

Engage Support for Cisco Compute Hyperconverged with Nutanix

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Introduction

This document describes how to engage the proper support resources for your Cisco Compute Hyperconverged solution with Nutanix.

Background Information

The Cisco Compute Hyperconverged solution with Nutanix includes a bi-directional [cooperative support model](#). The primary path to engage support is to create a Service Request using the Cisco Support Case Manager. Depending on whether the issue lies with hardware or software, the Service Request is automatically routed to the correct support organization, Cisco or Nutanix. This allows for a seamless support experience whether you choose to engage Cisco or Nutanix as the initial point of contact.

Cisco and Nutanix Collaboration Capabilities

The Cisco eBonding framework is what allows for not only automatic case routing based on the specific issue, but also the ability for both Cisco and Nutanix Support to view pertinent information as well as share updates between both vendors systematically. For example, if the issue originates with a Cisco component of the solution but is later discovered that Nutanix assistance is required, Cisco has the capability to engage Nutanix on your behalf. If you choose to create a case for Nutanix Software but is later discovered that Cisco assistance is required, Nutanix also has the same capability to engage Cisco on your behalf. If you choose to open a support case directly in the Nutanix support portal, then Nutanix can engage Cisco on your behalf using a server serial number under active Cisco Support contract. In the instance that Cisco or Nutanix deems the need to engage the other for additional assistance, both Vendors have the ability to collaborate without requiring your involvement.



Note: If you open a Cisco Service Request and a Nutanix Service Request independently, the 2 Service Requests cannot be eBonded retroactively.

Prerequisites for Opening a Service Request

At least one of these prerequisite information is required to open a Support Request for Cisco Compute Hyperconverged with Nutanix:

1. Cisco Subscription ID for the Nutanix Subscription
2. Cisco Product ID (PID) for the Nutanix Subscription
3. Cisco Serial Number for a Server associated with the Nutanix Subscription
4. Contract ID for the Nutanix Software associated to the Cisco Account

☒ Diagnose and Fix
 ☐ Request RMA
 ☐ Ask a Question

Find Product by Serial Number
 Find Product by Service Agreement

✓ There are 6 service agreements associated with this profile.

Product Name (PID)
NT-
 Product Description
 Product Family
 Site Name

Service Contract
20

Smart Account
 Subscription Number

Virtual Account
 Find Subscription Number

Advanced Options
 Search

Showing 2 of 2 Products filtered for: Product Name (NT-), Service Contract (20) Clear Filters

Search Results:

Product			Site		Service Agreement			
Name ^	Description	Product Family	Name	Address	Number	Smart Account	Srvc. Level	Usage Type
NT-A-NGI-ADR-PR	NCI Adv Rep add-on SW LIC & Production SW Supp per Core	HCSIW	C		2		ISV1	
NT-NCI-PRO-PR	NCI Pro SW LIC & Production SW Supp per Core	HCSIW	C		2		ISV1	

Next
 Save draft and exit

Input the Required Information and Select the Applicable Product

Technology and Sub-Technology

In order to ensure timely triage and issue resolution, the appropriate Technology, Sub-Technology, and Problem Code options must be selected at time of Service Request opening.

The table outlines which Technology, Sub-technology, and Problem Code options automatically engage either Cisco or Nutanix depending on the issue at hand.



Select Technology

 Nutanix



Data Center Storage and Storage Area Networking (SAN)

Cisco Compute HCI (w/ **Nutanix**) - Hardware

Cisco Compute HCI (w/ **Nutanix**) - Intersight

Cisco Compute HCI (w/ **Nutanix**) - Networking

Nutanix Software

Cancel

Select


OR

Manually Select A Technology

Problem Area

Choose Problem Area

Device Name, SW Version, Customer Reference # & PICA ID ▼

Contact Information and Preference 

☐ Use RADKit for data collection

Preference

☐ Business Phone ☐ Mobile Phone ☒ Email

Business Phone

Technology: Data Center Storage and Storage Area Networking (SAN)

Sub Technology Selection	Problem Codes	Vendor
Cisco Compute HCI (w/ Nutanix) - Hardware	Configuration Assistance	Cisco
	Error Messages, Logs, Debugs	Cisco
	Install, Uninstall, or Upgrade	Cisco
	Hardware Failure	Cisco
	Hardware DOA	Cisco
	Product Feature/Function Question	Cisco
Cisco Compute HCI (w/ Nutanix) - Networking	Configuration Assistance	Cisco
	Interoperability	Cisco
	Product Feature/Function Question	Cisco
	Error Messages, Logs, Debugs	Cisco
	Licensing	Cisco Licensing
Cisco Compute HCI (w/ Nutanix) - Intersight	Error Messages, Logs, Debugs	Cisco
	Licensing	Cisco Licensing
	Configuration Assistance	Cisco
Nutanix Software	Error Messages, Logs, Debugs	Nutanix
	Install, Uninstall, or Upgrade	Nutanix
	Licensing	Nutanix
	Other	Nutanix
	Software Failure	Nutanix

	Software Selection/Download Assistance	Nutanix
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Proactive RMA for Cisco Compute Hyperconverged with Nutanix

Leveraging telemetry from connected Cisco Intersight products, Cisco is able to deliver a near effortless customer experience when products experience certain failures. With no human interaction, a Service Request (SR) and a Return Material Authorization (RMA) will be authorized proactively, to significantly reduce the amount of time from failure to replacement.

See the [Proactive RMA for Intersight](#) guide for more information.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.