your name, title/position, company name, address, and phone contact information. Without all the details we will not be able to provide you the required help.

1.4 How can I Renew my Support Contract?

Support renewals are managed by Broadcom’s strategic partner, Shyft Global Services (a division of TD Synnex). Shyft will notify the original reseller partner and/or end customer at least 90 days in advance of the expiration date and will quote the desired SLA and timeframe through an authorized reseller. All renewals must have a minimum of 12 months of support. All questions about renewals can be directed to BroadcomBES@shyftservices.com.

1.5 How can I check the status of my current Support Contract?

Please send a request to BES-Support@shyftservices.com, provide the part number and serial number of each switch that you are looking for contract information on, your name, position, address, and phone contact information.

1.6 How can I find information on the Port Licenses purchased on my switch?

Send a request to BES-Support@shyftservices.com, provide the serial number of each switch that you are looking for port license information on, your name, position, address, and phone contact information.

1.7 What SLA (Service Level Agreement) of support is available in a given city/location?

Send a request to BroadcomBES@shyftservices.com, provide number of switches in your location, high level details on network topology and other devices that the switch will be connected to, your name, position, address, and phone contact information.

1.8 How can I ask general questions to BES-Switch Support?

Send general questions to BroadcomBES@shyftservices.com, provide the part number and serial number (if applicable) of the switch, your name, position, address, and phone contact information.

1.9 I have an issue, who should I contact and how?

TAC (Technical Assistance Center) is open 24/7 for ticket creation. Customer Support Contract service level will dictate response times from the technical staff. For 8x5 agreements Technical Support will be in local time from 8:00am to 5:00pm, 5 day business week, but case creation can happen around the clock.

You have the following three ways of contacting support:

1. Submit a ticket to the secure Support portal: https://sigtech.my.site.com/BESSwitch/s/login/

   If you do not have an account in the portal, create a user account by sending email to BES-support@shyftservices.com following the provided instructions.

   Then login into the system to open a new support ticket providing the required information:

   - Product Serial Number (printed on the blue pullout tag on the portside of the switch)*
   - Severity: S1 to S5
   - Description of the Problem
   - Contact details: Who to follow up with, availability, contact info
   - Logs if available
2. Contact BES-Support@shyftservices.com and provide the following information:
   - Name
   - Company, Address

- Product Serial Number (printed on the blue pullout tag on the portside of the switch)*
- Severity: S1 to S5
- Description of the Problem
- Contact details: Who to follow up with, availability, contact info
- Logs if available

3. Call a number listed below or visit https://servicesbytechdata.force.com/BESSwitch to find the latest phone numbers to request service, and provide the following information:
   - Name
   - Company, Address
   - Product Serial Number (printed on the blue pullout tag on the portside of the switch)*
   - Severity: S1 to S5
   - Description of the Problem
   - Contact details: Who to follow up with, availability, contact info
   - Logs if available

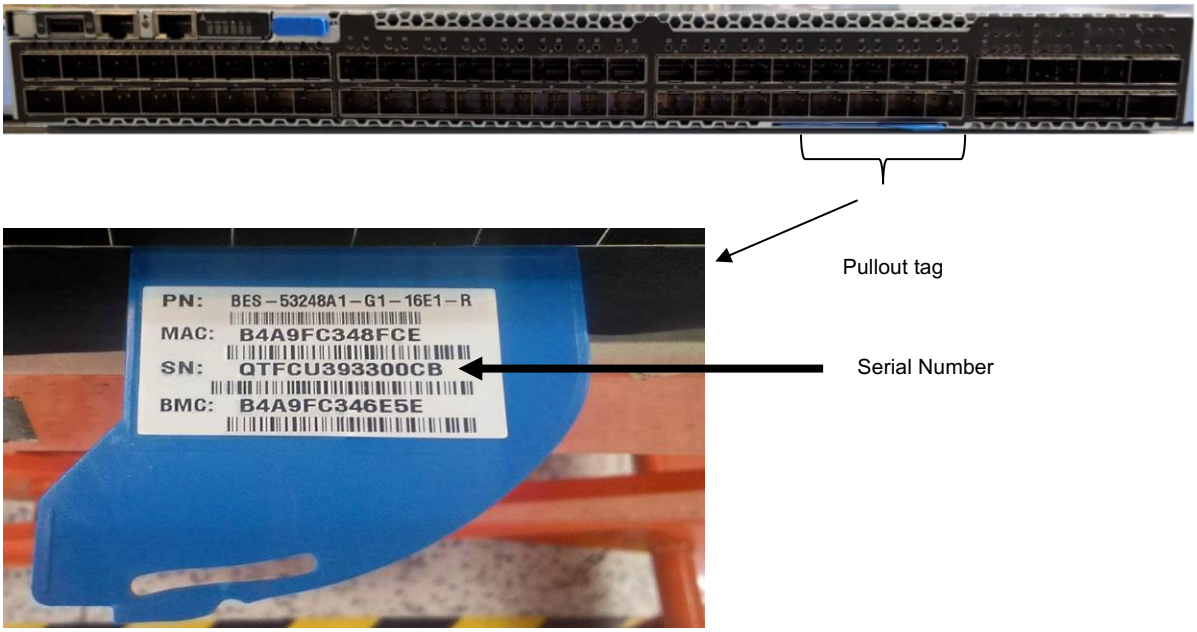
   Phone numbers (numbers may change from time to time, so please consult the online site https://servicesbytechdata.force.com/BESSwitch for the latest)

   - US and Canada: 1-800-736-7674
   - Global: +1-727-275-5509
   - Austria: +43-148801320
   - France: +33-164765260
   - Germany: +49-894 700 2940
   - Switzerland: +41 417991040
   - UK: +44 125686 4490
   - Korea: +82-2-2155-4000
   - China: +86-212-060-7222
   - Japan: +81-3-6407-2822

Language translation service is available for Japan, China and Korea. Upon calling the local number, the customer will be connected to a live translator who will facilitate language translation to and from the English speaking support personnel.

1.10 How do I find the serial number of the switch?

Printed on the blue pull-out tag on the portside of the switch, see picture below for example:



1.11 What is the best way to raise the severity of an issue if it is critical?

For escalations due to a change in severity (such as change of a case to S1) and related urgency, it is advisable to use phone support, as recommendations and case changes can be made immediately.

Revision History

BES-Switch_SupportAccessGuide_v1.4; June, 2023

Updated with new portal URL.

BES-Switch_SupportAccessGuide_v1.3; March, 2023

Updated with Shyft Global Services Information and branding.

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Updated with Support Renewal Information.

BES-Switch_SupportAccessGuide_v1.0; February, 2020

Initial document version.

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