



# Cisco Solution Support

## Data Center Solutions

### Service Definition

August 2017

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## About This Document

Read this document to learn about how Cisco® Solution Support covers our data center solutions, including:

- Service overview
- What solutions and products are covered
- Customer requirements
- How the service works

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## Cisco Solution Support Overview

Cisco Solution Support is an essential element of your Cisco data center solution by helping you maintain its performance, reliability, and return on investment. This service delivers centralized support across the products in your solution ecosystem, so if an issue arises, simply contact us. Our team of solution experts is your primary point of contact and owns your case from first call to resolution. And because Cisco Solution Support resolves complex issues on average 43 percent more quickly than product support alone,<sup>1</sup> it's the right kind of support for your solution environment.

Cisco Solution Support helps you:

- **Innovate with confidence:** Adopt new technologies to grow your business. Our Cisco expert engineers are here to help you succeed.
- **Focus on your business:** We take the lead to manage technology issues so you can focus on your customers and business.
- **Resolve issues quickly:** You can get the most out of your technology with a technical service that solves solution-level issues faster than product support alone.

Features include:

- **Primary point of contact:** Our team of Cisco solution experts is accountable for resolving your issue no matter where it resides. You receive continuity of service from first call until you close your case.
- **Solution expertise:** Our deep knowledge about how the solution works as a whole means we can often resolve issues immediately, helping you get back to business sooner.
- **Product support team coordination:** Through our seamless collaboration with the Cisco TAC and strong relationships with solution partners, we effectively manage support to best resolve your issue.
- **Open door approach:** Initiate a case even if you're not sure you have an issue. There's no need to diagnose your problem before contacting our solution experts.
- **One service, broad coverage:** You get both solution-level support and Cisco product support in one service that's easy to order and renew. Use the same familiar ordering process you use to buy Cisco product support.

<sup>1</sup> 2016 internal Cisco study.

## Eligible Cisco Data Center Solutions and Engineer Expertise

Cisco Solution Support engineer teams are experts in Cisco Validated Designs, reference architectures, and best practices for the eligible Cisco data center solutions listed here. They have deep expertise in

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Cisco products, and understand how our products and those of our solution partners work together in your deployment. Click the solution name to see its unique list of products eligible for support.

### [Data Center Solutions](#) (general data center configurations)

FlashStack

FlexPod

Cisco OpenStack solutions

Cisco SAP HANA solutions

SwiftStack

VersaStack

Virtual Desktop Infrastructure

VSPEX

Data Centers built using Cisco UCS and DC Networking

### [Cisco Tetration Analytics](#)

**Note:** Eligible Cisco solutions may be comprised of either of the following:

- Cisco and solution partner products (multivendor) or
- Solutions with only Cisco products

We've noted throughout this document when a process and/or requirement applies to multivendor solutions, solutions with only Cisco products, or both. Refer to the tables in "Eligible Products and Coverage Levels for Cisco Data Center Solutions" to see if your solution is multivendor or contains only Cisco products.

## Cisco and Solution Partner Product Coverage

The following section describes how individual products are covered by Cisco Solution Support for multivendor solutions and solutions with only Cisco products. Product coverage is provided in three tiers:

- Cisco products fall under the "Core products" tier.
- Solution partner products fall under the "Cisco accountable" or "solution partner accountable" tiers.

### Core Products

This description is relevant for multivendor solutions and solutions with only Cisco products.

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Core products are defined as (1) manufactured by Cisco or a Cisco original equipment manufacturer (OEM) and (2) eligible for coverage by a Cisco product support contract.

Cisco is accountable (that is, we make sure support is provided) and responsible (that is, we deliver support) for providing support to resolve issues with core products according to the product service levels chosen in your Cisco Solution Support contract.

### Cisco Accountable Products

This description is relevant only for multivendor solutions.

Cisco accountable products are defined as (1) solution partner products and (2) may be listed in Cisco Validated Designs or reference architectures for your solution.

Cisco is accountable for resolving issues with these solution partner products based on the product support contract you have with them. We are able to offer support accountability for these products because we have established a direct support relationship with these solution partners. We have working relationships with their engineer and support teams, access to solution partner product training, and solution partner products represented in Cisco support labs.

Solution partner support teams are responsible for providing support to resolve issues with their products according to your product support contract with them.

### Solution Partner Accountable Products

This description is relevant only for multivendor solutions.

Solution Partner Accountable products are defined as (1) solution partner products and (2) may be listed in the [Cisco Marketplace](#) and are often tested and certified by the solution technology partner for use in a data center solution, or (3) solution partner products where we've seen significant customer deployments in their solution.

Cisco takes your first call for solution issues with these solution partner products and coordinates issue resolution.

The solution partner support team is both accountable and responsible for providing support to resolve issues for these products according to your product support contract with them.

For more details about eligible products, see "Eligible Products and Coverage Levels for Cisco Data Center Solutions."

## Customer Requirements

The following requirements must be met in order to receive support through Cisco Solution Support.

- **Fully operational environment:** Cisco Solution Support is a day-2 support service. There are no features or deliverables associated with planning and/or building your Cisco environment. We assume that your environment is up and running with major functions in operation. If you need help planning and/or building your environment, contact an authorized Cisco representative to learn about professional services.

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- **Cisco Solution Support contracts:** Any Cisco products listed in “Eligible Products and Coverage Levels for Cisco Data Center Solutions” deployed in your solution environment must be covered by Cisco Solution Support in order to receive solution-level support as described in this document. Purchasing Cisco Solution Support for some, but not all, eligible Cisco products deployed in your solution environment will not provide complete entitlement to this service.
  - **Product support contracts:** Product support is required for all components in your Cisco solution.
    - **Cisco components** in your solution are automatically covered by Cisco product support when you purchase Cisco Solution Support, because this service is inclusive of the Cisco hardware or software support required for those products. For example, when attaching Cisco Solution Support to a Cisco hardware or software product, that product is covered at your chosen service level by Cisco Smart Net Total Care™ Service or Software Support Service, respectively.

If you have a multivendor solution, the following is also required:

- **Solution partner components** in your solution must be covered by their product support with a service equivalent to Cisco Smart Net Total Care or Software Support Service. Solution partner product support contracts are necessary for:
  - Solution partners to provide expertise and directly resolve issues with their products
  - Access to solution partner return merchandise authorizations (RMAs), software updates and upgrades, knowledge base, and so on
  - Cisco Solution Support engineers to coordinate issue resolution with solution partner product support teams

**Note:** The following services are not acceptable as required product support for Cisco or solution partner products:

- Warranty services such as Cisco Warranty, Cisco Warranty Plus, Cisco Smart Net Total Care for UCS Hardware Only, or any similar services from solution partners
- Community support programs
- Support contracts with a third party delivering their own branded support

## Processes for Resolving Solution-Level Issues

This section describes how to open support cases and how Cisco Solution Support engineers work with you and, for multivendor solutions, solution partners (Figure 1).

Figure 1 Cisco Solution Support Engagement Model



### Opening a Cisco Solution Support Case for Cisco or Solution Partner Products

You or your Cisco brand resale partner opens a case using your Cisco Solution Support contract entitlement by calling the Cisco 800 number (for severity 1 and 2 cases) or through the [Cisco TAC online case tool](#) (for severity 3 or 4 cases) and provides the following information:

- The severity level of your service request
- Cisco product serial number (for the product you think is involved in the issue or interacting with a solution partner product in the issue)
- The name of your eligible Cisco solution
- Description of the problem you are experiencing and symptoms (business effects, technology, and so on)

You will then be routed to the appropriate Cisco Solution Support engineer team. For complete details, review [“Opening a Cisco Solution Support Service Request”](#) on Cisco.com.

#### Note:

- In some situations, you might not know what product is causing the issue, or if there actually is an issue. You can open a Cisco Solution Support case on any Cisco product in your solution deployment entitled to this service. Your engineer will determine if there is an issue and if so, will initiate the issue resolution process.
- If you have a multivendor solution, at any time and for any reason, you can open a product support case directly with a solution partner. If it is then determined that the issue is more complex than originally estimated (for example, it involves multiple products), open a Cisco Solution Support case on any Cisco product in your solution deployment entitled to this service, and we will step in to begin coordinating your case.



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## Working with Cisco Solution Support Engineers

### Standard Work Flow

After you have opened a Cisco Solution Support case as described in the prior section, the Cisco Solution Support engineer:

- Works with you or, if applicable, your Cisco brand service resale partner.
- Resolves any issues that can be resolved based on their knowledge of the solution through Cisco Validated Designs, reference architectures, configuration best practices, or other expertise, experience, and/or internal information.

If the Cisco Solution Support engineer cannot directly resolve the solution issue, the engineer isolates the issue to a product or products and:

- Works with you to open a secondary case using your product support contract entitlement from Cisco and/or, for multivendor solutions, solution partner(s).
- Coordinates issue resolution with the Cisco TAC and/or, for multivendor solutions, solution partner product support team(s). We provide information about what led to the request for the secondary case, and expert guidance on the solution to help make sure interoperability is maintained between solution products.

### Note:

For multivendor solutions:

- Although Cisco is accountable for issue resolution and coordinates with solution partner product support team(s), you must pass support entitlement as required by solution partners. You must also provide system and case information and access to both Cisco and solution partners.
- If a solution partner product support team cannot resolve the issue and is a member of the Cisco DevNet program, the solution partner may open a service request with the Cisco Developer Support Service for help in isolating and resolving the issue.

Your case remains open and active until you approve it for closure by Cisco.

### Alternate Work Flow

For multivendor solutions, the following alternate work flow applies when you first open a product support case directly with a solution partner, then determine that the issue involves multiple products and requires Cisco Solution Support.

After you have opened a Cisco Solution Support case as described in the prior section, notify the Cisco Solution Support engineer that you are requesting solution-level support for a product support case previously opened with a solution partner. The Cisco Solution Support engineer then works with you to become familiar with your case and manages issue resolution from that point forward.

Your case remains open and active until you approve it for closure by Cisco.

# Eligible Products and Coverage Levels for Cisco Data Center Solutions

The following tables show eligible products and coverage by Cisco Solution Support for each of our eligible data center solutions. Use the following definitions to interpret the “coverage” column code:

- **C (core product):** Cisco products covered by the service with Cisco accountable and responsible for product issue resolution. Applicable to multivendor solutions and solutions with only Cisco products.
- **A (Cisco accountable product):** Solution partner products covered by the service with Cisco accountable and solution partners responsible for product issue resolution. Applicable to multivendor solutions only.
- **P (solution partner accountable product):** Solution partner products covered by the service with Cisco coordinating issue resolution and solution partners accountable and responsible for product issue resolution. Applicable to multivendor solutions only.

## Cisco Data Center Solutions

Company	Product or Product Family	Coverage	Product Area	Comment
AppSense, Inc.	AppSense Environment Manager or Management Center	A	Manage and Secure	
Atlantis Computing	Atlantis ILIO	A	Storage	
Avago Technologies	LSI 9200-8e SAS HBA	P	Storage	
BMC Software, Inc.	BMC Cloud Lifecycle Management (CLM)	A	Manage and Secure	
Bull Atos Technologies	SAP HANA bullion S servers Bull R-16 servers	A	Compute	
Canonical Group, Ltd.	Canonical Ubuntu OpenStack®	P	Software	See Appendix C
Canonical Group, Ltd.	Canonical Ubuntu Server LTS	P	Software	
Cisco	Cisco UCS 5108 Blade Server Chassis	Core	Compute	
Cisco	Cisco UCS B-Series Blade Servers	Core	Compute	
Cisco	Cisco UCS C-Series Rack Servers	Core	Compute	
Cisco	Cisco UCS Director	Core	Manage and Secure	
Cisco	Cisco UCS Fabric Extender	Core	Compute	
Cisco	Cisco UCS Fabric Interconnect	Core	Compute	

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Cisco UCS Invicta	Core	Storage	Product moving to EOL
Cisco	Cisco UCS Manager	Core	Manage and Secure	
Cisco	Cisco 7206 Network Processing Engine NPE-G1	Core	Network	Data center use only
Cisco	Cisco Application Control Engine (ACE) 4710	Core	Manage and Secure	
Cisco	Cisco Application Control Engine (ACE) Appliance Device Manager	Core	Manage and Secure	
Cisco	Cisco Adaptive Security Device Manager (ASDM)	Core	Manage and Secure	
Cisco	Cisco Application Centric Infrastructure (ACI) Fabric	Core	Software	See Coverage Limitations and Exclusions for Cisco Data Center Solutions.
Cisco	Cisco ASA 5580 Adaptive Security Appliance	Core	Manage and Secure	
Cisco	Cisco Catalyst®	Core	Network	Data center use only
Cisco	Contiv	Core	Software	
Cisco	Citrix NetScaler 1000V	Core	Software	
Cisco	Cisco Enterprise Cloud Suite	Core	Manage and Secure	
Cisco	Cisco Intelligent Automation for Cloud	Core	Manage and Secure	
Cisco	Cisco Data Center Network Manager (DCNM)	Core	Manage and Secure	
Cisco	Cisco HyperFlex Servers	Core	Compute and Storage	
Cisco	Cisco MDS	Core	Storage	
Cisco	Cisco Network Analysis Module (NAM) Appliance 2220	Core	Manage and Secure	
Cisco	Cisco Nexus® 1000v	Core	Network	
Cisco	Cisco Nexus® 5000 Series Switches	Core	Software	
Cisco	Cisco Nexus® 7000 Series Switches	Core	Network	
Cisco	Cisco Nexus® 9000 Series Switches	Core	Network	See Note 1
Cisco	Cisco Prime Infrastructure	Core	Software	
Cisco	Cisco Unified Presence Client (CUPC)	Core	Software	
Cisco	Cisco Virtual Security Gateway	Core	Software	

Company	Product or Product Family	Coverage	Product Area	Comment
<b>Cisco</b>	Cisco Virtualization Experience (VXC) Client	Core	Endpoint	
<b>Cisco</b>	Cisco Virtualization Experience (VXC) Manager	Core	Manage and Secure	
<b>Cisco</b>	Cisco Wide Area Application Engine WAE-674	Core	Network	
<b>Cisco</b>	Wide Area Application Services (WAAS)	Core	Manage and Secure	
<b>Cisco</b>	Cisco Wide Area Application Services (WAAS) and Virtual Wide Area Application Services (vWAAS)	Core	Software	
<b>Cisco</b>	C880	A	Compute	
<b>Citrix Systems, Inc.</b>	Citrix XenDesktop	A	Software	
<b>Citrix Systems, Inc.</b>	Citrix XenServer	A	Software	
<b>Citrix Systems, Inc.</b>	Citrix Provisioning Services (PVS)	A	Software	
<b>Citrix Systems, Inc.</b>	Citrix XenApp	A	Software	
<b>Citrix Systems, Inc.</b>	Citrix NetScaler	A	Software	
<b>Cloudera, Inc.</b>	Cloudera Enterprise Version (Subscription) includes CDH and Cloudera Manager	P	Software	
<b>Commvault</b>	Simpana	P	Software	
<b>Dell Technologies, Inc.</b>	EMC® Unisphere	A	Manage and Secure	
<b>Dell Technologies, Inc.</b>	EMC® Celerra®NS-480	A	Storage	
<b>Dell Technologies, Inc.</b>	EMC® VNX 5499/5x00	A	Storage	
<b>Dell Technologies, Inc.</b>	EMC® Symmetrix family (VMAX and DMX)	A	Storage	
<b>Dell Technologies, Inc.</b>	EMC® CLARiiON® (AX and CX)	A	Storage	
<b>Dell Technologies, Inc.</b>	EMC® VNX® series unified storage	A	Storage	

Company	Product or Product Family	Coverage	Product Area	Comment
<b>Dell Technologies, Inc.</b>	EMC® Celerra® (Native Block)	A	Storage	
<b>Dell Technologies, Inc.</b>	EMC® Isilon (NFS/CIFS)	A	Storage	
<b>Dell Technologies, Inc.</b>	Dell Wyse Xenith, Wyse P20	P	Endpoint	
<b>Dell Technologies, Inc.</b>	Dell Wyse R90LEW, X90LW	P	Endpoint	
<b>Dell Technologies, Inc.</b>	Dell Wyse V10L	P	Endpoint	
<b>Dell Technologies, Inc.</b>	Dell Wyse R50	P	Endpoint	
<b>Docker</b>	Docker Data center	P	Software	
<b>F5 Networks, Inc.</b>	F5 BIG-IP Local Traffic Manager	P	Software	
<b>F5 Networks, Inc.</b>	F5 BIG-IP Global Traffic Manager	P	Software	
<b>Hitachi Data Systems</b>	Hitachi USP-V, USP-VM and VSP, AMS 1000	P	Storage	P because there are no Cisco internal lab resources for HDS storage
<b>Hitachi Data Systems</b>	Hitachi AMS 2000 Family	P	Storage	P because there are no Cisco internal lab resources for HDS storage
<b>Hitachi Data Systems</b>	Hitachi Unified Storage Family	P	Storage	P because there are no Cisco internal lab resources for HDS storage
<b>HortonWorks, Inc.</b>	Hortonworks Data Platform	P	Software	
<b>IBM</b>	IBM System Storage Products	P	Storage	
<b>IBM</b>	IBM FlashSystem 900	P	Storage	
<b>IBM</b>	IBM SAN Volume Controller	P	Software	
<b>IBM</b>	IBM FlashSystem V9000	P	Storage	
<b>IBM</b>	IBM Storwize V5000	P	Storage	
<b>IBM</b>	IBM Storwize V7000	P	Storage	

Company	Product or Product Family	Coverage	Product Area	Comment
<b>MapR Technologies, Inc.</b>	MapR M5 (Hadoop), M7 (NoSQL)	P	Software	
<b>McAfee, Inc.</b>	McAfee MOVE Antivirus	P	Manage and Secure	
<b>McAfee, Inc.</b>	McAfee VirusScan and AntiSpyware Enterprise (VSE)	P	Manage and Secure	
<b>Microsoft Corporation</b>	Microsoft Hyper-V	A	Software	Customer may be billed by Microsoft for consultation
<b>Microsoft Corporation</b>	Microsoft Windows Server	A	Software	Customer may be billed by Microsoft for consultation
<b>Microsoft Corporation</b>	Microsoft System Center	P	Manage and Secure	Customer may be billed by Microsoft for consultation
<b>Mirantis, Inc.</b>	Mirantis OpenStack® Cloud	P	Software	See Coverage Limitations and Exclusions for Cisco Data Center Solutions
<b>NetApp, Inc.</b>	NetApp SnapManager Data Protection	A	Manage and Secure	
<b>NetApp, Inc.</b>	NetApp Data ONTAP Software	A	Software	
<b>NetApp, Inc.</b>	NetApp OnCommand Management Software	A	Software	
<b>NetApp, Inc.</b>	NetApp Fabric-Attached Storage (FAS)	A	Storage	
<b>NetApp, Inc.</b>	NetApp E-Series	A	Storage	
<b>NetApp, Inc.</b>	NetApp V-Series	A	Storage	
<b>NetApp, Inc.</b>	SOLIDFIRE FlashArray	P	Storage	SW Should be running on Cisco UCS Servers
<b>NetApp, Inc.</b>	NetApp FlexArray	A	Storage	
<b>NetApp, Inc.</b>	NetApp SANTricity	A	Storage	
<b>NetApp, Inc.</b>	NetApp DS2246, DS4243	A	Storage	
<b>NetApp, Inc.</b>	NetApp SnapDrive for Windows	A	Storage	
<b>Nimble Storage, Inc.</b>	Nimble CS Series Storage	P	Storage	
<b>Nimble Storage, Inc.</b>	Nimble AF Predictive Flash Arrays	P	Storage	
<b>Oracle Corporation</b>	Oracle Virtual Machine (VM)	A	Software	
<b>Oracle Corporation</b>	Oracle Linux	A	Software	

Company	Product or Product Family	Coverage	Product Area	Comment
<b>Oracle Corporation</b>	Oracle Solaris	A	Software	
<b>Pure Storage, Inc.</b>	Pure Storage FlashArray	P	Storage	
<b>Red Hat, Inc.</b>	Red Hat eNovance Service Provider Cloud	P	Software	See Coverage Limitations and Exclusions for Cisco Data Center Solutions. Recent Red Hat acquisition, product may be direct from eNovance.
<b>Red Hat, Inc.</b>	Red Hat Enterprise Linux (RHEL)	A	Software	
<b>Red Hat, Inc.</b>	Red Hat Enterprise Linux for SAP	A	Software	
<b>Red Hat, Inc.</b>	Red Hat Enterprise Linux OpenStack® Platform	P	Software	See Coverage Limitations and Exclusions for Cisco Data Center Solutions.
<b>Red Hat, Inc.</b>	Red Hat Ceph InTank	P	Software	Best effort, limited coverage
<b>Red Hat, Inc.</b>	Red Hat Enterprise Virtualization (RHEV)	A	Software	
<b>SanDisk</b>	Fusion-IO ioDrive2	A	Storage	
<b>SimpliVity</b>	SimpliVity OmniStack	P	Software	
<b>SUSE</b>	SUSE Cloud	P	Software	See Coverage Limitations and Exclusions for Cisco Data Center Solutions.
<b>SUSE</b>	SUSE Linux Enterprise Server	A	Software	
<b>SUSE</b>	SUSE Linux Enterprise Server for SAP Applications	A	Software	
<b>Swiftstack</b>	Swiftstack 5	A	Software	
<b>Tintri, Inc.</b>	Tintri VMstore	P	Software	
<b>Trend Micro</b>	Trend Micro Deep Security Manager	P	Manage and Secure	
<b>Trend Micro</b>	Trend Micro Deep Security Virtual Appliance	P	Manage and Secure	
<b>Unidesk</b>	Unidesk VDI Management Software	P	Manage and Secure	Best effort, limited coverage
<b>Veeam Software</b>	Veeam Availability Suite	P	Software	

Company	Product or Product Family	Coverage	Product Area	Comment
VMware, Inc.	VMware vSphere	A	Software	May also be Core if supported by Cisco
VMware, Inc.	VMware vCenter	A	Software	May also be Core if supported by Cisco
VMware, Inc.	VMware vSAN	P	Software	Coverage limited by Cisco experience with product
VMware, Inc.	VMware View	A	Software	
VMware, Inc.	VMware vCloud	A	Software	
VMware, Inc.	VMware vCloud Air	P	Software	
VMware, Inc.	VMware vCloud Director	P	Software	
VMware, Inc.	VMware Update Manager	A	Software	
Zenoss, Inc.	Zenoss Service Dynamics™	A	Software	

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### Cisco Tetration Analytics

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Tetration Serving Node: Cisco UCS C-Series Rack Servers	Core	Compute	Tetration 39RU specific
Cisco	Tetration Base Node: Cisco UCS C-Series Rack Servers	Core	Compute	Tetration 39RU specific
Cisco	Tetration Compute Node: Cisco UCS C-Series Rack Servers	Core	Compute	Tetration 39RU specific
Cisco	Tetration Universal Node: Cisco UCS C-Series Rack Servers	Core	Compute	Tetration-M 8RU specific
Cisco	Cisco Nexus 9300 Platform Switches	Core	Network	Tetration-M 8RU Tetration 39RU
Cisco	Tetration Analytics software license for unique endpoints	Core	Software	

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## Coverage Limitations and Exclusions for Cisco Data Center Solutions

This document defines Cisco Solution Support for Cisco Data Center solutions. Base functionality of the listed products in “Eligible Products and Coverage Levels for Cisco Data Center Solutions” is covered by this service. However, there are instances where specific product capabilities implemented by you are not covered by Cisco Solution Support. Therefore, unless specifically listed, it should not be assumed that all licensed technologies related to listed products are covered by this service.

Specifically, Cisco Solution Support for Critical Infrastructure coverage of the Cisco Nexus® 9000 Series Switches is limited to the Cisco Nexus 9300 and Cisco Nexus 9500 platform switches in standalone mode without the Cisco Application Centric Infrastructure (ACI) fabric software licenses. Cisco Solution Support for Critical Infrastructure does **not** cover the Cisco Application Policy Infrastructure Controller (APIC) or Cisco ACI fabric software licenses.

A separate service, Cisco Solution Support for ACI, covers the Cisco ACI fabric, which consists of the Cisco Nexus 9000 Series Switches. To get a case to the appropriate team of solution experts, open Cisco ACI cases under a technology within the Cisco ACI ecosystem.




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