Extreme networks

ADVANCE WITH US

GTAC User Guide

Introduction

This document provides you with links to Extreme Networks® case management, support processes, as well as methods of accessing our Global Technical Assistance Center (GTAC).

The GTAC provides 24x7x365 worldwide coverage. These centers provide answers to post-sales technical and network-related questions or issues.

To obtain the most recent version of this document and to stay up-to-date with our service policies, visit the Extreme Networks website here.

Getting Support

To provide you with the fastest resolution to a question or issue, please log into the Extreme Networks Support Portal.

You can request a Portal login username and password for support here.

From the main Portal page, you can do the following:

- Find assets and service contracts and coverage

- Create, track, update, and escalate Cases
- Request a Hardware Replacement (RMA)
- Access the software download area—in accordance with the products to which they are entitled under their support contract—by providing the Serial Number of the product or a contract Agreement Number
- Access release notes
- Access field notices and known product defects list
- Access the Knowledgebase and The Hub

Finding Assets and Contracts

It's important to ensure your assets are covered by a service contract. You can find your service contracts and assets by logging into the Extreme Portal and going to the Service Contracts Home page here and the Assets page here.

If the service contract has expired, please contact Service Sales.

Creating a Case

To create a case, enter your product serial number or software voucher ID or use your customer service contract agreement number.

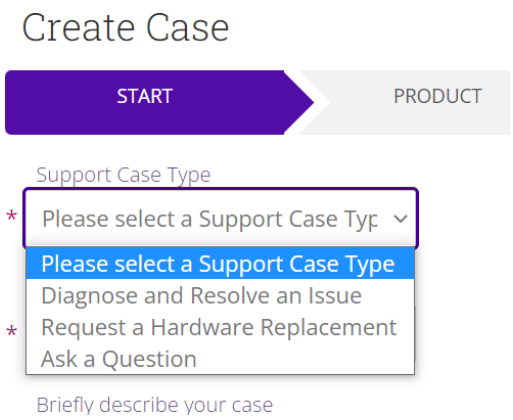
The GTAC will create a Case number and manage and track all aspects of the Case until it is resolved.

Using the Extreme Portal

To create a Case in the Extreme Portal as a registered user, follow these instructions. Be sure to complete the mandatory fields noted with a red asterisk.

Use the Search option at the top of the Extreme Portal page if you're having difficulty finding information.

If your hardware is faulty, you can request that it be replaced. If you are confident that the hardware is faulty, please select Request a Hardware Replacement instead of Diagnose and Resolve an Issue.



Be sure to include all of your troubleshooting steps and their results in the description of the problem.

Email

To create a case in email, follow these support email instructions on the Extreme Portal.

Phone Call

For most cases, you should be able to use the Extreme Portal for your support needs. *However, if you have an urgent situation, such as a network down or network impaired, call Extreme Networks GTAC.*

Find the correct number to contact here, based on your location.

Explain the technical details of the issue.

To help expedite the problem resolution process, have the following information available:

- Relevant show tech or show support data associated with your product
- Current network topology

Warranty

Find out if your product is covered under warranty here.

You can find most warranty questions answered in these documents:
Warranty Product Coverage
Warranty FAQ



NOTE

Warranty Notice: Extreme Networks reserves the right to modify the terms of the warranties offered with any product. Ask your Extreme Networks representative for the warranty terms that will apply to your Extreme Networks product.

Response Times

The priority ranking given to an open Case is defined in a guidelines chart in "Service Level Objective".

SERVICE LEVEL OBJECTIVE

Table 1: Service Level Objective Matrix

CASE PRIORITY	INITIAL RESPONSE TIME	RESTORE TIME (SOFTWARE FIX OR WORKAROUND)	STATUS UPDATE FREQUENCY
C1: Customer's network segment or management application is down or experiencing a consistent, measurable performance impact with no immediate resolution available.	First Available Engineer – Maximum 15 Minutes	4 Hours	Up to 4 Hours
C2: Customer's network is experiencing intermittent failure or degradation of network or management application.	1 Hour	1 Day	Daily
C3: Customer has issues that do not affect normal network or management application operation and/or questions concerning product function or use.	8 Hours	10 Days	5 Days
C4: Ask a question or for additional information.	Acknowledgement within 24 Hours	N/A	N/A



NOTE

*Status update time can be renegotiated when deemed appropriate and agreed upon by both Extreme Networks and the Customer/Partner.

If you do not believe that your support issue is being addressed to meet your business needs, use the Management Review button on the case within the Portal.

The matrix below shows the support communication timeframes and levels within Extreme.

Table 2: Support Communication Matrix

NOTIFICATION LEVELS	C1 - CRITICAL	C2 – HIGH PRIORITY	C3 – MEDIUM PRIORITY
Support Engineer	Immediate	Immediate	Immediate
GTAC Manager	Immediate	Immediate	10 Days
Director, Global Technical Services	Immediate	48 Hours	10 Days
Vice President, Global Technical Services	2 Hours	72 Hours	20 Days
Executive Management (CTO/EVP Eng)	4 Hours	None	None

Need a Return Materials Authorization?

Get all the details on how to request and process RMAs here.

Once you open an RMA, go here to find the Extreme Networks' RMA Depot address,

Downloading Software

Once you have access rights to download software, you can find your product and then download directly from the Portal here. You can find your download history by going to the Downloads home page.

Find additional details on the software download process here.

Licensing

License Home

To view your non-cloud licenses as well as to generate a license or upgrade a license, log into the Extreme Portal and go here to this licensing page.

Cloud License Home

To view your XIQ-related cloud licenses as well as to generate, transfer, or revoke a cloud license, log into the Extreme Portal and go here to this licensing page.

Resources

You can find comprehensive details of the Extreme Networks' services here in the Service Description Documents.

View all of the Extreme Policies here.