

Top 10 Reasons to Use EMC Online Support Tools on Powerlink

- 1 Get answers to your most pressing questions and issues—fast.**
Use the integrated Search Support tool to easily search technical and support resources—including documentation, solutions, and service requests—for detailed answers to your specific questions.
- 2 Identify and track known product issues—before they affect your storage environment.**
Receive direct access to product issue information for EMC® hardware and software with E-Lab™ Issue Tracker—and save support time and reduce risk in your daily IT and storage operations.
- 3 Avoid costly mistakes with the latest interoperability information.**
Keep your multi-vendor environments operating efficiently and reliably with EMC's powerful E-Lab Interoperability Navigator, an interactive tool that gives you automated access to the industry's most comprehensive database of interoperability information.
- 4 It's the easiest way to stay current on EMC software.**
Save time and accelerate problem resolution with Software Downloads and Licensing, a product registration and download tool that provides automated license activation and entitlement management. It keeps you up to date on product enhancements, patches, upgrades, and technical issues.
- 5 Solve problems fast—and easily.**
Submit service requests online to accelerate troubleshooting and time to resolution. On all web-initiated cases, you can attach information such as error codes, log files, and documents to help you get answers quickly and efficiently. And, when you enter your environment information once, it's there for reusing and sharing across your site.
- 6 Tap into EMC's technical and product global expertise.**
Find technical documentation that empowers you with expert information—to better plan, build, manage, and support your storage environment.
- 7 Get valuable information by collaborating with peers.**
Connect to other EMC users through online support forums to discuss and share ideas, experiences, and product/industry information.
- 8 It's easier than ever to get quick answers to your technical questions.**
Engage a Live Chat agent and ask EMC's Customer Service experts quick questions and get quick answers. Speed time to resolution without having to open a Service Request.
- 9 Quickly find all technical and support-related information by product.**
Get easy access to product-centric pages which are specifically designed as a central resource for all technical and support-related information. Support by product pages enables quick access to all relevant technical support resources.
- 10 Get all the support tools you need in one place.**
With EMC Online Support Tools on Powerlink®, you get centralized, convenient access to support resources and tools for all EMC products. Start using Powerlink today to get the most from your EMC storage solutions.