

Attention - Important Support Information!

Dear customer,

to optimize the support process for NUTANIX ENTERPRISE CLOUD on PRIMERGY appliances, we established a special Project ServiceDesk, which will be available from 8th of October 2018.

In order to ensure that there is no delay when you wish to open a call at this ServiceDesk, please note the following information and contact details.

■ Data required: Serial number Solution Identifier and Product Serial number

■ Please open a call with the serial number of the Solution Identifier, which starts with the following alphanumeric combinations:

- Example for a Serial number of the Solution Identifier: SWL0xxxxxx

■ Or, if you are able to assign the issue to a dedicated Server node, please mention the product serial number:

- Example for a Serial number of the PRIMERGY® Server: YM6Dxxxxxx

■ Contact information to open a call:

- via Internet Support Portal: <http://support.ts.fujitsu.com/IndexContact.asp>
- via E-Mail: Athena.service@uk.fujitsu.com
- via Phone number: +44 203 949 4388

■ Following information is needed to open a service ticket:

- Serial number of the Solution Identifier and the effected product,
- Name of customer contact,
- Telephone number,
- E-Mail-Address,
- For software issues, the version number and release level if known,
- Description of the error.
- In addition, for software issues the Priority of the error as per the Nutanix description of priority levels. Please see table below for priority classifications.
- For Nutanix software related issues, please run a Nutanix Cluster Check NCC, for more information on running NCC please visit: <https://portal.nutanix.com>

■ Nutanix Software support priority classification table:

Priority	Definition	Targeted Initial Response Level
P1	System is not available, and productivity has been halted. Product is unusable in its current state.	Within 1 hour (30 minutes for Mission Critical Support Program) ***P1 cases must be submitted by Telephone for this targeted initial response level.
P2	System is available but experiencing issues which have a direct impact on productivity. Major inconvenience.	Within 4 hours (2 hours for Mission Critical Support Program)
P3	System is having an occasional issue that has been identified as needing to be resolved, but the issue has not greatly affected productivity. Minor inconvenience.	By next business day (4 hours for Mission Critical Support Program)
P4	Questions about documentation, processes, or procedures. General requests about information.	By next two business days
RFE	Feature requests for the product which would improve the experience or functionality for the customer.	Within 2 weeks

Thank you very much

Yours sincerely

Fujitsu Support Team