

NetApp Technical Support

Prepare for Your Support Case

Have the following information available when contacting NetApp:

- Detailed problem description
- Controller serial number, OS version, and software version
- Current business impact, system status, and priority
- NetApp® [Active IQ](#)® information for Health Summary issues
- AutoSupport® notification or error messages, if available
- Description of the environment
- Actions taken, recent changes, and log files
- Preferred time and method of contact (phone, email, and so on)

NetApp Support might need to assess your system with the [OneCollect](#) tool. To make sure of successful support engagements, NetApp recommends that OneCollect be approved for use and tested in your environment.

NetApp Support might be able to collect certain key performance, core, log, or AutoSupport information from your ONTAP® or E-Series system using [AutoSupport OnDemand](#). It is strongly recommended that you configure AutoSupport with HTTPS transport enabled to allow for this feature to be used as a part of your future engagements.

Contact Support

- **Chat.** For quick answers and low-complexity cases. Chat even creates a case for you. Best for new, nonsecure P2, P3, or P4 cases.
- **Online.** Create your case and add important details. Best for secure and high-complexity P2, P3, or P4 cases.
- **Phone.** Best for P1 or immediate assistance. For a list of numbers, refer to [Support Numbers](#).

Call Customer Support Center

US and Canada: +1 888 463 8277

EMEA and Europe: +800 44 638277

Asia and Pacific: +800 800 80 800

- **Quick links.** For support anytime, try our [Support Quick Links](#).

Manage Your Support Case

At mysupport.netapp.com you can:

- Open a new support case using chat or web form
- Check status or update an existing case
- Check status of a field support order or part request
- Set communication cadence

Escalate Your Case

To escalate your case, call NetApp Support and ask to speak to the duty manager.

- You can request an increase in priority level based on the definitions in Table 1.
- The initial response time is determined by your support offering as defined in Table 2.

Priority Level Definitions

Table 1) NetApp priority level definitions.

Priority Level	Definition
P1	NetApp node, system, or cluster is down, is unable to serve data, is in a state of frequent or repeating panic or hang, or is in a state of degraded performance that's sufficient to prevent normal business operations.
P2	NetApp node, system, or cluster is experiencing an infrequent, isolated, or intermittent panic or hang or is in a state of degraded performance that allows business operations to continue, but at an inconsistent or a less-than-optimal rate.
P3	NetApp node, system, or cluster is experiencing an issue, an anomaly, or a cosmetic defect that has little or no business impact.
P4	Normal requests for information about the installation, configuration, use, and maintenance of your NetApp equipment.

Initial Response by Entitlement

Table 2) NetApp technical support initial response by entitlement.

Priority Level	Response Time
SupportEdge Standard	
Priority 1	2 hours
Priority 2	4 hours
Priority 3	16 hours*
Priority 4	36 hours*
SupportEdge Premium	
Priority 1	30 minutes
Priority 2	2 hours
Priority 3	8 hours*
Priority 4	24 hours*

Note: There is no target response objective for warranty/extended warranty hardware support.

For full service descriptions, see the [Service Descriptions page](#) on NetApp.com.

*All hardware cases are evaluated for immediate work independent of priority. P3 and P4 software cases receive a response and are worked to resolution during NetApp regional business hours. Outside of NetApp regional business hours, the response objective might be delayed for P3 and P4 software cases. NetApp regional business hours are typically 9 a.m. to 5 p.m. Monday through Friday but can vary with local language requirements. For more details, contact your local service representative.