Support flow and first point of contact

Nutanix support portal registration, opening a support case, and viewing existing cases
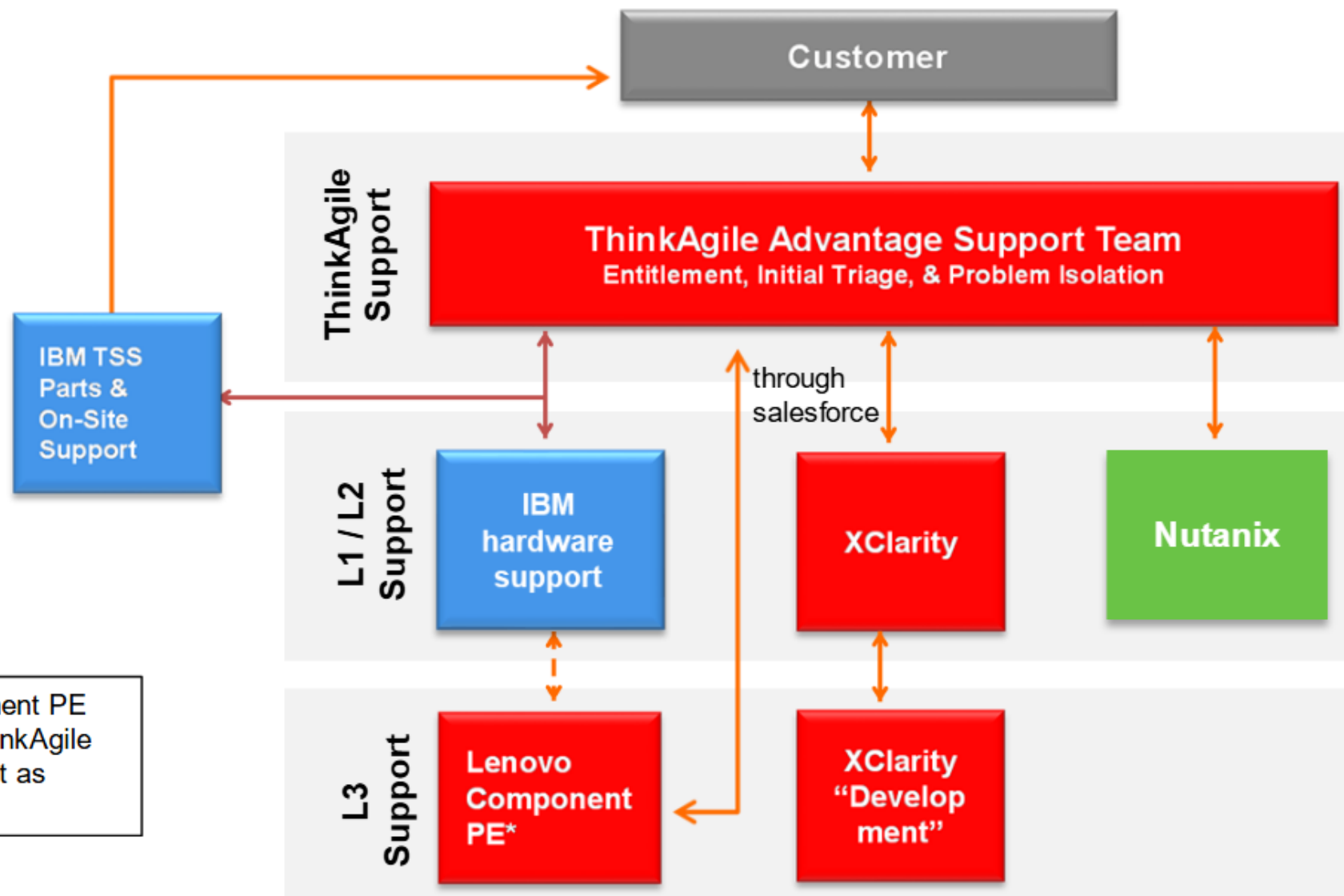
Lenovo

Hardware and software support

The HX Series is composed of hardware, Nutanix software, or LXCA. Therefore, system failures may be caused from either hardware or software. Here are some guidelines for Lenovo service personnel when handling calls and following up with customers:

- Lenovo L0/L1/L2 support (service by IBM) is the first contact for calls pertaining to ThinkAgile HX Series.
- The customer should provide the machine type and serial number of their Lenovo ThinkAgile HX Series to identify themselves as someone who is entitled to support.
- Lenovo L0/L1/L2 support (service by IBM) is the first point of contact to determine whether a case falls within the hardware of software category.
- If the issue is related to software, Lenovo L0/L1/L2 support (service by IBM) opens a case through Nutanix's Support Portal (http://portal.nutanix.com) or the support agent can call 1-855-688-2649 and select **option 3** for all issues. (International phone numbers are available at https://www.nutanix.com/support-services/product-support/support-phone-numbers)
- Lenovo L0/L1/L2 support (service by IBM) works the case Business As Usual (BAU) for hardware issues.
- If the problem is hardware in nature, the support agent follows the established procedures for further problem determination and isolation.
- Nutanix manages their own list of defects or issues.
- Nutanix hands off issues to Lenovo L0/L1/L2 support (service by IBM) when a reverse hand off is needed for hardware issues.
- The customer interface switchs to Nutanix once Nutanix gets involved in a case.
- Nutanix receives customer and shipment information from Lenovo. This information is used to create a customer account and the information is also used for the case management process.
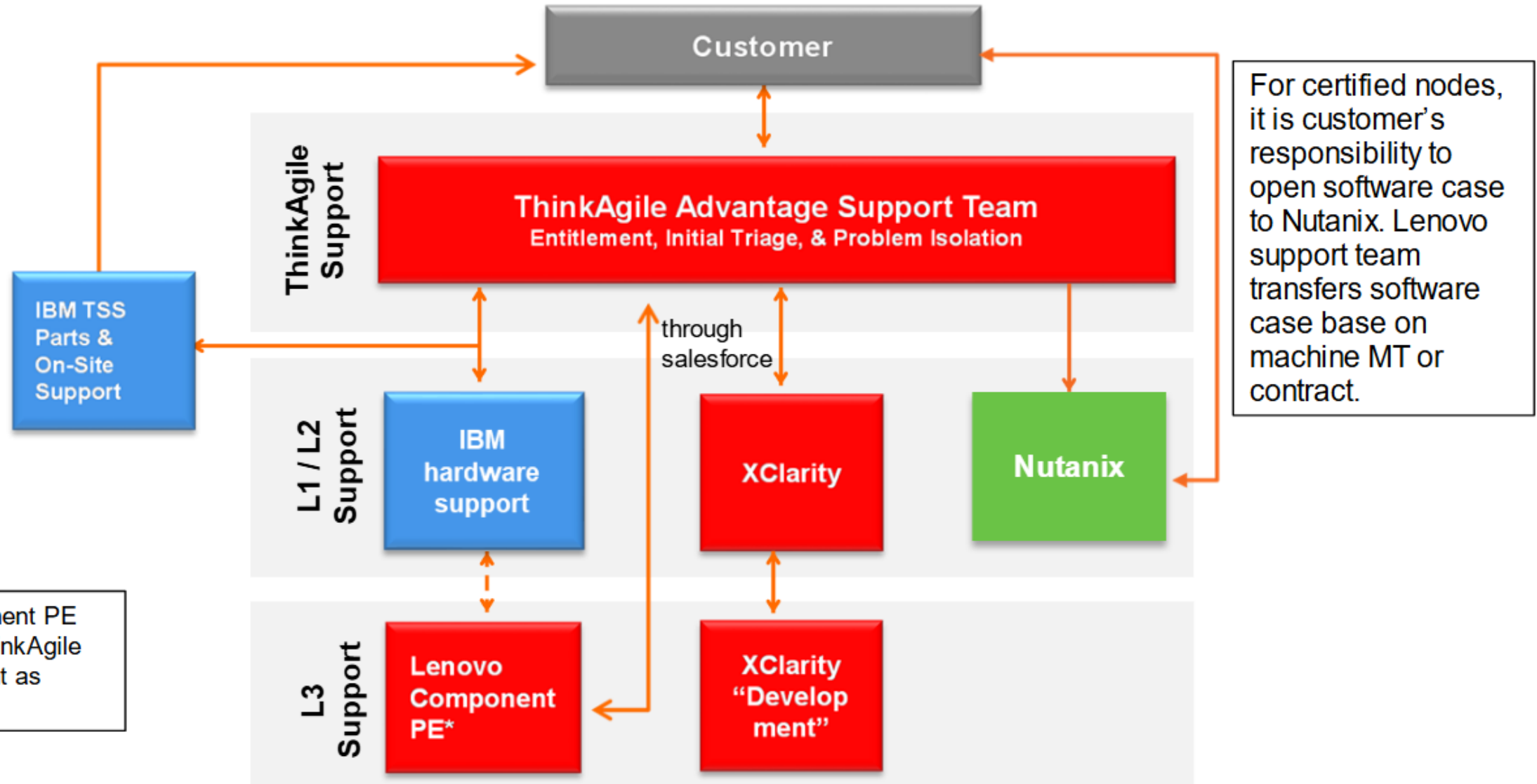
Note: If the issue comes from XClarity, customers should get XClarity support through the software support process either through the XClarity forum (free) or through fee-based XClarity support. Refer to the Lenovo XClarity support Web page for more details: https://support.lenovo.com/us/en/solutions/HT507079

ThinkAgile Advantage support flow on HX Series appliances

ThinkAgile Advantage support flow on HX Series certified nodes

Customer

For certified nodes, it is customer's responsibility to open software case to Nutanix. Lenovo support team transfers software case base on machine MT or contract.

ThinkAgile Support

ThinkAgile Advantage Support Team
Entitlement, Initial Triage, & Problem Isolation

IBM TSS Parts & On-Site Support

through salesforce

L1 / L2 Support

IBM hardware support

XClarity

Nutanix

*L3/Component PE engages ThinkAgile Development as needed

L3 Support

Lenovo Component PE*

XClarity "Development"

Lenovo

Nutanix support portal registration

Agents expecting to take support calls for HX Series must register as a user on the Nutanix Support Portal. This provides the agent with the capability to open software calls with Nutanix when a customer needs software support.

To create an account on Nutanix Support Portal, complete the following steps.

Click each step to see the procedure.

Step   **1** — **2** — **3** — **4** — **5** — **6**
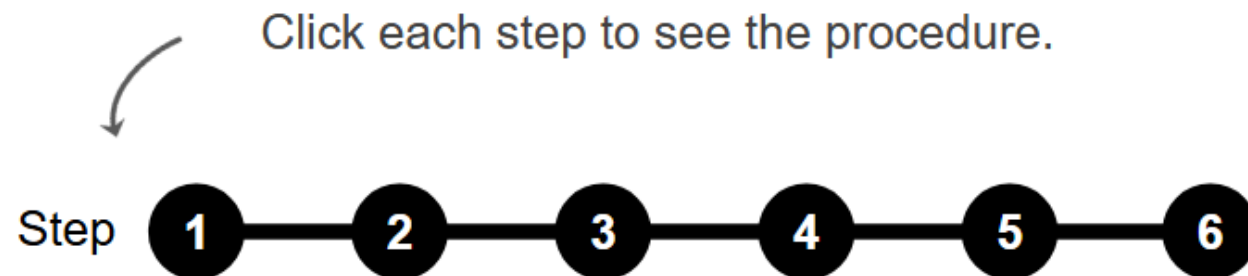
Nutanix support portal registration

Go to the Nutanix Support Portal and click the **Create account** link.

Step ① ── ② ── ③ ── ④ ── ⑤ ── ⑥
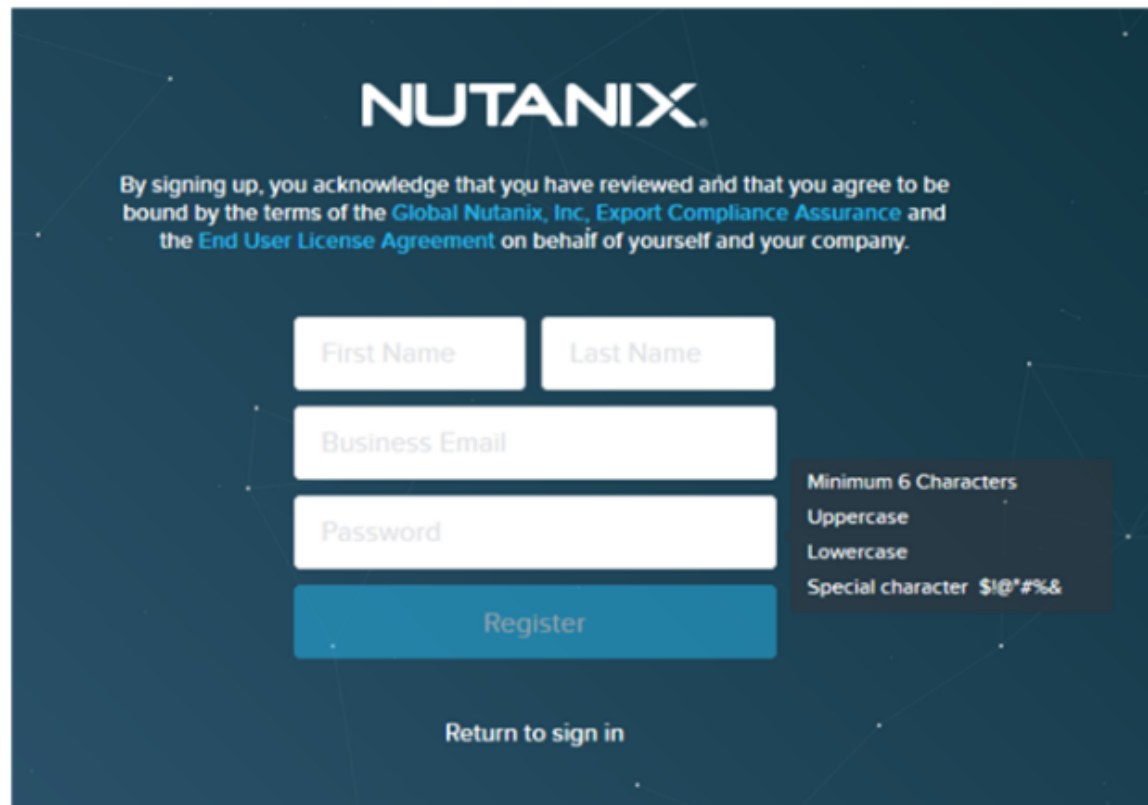
Nutanix support portal registration

The create account Web page displays. Fill in the necessary information and the user is guided through a series of steps to create and activate the personal portal account.

NUTANIX.

By signing up, you acknowledge that you have reviewed and that you agree to be bound by the terms of the Global Nutanix, Inc, Export Compliance Assurance and the End User License Agreement on behalf of yourself and your company.

First Name   Last Name

Business Email

Password

Minimum 6 Characters
Uppercase
Lowercase
Special character $!@*#%&

Register

Return to sign in

Step 1 2 3 4 5 6

Lenovo

Nutanix support portal registration

When the account is created, an e-mail notification is sent to the user. Click the hyperlink to activate the account. After the account is activated, the Support Portal page displays where the user can log back in with the e-mail address and password.
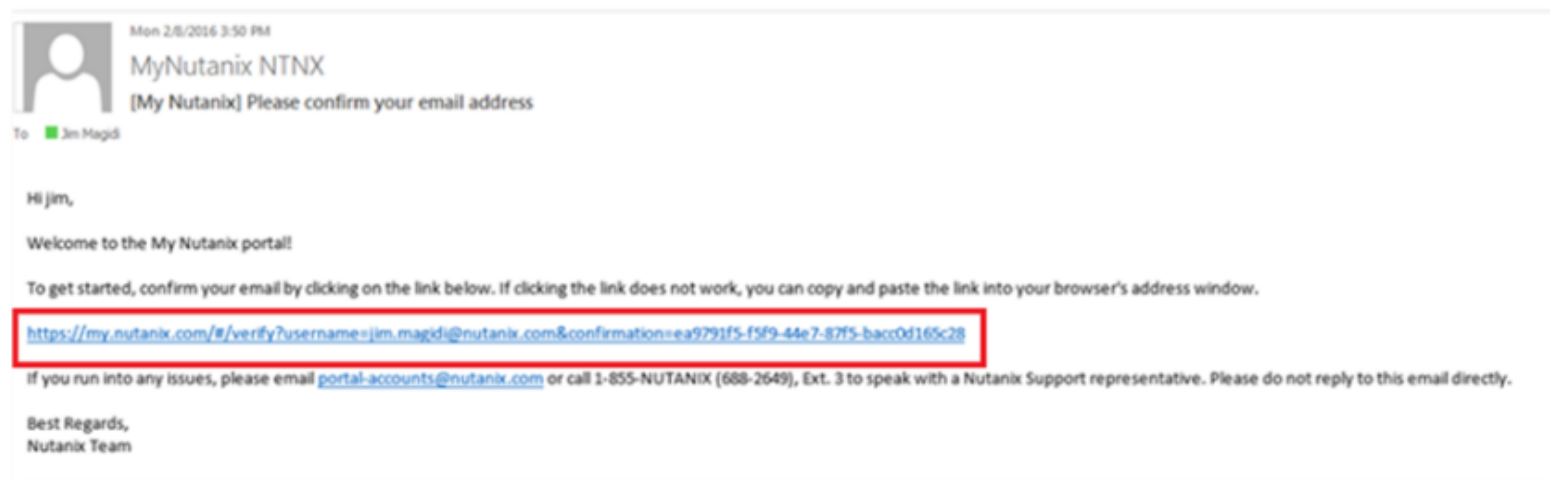

Step ① 1 ─ ② 2 ─ ③ 3 ─ ④ 4 ─ ⑤ 5 ─ ⑥ 6

Lenovo

Nutanix support portal registration

When the account is created, an e-mail notification is sent to the user. Click the hyperlink to activate the account. After the account is activated, the Support Portal page displays where the user can log back in with the e-mail address and password.
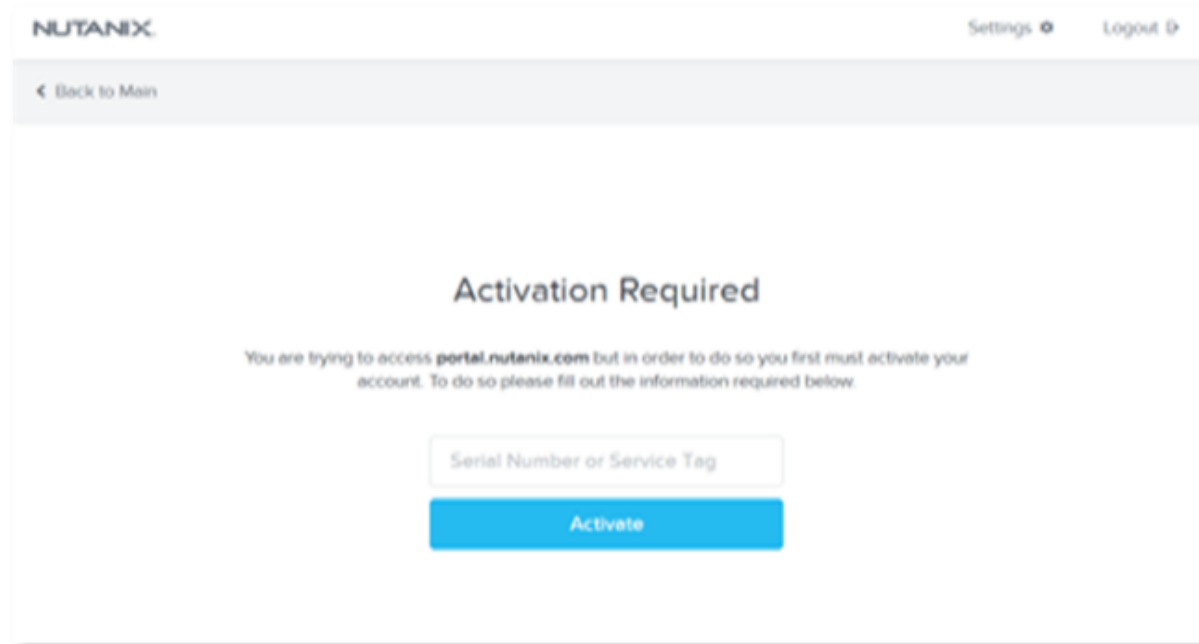

Step ① ── ② ── ③ ── ④ ── ⑤ ── ⑥

Lenovo

Nutanix support portal registration

The "Activation Required" page appears. Enter the activation code **LEN_IBM4Support** to activate the account.
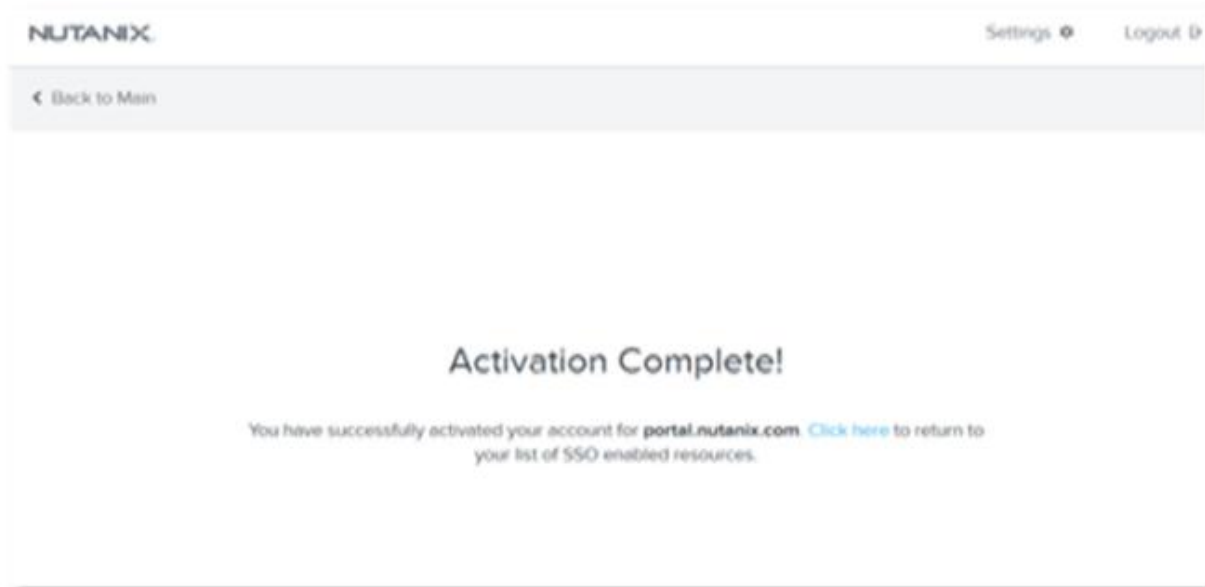

Step ①—②—③—④—⑤—⑥

Nutanix support portal registration

When the activation code is accepted, an activation completion notification is displayed on the screen. The user can log back in to the Support Portal.
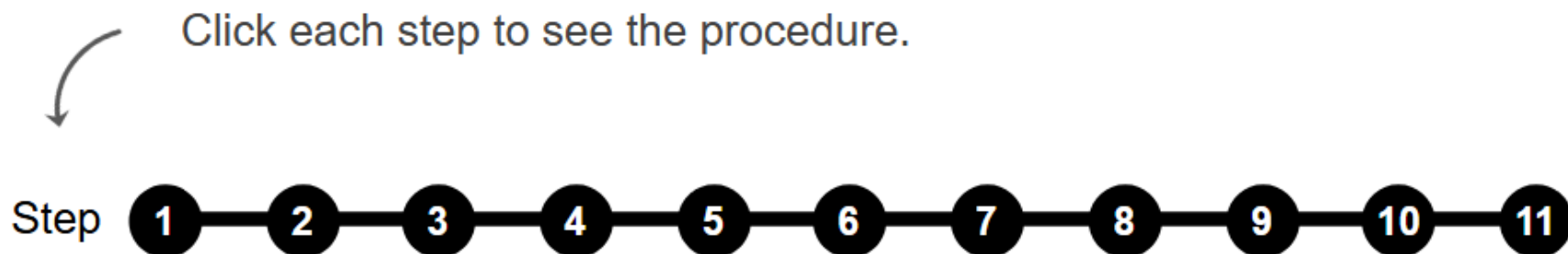

Step ①—②—③—④—⑤—⑥ 📄

Lenovo

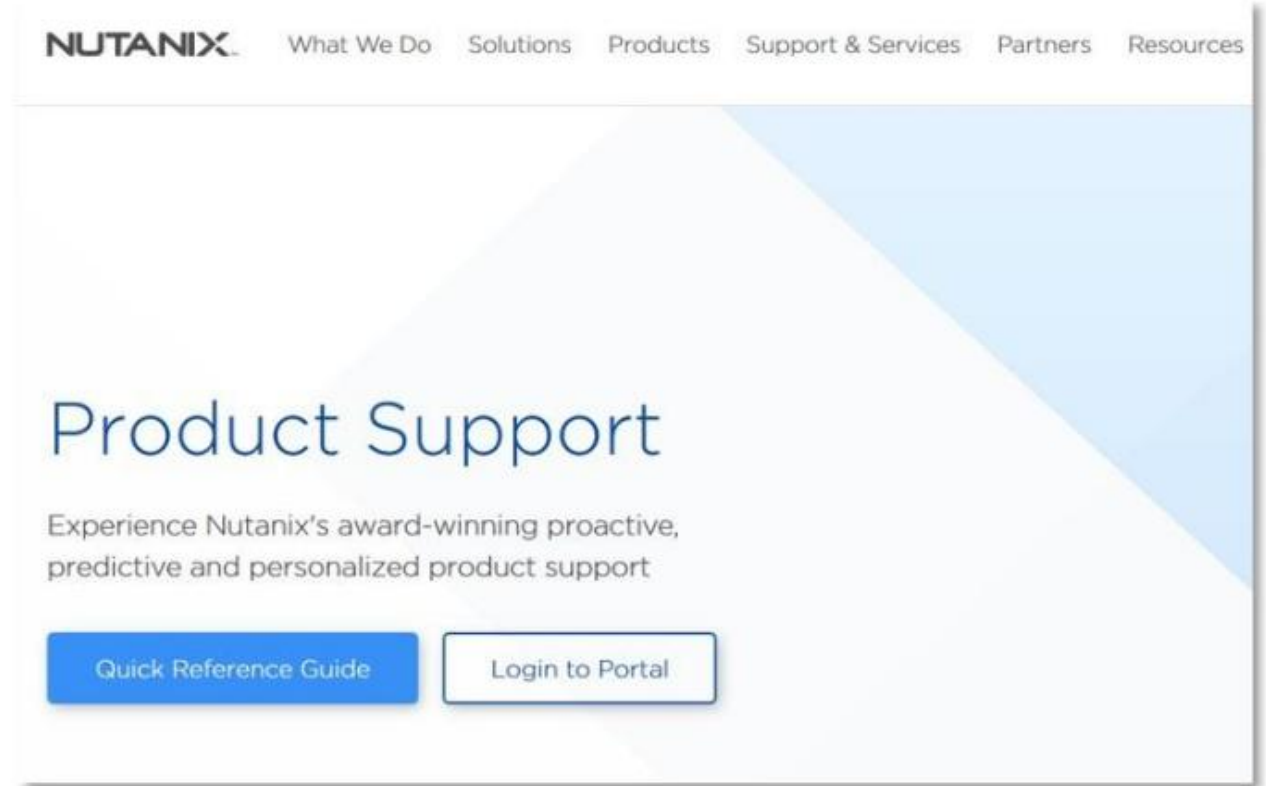# How to open a support case with Nutanix

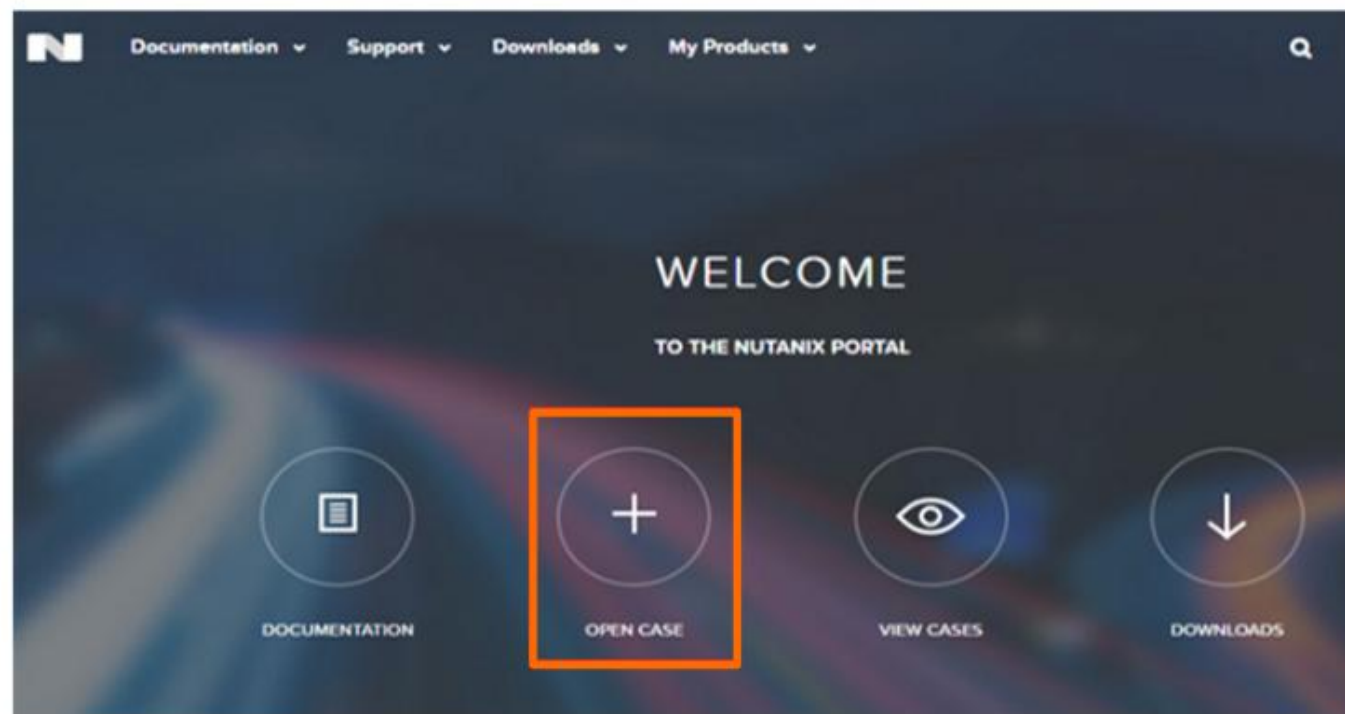To open a support case with Nutanix, complete the following steps:

Click each step to see the procedure.

Step **1** — **2** — **3** — **4** — **5** — **6** — **7** — **8** — **9** — **10** — **11**

Lenovo

How to open a support case with Nutanix

Log in to the Nutanix Support Portal.

NUTANIX.   What We Do   Solutions   Products   Support & Services   Partners   Resources

Product Support

Experience Nutanix's award-winning proactive,
predictive and personalized product support

Quick Reference Guide   Login to Portal

Step ①—②—③—④—⑤—⑥—⑦—⑧—⑨—⑩—⑪

Lenovo

How to open a support case with Nutanix
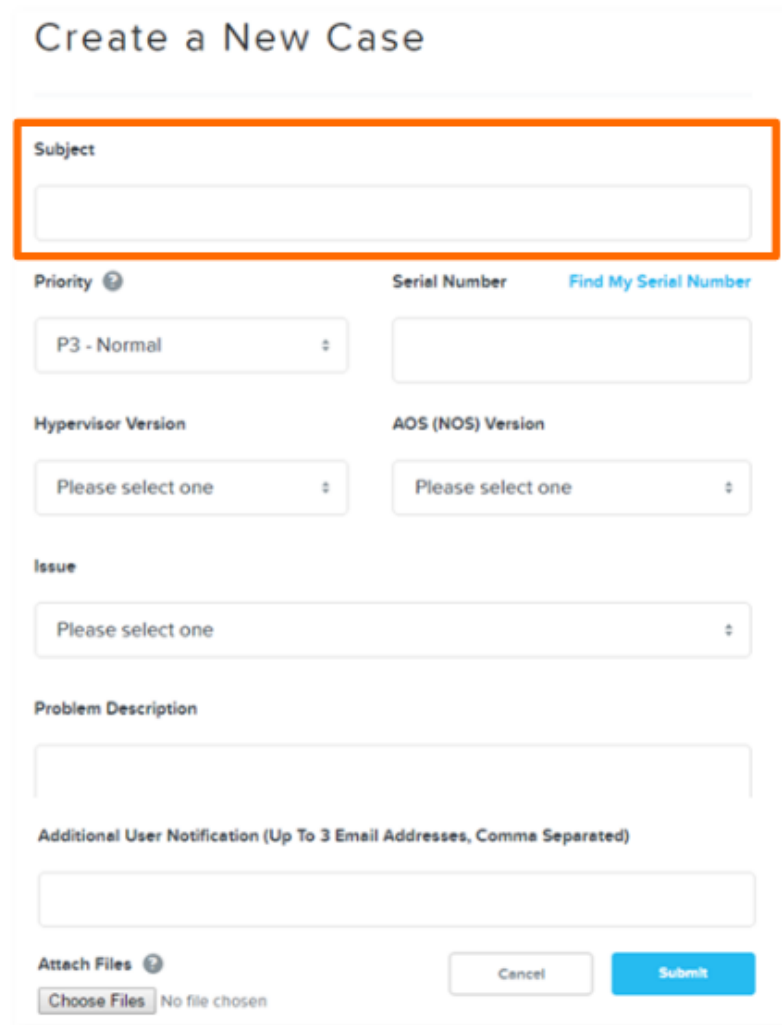
On the welcome page, select **Open Case**.

Step ①—②—③—④—⑤—⑥—⑦—⑧—⑨—⑩—⑪

How to open a support case with Nutanix

Create a New Case

Subject

Priority ⊘   **Serial Number**   **Find My Serial Number**

P3 - Normal ⇕

Hypervisor Version   **AOS (NOS) Version**

Please select one ⇕   Please select one ⇕

Issue

Please select one ⇕

Problem Description

Additional User Notification (Up To 3 Email Addresses, Comma Separated)

Attach Files ⊘   Cancel   Submit

Choose Files No file chosen

The Create a New Case page is displayed. In the Subject line, enter **Nutanix SW issue- HW case # xxxxxxxxx** if an HW case has been opened with Lenovo.

Step ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ ⑪

How to open a support case with Nutanix

Select the Priority level according to the customer's request.

Step 1 2 3 4 5 6 7 8 9 10 11

How to open a support case with Nutanix

Enter Serial number of the Lenovo HW device.

Create a New Case

Subject

Priority ⊘

P3 - Normal ⌄

Serial Number   Find My Serial Number

Hypervisor Version

Please select one ⌄

AOS (NOS) Version

Please select one ⌄

Issue

Please select one ⌄

Problem Description

Additional User Notification (Up To 3 Email Addresses, Comma Separated)

Attach Files ⊘

Choose Files No file chosen

Cancel   **Submit**

Step ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ ⑪

How to open a support case with Nutanix

For Hypervisor Version, select **NA** from the drop-down menu.

Create a New Case

Subject

Priority ❓

P3 - Normal ⬍

Serial Number   Find My Serial Number

Hypervisor Version

Please select one ⬍

AOS (NOS) Version

Please select one ⬍

Issue

Please select one ⬍

Problem Description

Additional User Notification (Up To 3 Email Addresses, Comma Separated)

Attach Files ❓

Choose Files | No file chosen

Cancel   **Submit**

Step ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ ⑪

Lenovo

How to open a support case with Nutanix

For the AOS (NOS) version, select **No NOS provided** from the drop-down menu.

Create a New Case

Subject

Priority ⊘

P3 - Normal ⬍

Serial Number   Find My Serial Number

Hypervisor Version

Please select one ⬍

AOS (NOS) Version

Please select one ⬍

Issue

Please select one ⬍

Problem Description

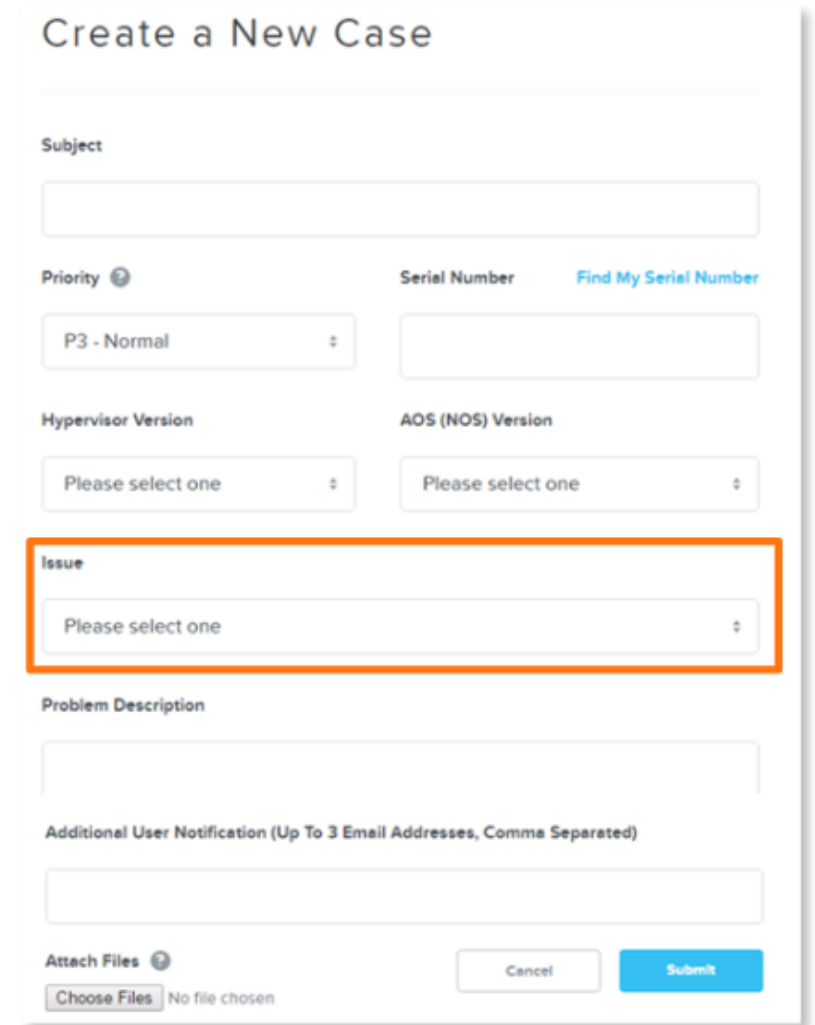Additional User Notification (Up To 3 Email Addresses, Comma Separated)

Attach Files ⊘   Cancel   Submit
Choose Files No file chosen

Step ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ ⑪

Lenovo

How to open a support case with Nutanix

In the Issue section, select **Technical Problem** from the drop-down menu.

Create a New Case

Subject

Priority ⃝

P3 - Normal ⇕

Serial Number   Find My Serial Number

Hypervisor Version

Please select one ⇕

AOS (NOS) Version

Please select one ⇕

Issue

Please select one ⇕

Problem Description

Additional User Notification (Up To 3 Email Addresses, Comma Separated)

Attach Files ⃝

Choose Files No file chosen

Cancel   Submit

Step 1 2 3 4 5 6 7 8 9 10 11

How to open a support case with Nutanix

In Problem Description section, enter detailed description of the problem itself, and enter any additional information required to communicate with Nutanix.

Step 1 2 3 4 5 6 7 8 9 10 11

How to open a support case with Nutanix

In the Additional User Notification section, up to three e-mail addresses, starting with the one for the customer to be contacted can be entered.

Create a New Case

Subject

Priority ❓

P3 - Normal ⬍

Serial Number   **Find My Serial Number**

Hypervisor Version

Please select one ⬍

AOS (NOS) Version

Please select one ⬍

Issue

Please select one ⬍

Problem Description

Additional User Notification (Up To 3 Email Addresses, Comma Separated)
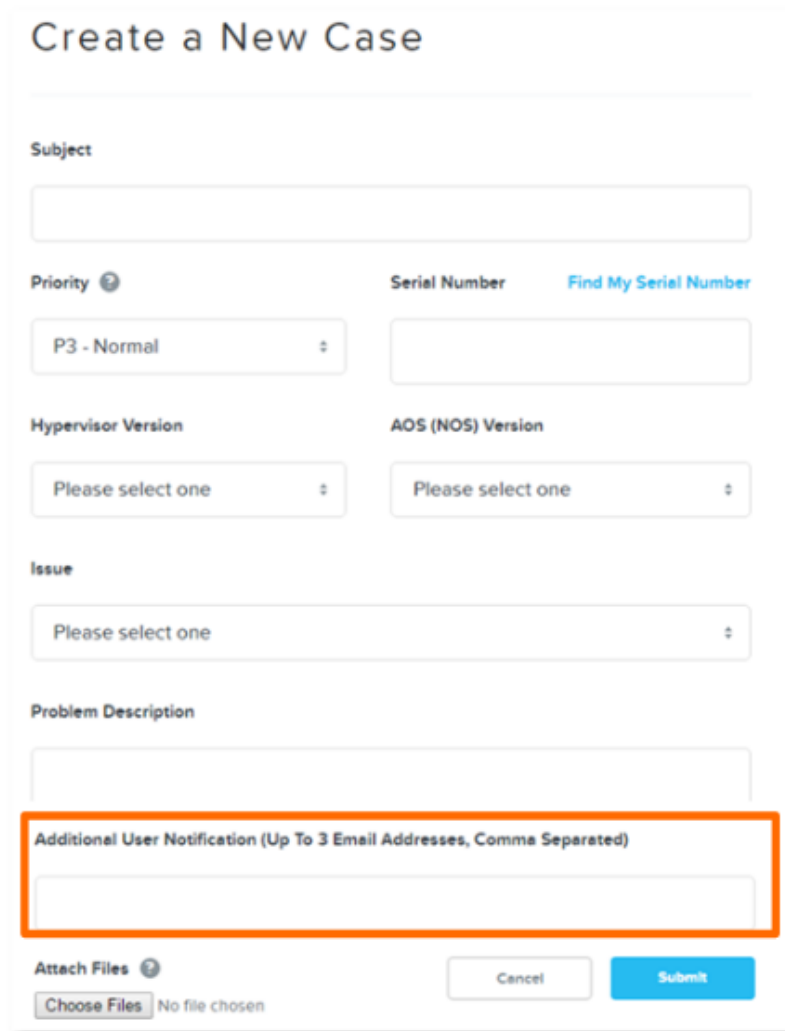
Attach Files ❓

Choose Files No file chosen

Cancel   **Submit**

Step ①—②—③—④—⑤—⑥—⑦—⑧—⑨—⑩—⑪

How to open a support case with Nutanix

Attaching a file or files is optional. After the sections are complete, click **Submit**.

Create a New Case

Subject

Priority ❓   **Serial Number**   **Find My Serial Number**

P3 - Normal ⇕

Hypervisor Version   **AOS (NOS) Version**

Please select one ⇕   Please select one ⇕

Issue

Please select one ⇕

Problem Description

Additional User Notification (Up To 3 Email Addresses, Comma Separated)

Attach Files ❓   Cancel   **Submit**

Choose Files | No file chosen

Step ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ ⑪

Lenovo

Viewing existing cases

As a support representative, there will be instances when the status of an existing case needs to be reviewed. Select **View Cases** when logging on to the Nutanix Support Portal, and the View Cases page is displayed. Users can filter by My Cases, Open Cases, or Closed Cases. Also, cases can filter by specific customers.