EMC CUSTOMER SUPPORT

Your success is our priority
# TABLE OF CONTENTS

**WELCOME TO EMC CUSTOMER SUPPORT** ........ 5

**1. GETTING STARTED: EMC CUSTOMER SUPPORT—CHECKLIST FOR SUCCESS** ............... 6
   - Register for the EMC Online Support Site .................. 6
   - Register Your EMC Products .................................. 6
   - Get Connected with EMC Secure Remote Services ....... 6
   - Register for the EMC Community Network .......... 6
   - Understand EMC Support Options ......................... 7
   - Improve Your Skills with EMC Education Services ...... 7

**2. EMC SUPPORT AND EDUCATION SERVICES** .......................... 7
   2.1 EMC Support Options ........................................... 7
   2.2 EMC Personalized Support Services ....................... 7
   2.3 EMC Education Services ....................................... 8
   - Make Education Planning Easy ................................. 8
   - Maximize Your Investment in Training and Skills Development ........................................... 8
   - Flexible Learning Modes ......................................... 9
   - Flexible Purchase Options ..................................... 9

**3. EMC CUSTOMER SUPPORT POLICIES** ............ 10
   3.1 Service Request Severity Level Definitions ...... 10
   3.2 Service Level Objectives ..................................... 11
   3.3 Business Hours and Business Days Definition .... 11
   3.4 Support Contacts ................................................. 11
   3.5 Customer-Performed Tasks .................................... 12
   3.5.1 Drive Replacement Utility for EMC VNX®, EMC CLARiiON®, and EMC Celerra® ......................... 12
   3.5.2 Chargeable Service Events ................................ 13
   3.5.3 Replacement Parts Delivery ............................... 13
   3.5.4 Customer-Replaceable Unit Part Return .............. 13
   3.6 EMC Product Support Lifecycle ............................. 14
   - EMC Product Support Availability ......................... 14
   - EMC End-of-Service Life Notification .................... 15
   3.7 Defining Supported Environments .......................... 16

**4. EMC ONLINE SUPPORT** ............................................ 16
   4.1 Overview of the EMC Online Support Site .......... 16
   4.2 EMC Online Support Site—Key Features and Tools .................................................................. 16
   4.3 Getting Started with EMC Online Support .......... 18
   4.4 EMC Support Community .................................... 18
EMC maintenance? .................................................. 29

8.2 MAINTENANCE RENEWAL ACCOUNT MANAGERS ........................................ 29

9. CONTACT SUMMARY INFORMATION ........ 30
   EMC Online Support .................................................. 30
   Live Chat (available on the EMC Online Support site) .................................................. 30
   Service Center on the EMC Online Support Site ....... 30
   Telephone (except for licensing or install base management issues related to EMC Content Management, Archiving, and Backup and Recovery software; see below) .................................................. 30
   Telephone (for licensing or install base management issues related to EMC Content Management, Archiving, and Backup and Recovery software) ..... 31
WELCOME TO EMC CUSTOMER SUPPORT

Thank you for choosing EMC® products and services for your information infrastructure. EMC knows that a modern data center requires a modern customer service experience. We are committed to delivering a world-class personalized, proactive, and predictive service experience. Advanced tools and empowering capabilities put you in control of your IT environment and service experience.

This commitment is evidenced by our agile service model, connecting you with the right resources at the right time around the world, through your preferred language and channel—and with the highest quality service.

These capabilities are strengthened by our technical support professionals located in EMC Customer Service Centers across the globe, as well as our extensive network of EMC authorized service partners, and our collaborative Centers of Excellence and Joint Solutions Centers. When you contact EMC, you will be assisted by the industry’s most highly trained experts, skilled in the latest technologies.

Our customer-first culture has resulted in consistently high customer satisfaction and industry-wide recognition from customers, partners, and analysts. EMC is proud of the recognition we’ve received from independent industry groups.

This guide will help you make the most of the extensive support resources and tools available to you. We welcome your comments and invite you to provide feedback to your account manager or an EMC Customer Service representative.
1. GETTING STARTED: EMC CUSTOMER SUPPORT—CHECKLIST FOR SUCCESS

Use this checklist to confirm that you have the access, information, and tools you need to successfully manage your EMC products. These five easy steps will help you prepare.

REGISTER FOR THE EMC ONLINE SUPPORT SITE

The EMC Online Support site provides online access to advanced online service tools and capabilities that enable you to quickly and proactively resolve technical questions and issues related to EMC products. Online Support connects you to global EMC technical support professionals and repositories of knowledge and expertise online—24x7. Resources include product documentation, software license activation, software downloads, self-help tools, Service Request (SR) creation and management, diagnostic tools, and technical support via Live Chat. The Online Support site is available to registered customers whose products are currently covered by an EMC warranty and/or maintenance contract. See Section 4 to learn more about the Online Support. Register at [http://support.emc.com](http://support.emc.com).

REGISTER YOUR EMC PRODUCTS

Once you have access to EMC Online Support, immediately register your EMC products to speed up processing of your Service Requests. Please register your EMC software products to ensure EMC has accurate records of your product installation. You can register during product installation or access online registration tools anytime on the EMC Online Support site at: Home > Service Center > Product Registration & Licenses. If you need assistance with your EMC product registration, please follow the instructions in Section 4.

GET CONNECTED WITH EMC SECURE REMOTE SERVICES


To connect or to verify your connectivity status, visit [https://support.emc.com/products/37716_EMCSecureRemoteServices-Virtual-Edition/GettingStarted/](https://support.emc.com/products/37716_EMCSecureRemoteServices-Virtual-Edition/GettingStarted/).

REGISTER FOR THE EMC COMMUNITY NETWORK

Use our interactive Support Community to connect with other EMC users and experts. Be sure to follow the “Connect with EMC Customer Service” community where you will find ongoing updates on Customer Service resources and capabilities focused on enhancing your success.

**Tip:** Your EMC Online Support registration email will include your Site ID. Keep this information easily accessible for Service Request creation.
UNDERSTAND EMC SUPPORT OPTIONS
For most EMC products, EMC offers the following three levels of support: Basic, Enhanced, and Premium. Knowing which Support Option applies to your product will help you take full advantage of available features. See Section 2 to learn more about Support Options or go to www.emc.com/products/warranty_maintenance. Contact your purchasing agent, your EMC sales representative, or if applicable, your EMC Reseller, if you need information on the Support Option covering your EMC product(s).

IMPROVE YOUR SKILLS WITH EMC EDUCATION SERVICES
Customers who invest in EMC education courses are typically more effective in leveraging the features of our products. EMC education courses also help customers when interacting with EMC’s support organization by enabling you to more effectively define the symptoms of the issue. The return on this investment is almost immediate when you consider the cost of the education versus the cost of downtime. EMC Proven™ Professional Certification (described in Section 2) offers technology professionals the training to develop the knowledge, skills, and credentials to deploy and maintain EMC technology. To learn more, visit https://education.emc.com.

2. EMC SUPPORT AND EDUCATION SERVICES

2.1 EMC SUPPORT OPTIONS
For most products, EMC offers three Support Options: Basic, Enhanced, and Premium. Knowing the features associated with the Support Option for your EMC products will help you understand and use the available service components. Please visit http://www.emc.com/products/warranty_maintenance to learn more about EMC Support Options.

2.2 EMC PERSONALIZED SUPPORT SERVICES
EMC offers a variety of value-added support services to supplement your EMC Support Option, including those listed below. In some cases, these services may require a separate contract. To learn more, visit http://www.emc.com/support/personalized/index.htm.

Service Account Manager—Coordinates support of your EMC information infrastructure, drives proactive support activities, and accelerates problem management for the most complex EMC information environments

Technical Account Manager—Provides a technically-oriented service and support contact, focused on a specific technology area within the EMC portfolio

Designated Support Engineer—Provides a designated product-focused support expert who has in-depth knowledge of your EMC product environment
Software Upgrade Service—Offloads the preparation, delivery, and post-work associated with upgrades for selected customer upgradeable EMC software products

Secure Select Support—Addresses high security requirements with remote technical support provided by U.S. citizens located on U.S. soil

Extended Support Service—Continues essential break/fix and technical support for selected EMC products after standard warranty and maintenance coverage are no longer available

Part Retention Service—Protects your sensitive data and enables operation of a more secure data center by retaining key EMC hardware components

If your support requirements change, or should you be interested in purchasing one of the EMC Personalized Support Services, contact your EMC sales representative, EMC maintenance renewal account manager, or if applicable, your EMC Reseller to discuss available options. Renewal contacts are posted at http://www.emc.com/support/purchase-renew-upgrade.htm and in Section 8 of this guide.

2.3 EMC EDUCATION SERVICES

EMC Education Services delivers world-class training and certification in information storage and management to help you get the most from your EMC investment, and offers comprehensive learning paths, certifications, flexible learning modes, and purchase options to meet your specific needs.

Make Education Planning Easy

Learning paths are structured road maps of courses that help you develop a thorough understanding of your selected technologies. They offer a gradual introduction of complex technologies and challenging concepts, from Associate through Expert levels.

Our comprehensive learning paths are conveniently aligned to EMC Proven Professional certifications. If you choose to take the next step, you already have the knowledge and access to the supporting study materials to prepare for the EMC Proven Professional exam. Free practice tests are available online for all EMC Proven Professional exams.

Maximize Your Investment in Training and Skills Development

EMC Proven Professional is the leading certification program in the information storage and management industry. It offers a role-based series of courses and exams that cover the full range of EMC’s hardware, software, and solutions. In addition to three levels of technical learning and certification, EMC Proven Professional also includes an “open” curriculum focused on technology concepts and principles applicable to any vendor environment. This is ideal for companies and organizations planning to implement private cloud or
provide cloud-based IT services.

For up-to-date information on the EMC Proven Professional certification program, please visit http://education.emc.com/Certification.

Flexible Learning Modes
EMC Education Services offers a highly “blended” approach to learning, providing several training modalities to meet the needs of each individual learning style. Some curriculum is offered in more than one way. Choose from:

- **Hands-on Lab/Workshop-oriented Instructor-led Training (ILT)**
- **Video Instructor-led Training (VILT)**—Providing ILT experience in a modular DVD format
- **Online Instructor-led Training (Online ILT)**—Eliminates your need for traveling
- **e-Learning**—Ideal for gaining or refreshing product/technology feature knowledge

Flexible Purchase Options
We offer several convenient methods to purchase training from EMC Education Services. Purchase options are aligned with how many people require training, whether you or your teams are preparing for EMC Proven Professional certification, or whether the eight or more employees on your team require the same class.

- For individual development planning, consider ValuePaks, Video ValuePaks, and Subscriptions
- For organizational development planning, consider Training Units and Onsite engagements

To learn more, visit https://education.emc.com
3. EMC CUSTOMER SUPPORT POLICIES

3.1 SERVICE REQUEST SEVERITY LEVEL DEFINITIONS

When you open a Service Request, you will be prompted to assign the Severity Level based on the technical and business impact of the issue. Severity Level categories (1-4) are detailed in the table below, along with examples of associated business situations. EMC Customer Support will help you validate the Severity Level you select. Severity Levels can be adjusted at any time during issue resolution if the business impact of the Service Request changes. The Severity Levels detailed in the table below are provided for information purposes only. For the most current EMC Severity Level definitions please refer to the following website: http://www.emc.com/support/emc-product-warranty-maintenance-use-rights.htm

<table>
<thead>
<tr>
<th>SEVERITY LEVEL</th>
<th>SEVERITY LEVEL</th>
<th>EXAMPLES</th>
</tr>
</thead>
</table>
| 1              | **Critical**: Severe problem preventing customer or workgroup from performing critical business functions | • Production data corruption (data loss, data unavailable)  
• Production system crash or hang  
• Production systems significantly impacted, such as severe performance degradation  
• Production system and/or data is at high risk of potential loss or interruption  
• Production system workaround is required immediately  
• Time-critical production cutover impacted |
| 2              | **High**: Customer or workgroup able to perform job function, but performance of job function is degraded or severely limited | • Production system adversely impacted  
• Non-production data corruption (data loss, data unavailable)  
• Non-production system crash or hang  
• Non-production system and/or data is at high risk of potential loss or interruption  
• Non-production system workaround is required immediately  
• Development system(s) is/are inoperative |
| 3              | **Medium**: Customer or workgroup performance of job function is largely unaffected | • Production or development system has encountered a non-critical problem or defect and/or questions have arisen on product use |
| 4              | **Request**: Minimal system impact; includes feature requests and other non-critical questions | • No customer business impact  
• Requests for enhancements |

Severity Level 1 Service Requests require resources from your organization to work in cooperation with EMC Customer Support. If the necessary and appropriate level of customer engagement is not maintained by the customer during the resolution of a Severity Level 1 Service Request, EMC may reclassify the Service Request as a Severity Level 2.
3.2 SERVICE LEVEL OBJECTIVES

Service level objectives describe the typical timeframe for EMC’s response to Service Requests submitted online using the EMC Online Support site or by telephone. The response objectives are based on your Support Option and the assigned Severity Level of the specific Service Request. These response objectives provide a framework for setting mutual expectations during the Service Request process. For more information on the initial technical response objectives associated with the Support Option on your EMC products, please refer to the applicable Support Option (i.e., Premium, Enhanced, Basic) at: www.emc.com/products/warranty_maintenance.

3.3 BUSINESS HOURS AND BUSINESS DAYS DEFINITION

“Business Days” means EMC’s generally accepted days of operation per week at the applicable product’s approved installation site as reflected in EMC’s records, excluding holidays that are generally recognized by local government and commercial entities, and/or observed by the local EMC entity. “Business Hours” means the time period between 8:00 a.m. and 5:00 p.m. on each Business Day.

3.4 SUPPORT CONTACTS

Support contacts are your organization’s primary interface to EMC Customer Support and must have a basic understanding of, and expertise in, the tasks related to administering infrastructure technology—such as operating systems, application servers, and databases. There are two types of support contacts:

- **Administrative Contact**—Administrative contacts are persons within your organization responsible for maintaining contacts that represent your organization. The administrative contact is responsible for managing company site location security settings, managing access of co-workers to specific sites and organization assets available online, deleting organization contacts when no longer working for them, among other options.

- **Authorized Support Contact**—Authorized Support Contacts are technical contacts responsible for reading, understanding, and following operating instructions and procedures in EMC technical documentation. They are also responsible for opening and managing Service Requests. Authorized Support Contacts must be able to follow procedures and recommendations provided by EMC Customer Support during Service Request management and resolution.

**Note**: EMC reserves the right to require that a customer remove anyone from the list of Authorized Support Contacts if we determine that they do not meet the eligibility requirements as determined by EMC or otherwise defined in the governing support agreement.
3.5 CUSTOMER-PERFORMED TASKS

Depending on the Support Option you select, some service activities may be defined as Customer-Performed Tasks (CPTs), including product installation, software upgrades, rebooting of components, replacing designated components, and executing diagnostic commands.

EMC will provide replacement parts if determined by EMC as being required for Service Request resolution. Replacement parts are designated as either Customer Replaceable Units (CRUs) or EMC replaceable parts. Your EMC Support Option defines who is responsible to perform the installation of replacement parts and the timeframe during which EMC will ship the replacement part(s) to you.

Parts designated as CRUs are designed for customer replacement using EMC documented processes and EMC-provided tools. These can be found on the product-specific Support by Product pages on the EMC Online Support site (https://support.emc.com/products). To expedite your CRU service, please have your Customer Site ID, Faulted Part Number, Serial Number, Shipping, and Contact Information when you contact EMC Customer Support.

The CRUs and CPTs for your product are listed in the EMC warranty and maintenance table at www.emc.com/products/warranty_maintenance.

If you experience difficulty replacing a CRU or the replacement part is not functioning properly, please contact EMC Customer Support (See Section 9: “Contact Summary Information”) and ask to have the original Service Request reopened. You will need to provide the original Service Request number.

3.5.1 Drive Replacement Utility for EMC VNX®, EMC CLARiiON®, and EMC Celerra®

The Drive Replacement Utility (DRU) must be run to determine if your drive is eligible for customer replacement. The DRU is a feature of EMC Unisphere® Service Manager (USM), which is downloadable from the EMC Online Support site (Downloads). Please follow the instructions in Section 4 of this guide to search the Downloads section for your specific EMC product and access USM. To expedite the drive replacement, you should run the DRU prior to submitting a Service Request for a suspected drive failure regardless of the Support Option associated with the storage platform in question. If you do not run the DRU prior to calling EMC, an EMC Customer Support technician will provide remote assistance with the DRU installation and execution.

If the DRU determines the drive to be customer replaceable and you have an Enhanced or Basic Support Option, EMC will ship the applicable part to you for your replacement. If you have a Premium Support Option, you have the option of replacing the customer-replaceable drives yourself.
If the DRU determines that the drive is not customer-replaceable, or that due to the condition of the drive, it should not be replaced by a customer, EMC will dispatch a field engineer in accordance with your selected Support Option schedule and subject to the terms set forth in Section 3.5.2 of this guide.

### 3.5.2 Chargeable Service Events

If you have a Basic or Enhanced Support Option, EMC will charge you for the labor time and travel expense to install customer-replaceable units (CRUs), or to assist with service activities defined as CPTs in several instances, including:

- **Customer Refusal to Run the DRU**—If a customer does not run the DRU or cannot run the DRU to determine if the drive needs to be replaced and/or is customer-replaceable, EMC will dispatch a field engineer to determine if the drive needs replacement, and if so, to perform the replacement at your expense.

- **Failure to Respond**—If you fail to respond to EMC Customer Support’s calls/emails or fail to confirm shipment details for replacement parts after three (3) contact attempts or within twenty-four (24) hours from EMC’s initial attempt to contact you (whichever occurs first), EMC will dispatch a field engineer at your expense to replace the failed part.

- **Placement of a CRU or Performance of a Service Activity**—If you request EMC to perform the service activity—either part replacement or other service event that is not included in your Support Option—EMC will dispatch a field engineer at your expense to perform the service activity.

### 3.5.3 Replacement Parts Delivery

When EMC determines that Service Request resolution requires a hardware component to be replaced (known as a “replacement part”), your replacement part will be delivered based on the Support Option covering the affected EMC equipment. To find the service-level objectives for the delivery of replacement parts on systems covered by the EMC Support Options, please view the service briefs located at: [www.emc.com/products/warranty_maintenance](http://www.emc.com/products/warranty_maintenance).

### 3.5.4 Customer-Replaceable Unit Part Return

Once your replacement part has been ordered, you will receive an email notification (if EMC has the customer’s email address on file) with replacement information and return instructions. You should return the replaced part to EMC within five (5) Business Days from when you receive a replacement CRU component (5-10 Business Days for customers located outside of the U.S.) as stated on the EMC Online Support site (Service Center > “Warranty & Returns” > “Return a Part”) and in the instructions included with your return shipping materials. It is the responsibility of the customer to return to EMC all replaced parts (including CRUs) using the return shipping materials supplied to you.
Be sure to record the returning serial number(s), part number(s), and carrier waybill information in the event of a return discrepancy.

All parts are the property of EMC unless you have separately contracted with EMC to retain replaced parts.

Per EMC’s standard terms and conditions, you will be responsible to pay EMC’s then-current spare part list price of any parts or CRU parts you fail to timely return. You are responsible for removing all information from any replaced parts, or any other items that you release to EMC as a trade-in or for disposal, before you release them. EMC is not responsible for any information contained on such items. If you want to secure the data on such replacement parts, please contact your EMC Sales Representative or EMC Reseller and request a quote for EMC’s then-current parts retention or data erasure service, which is separately available for purchase.

3.6 EMC Product Support Lifecycle

EMC Product Support Availability

EMC’s Product Support lifecycle is geared toward providing a predictable product lifecycle experience to help customers effectively manage their technology investments with deployment and upgrade plans. Our product lifecycle policy specifies the support duration (referred to as the “Primary Support” period) and End-of-Primary-Support (EOPS) date for most EMC products. It is EMC’s intention, subject to change at EMC’s discretion, to offer product support coverage under EMC’s standard product maintenance terms and conditions during a product’s Primary Support period. Once a product reaches its EOPS date, EMC may, at its discretion, make Extended Support available for certain software releases or hardware models. When available, Extended Support enables customers needing additional time to migrate to a currently supported software release or hardware models to receive limited support from EMC on their older, unsupported software release or hardware model.

Additional information on EMC’s support lifecycle policy and Extended Support for EMC hardware and software products can be found on the specific EMC product page, located by searching within the Support by Product section of the EMC Online Support site. This information is subject to change at EMC’s discretion.
Primary support begins when a product is Generally Available (GA).

For some EMC software products that are independent of EMC hardware releases, it is EMC’s intention, subject to change at EMC’s discretion, to support the current major software release and the immediately prior major software release (collectively the "Supported Releases") with the following guidelines:

- For Software products that have one major release per year, it is EMC’s intention to support the Supported Releases for a period of three (3) years from the release’s GA date.
- For Software products that have two major releases per year, it is EMC’s intention to support the Supported Releases for a period of two (2) years from the release’s GA date.
- For Software products that have three or four major releases per year, it is EMC’s intention to support the Supported Releases for a period of one and one-half (1 ½) years from the release’s GA date.

EMC endeavors to publish the applicable EOPS date(s) at GA on EMC Online Support. This supported time period is referred to as the Primary Support period for the applicable release.

For some EMC hardware products, it is EMC’s intention, subject to change at EMC’s discretion, to make available EMC’s standard support for the period of five (5) years after the applicable End-of-Life (EOL) date of the hardware. The EOL date refers to the date that EMC has discontinued a model number of EMC hardware or software as a product offering, and has removed such model number from EMC’s pricing/quoting systems.

EMC endeavors to give customers notice of a product’s End of Service Life (EOSL) of a product occurs on the End-of Primary-Support date.

Extended support may be available for certain EMC software products and hardware models, at EMC’s discretion.

Extended Support, when available, is generally sold in six- (6) month increments and consists of a reduced level of support. Specific terms and conditions for Extended Support will vary by product.

Extended Support requires a current EMC maintenance contract to be in place for the associated product. Customer must be running the latest, currently supported major release of EMC operating system software during the Extended Support period to be eligible for EMC Extended Support on approved hardware models.

Certain terms, limitations and exclusions apply to EMC’s support lifecycle policy. In some cases, resolution of an issue may be addressed by requiring a move to a more recent release.

**If Extended Support is not available or purchased, End-of-Service Life (EOSL) of a product occurs on the End-of Primary-Support date.

**EMC End-of-Service Life Notification**

EMC endeavors to give customers notice of a product’s End of Service Life to enable them to plan for the retirement of their EMC products. This provides customers with the opportunity to smoothly transition to a more advanced and/or currently supported EMC product. Additional information on EOPS and EOSL dates for EMC
products can be found by searching for the specific EMC product within the Support by Product section of the EMC Online Support site.

3.7 DEFINING SUPPORTED ENVIRONMENTS

EMC will support EMC products operating in “supported environments” as determined through EMC’s E-Lab™ testing and documented on EMC’s E-Lab Interoperability Navigator. If your environment is not supported (e.g., has an outdated version of third-party vendor software), you will need to move to a supported environment so EMC can proceed with the problem resolution process for the EMC products in your environment.

Interoperability information is available on the EMC Online Support site. Instructions on how to access the EMC Online Support site is included in Section 4 of this Guide.

4. EMC ONLINE SUPPORT

4.1 OVERVIEW OF THE EMC ONLINE SUPPORT SITE

The EMC Online Support site is a password-protected customer portal that provides access to a suite of tools and content that enable you to quickly and proactively resolve technical questions and issues related to EMC products.

We encourage you to take full advantage of these resources in order to get the most from EMC’s products and to work more effectively with EMC Customer Support.

The EMC Online Support site is at: https://support.emc.com

4.2 EMC ONLINE SUPPORT SITE—KEY FEATURES AND TOOLS

There are many advanced tools and empowering self-service features and capabilities on the EMC Online Support site to help you manage and get the most from your support experience. EMC Online Support provides a world-class experience that is fast, personal, and social—thereby enabling you to get the most relevant information you need for support of your EMC products, and to access technical experts worldwide. Some of the key features and tools available to you on the EMC Online Support site include:

- **Search**—Online Support Search employs a Google Search Appliance providing integrated search and filtering capabilities to accelerate trouble-shooting and time to resolve. Scope your search by typing in a specific product name such as “VMAX” or “XtremIO” and select a specific resource to search, such as knowledgebase, documentation, support tools, forums, or downloads. The most relevant results are displayed based on the selection criteria. Display features let you easily refine or expand your search results to find what you need faster.
• **MyService360**—A Modern Data Center requires a Modern Customer Service Experience. MyService360™ is an online capability that gives you deep visibility into the health and wellness of your EMC environment. It’s available to all customers who are registered with EMC Online Support and includes analysis of code levels, connectivity status, health & risk scoring, service activity views by site, incident management, and much more.

• **Support by Product**—Support by Product is your one-stop shop for all support-related information on a given EMC product. The most current EMC product content is dynamically presented within this single location. From the Support by Product landing page, search for a product or select from “My Products” or “Recently Visited Products” to quickly access product specific search, downloads, training, how-to videos, documentation, getting-started guides, technical and security advisories, white papers, tools, and Support Community Forum discussions. Support by Product—Product ID provides a single view of all of the information that is available on Support by Product, specific to your serialized products. From this view you can manage service requests and subscribe to advisory alerts and updates for your product. You can also engage directly with EMC technical support by creating a service request or Live Chat.

• **Support Community**—The EMC Support Community is a fast and easy option to access the information you need to support your EMC products. In the Support Community, you can search for knowledgebase articles or participate in product-focused, peer-to-peer support forums. Ask questions, collaborate and exchange ideas, and connect with thousands of EMC customers, partners, and technical experts globally and share technical knowledge and expertise. See Section 4.4 of this Guide for more details on the EMC Support Community.

• **Downloads**—The Downloads feature helps you manage your software products and entitlements online. Search for a product or select from “My Products” or “Recently Visited Products” to quickly access product-specific downloads.

• **Service Center**— Service Center is your central location for engaging with EMC Customer Support and managing your service requests. Service Center quickly directs you to common tasks such as product registration, license management, Service Request history, creation and management, launching a Live Chat session, and administration of your company site and contact information.

Personalize your Online Support experience and streamline tasks by assigning product names and defining custom product groups to fit your business needs.

• **Live Chat**— Use Live Chat for quick and direct online access to EMC technical support experts. Live Chat expedites troubleshooting by eliminating telephone hold times and waiting for a call back. It is the fastest and preferred support channel to
initiate service requests of any severity for both technical and non-technical assistance.

- **Additional Product and Support Tools**—Additional Product and Support Tools are accessible through Online Support to help you simplify common support tasks and take advantage of the ease of use and serviceability of your EMC products. Examples of such tools include the EMC Power Calculator, troubleshooting flowcharts, Visio stencils for environment diagrams, grab utilities for collecting host information, Procedure Generator utilities, and much more.

Online Support also provides direct access to EMC’s comprehensive E-Lab™ interoperability information and best practices on hardware, software, and competing products. You can identify successful configurations from EMC customers and EMC engineering, and search for the latest EMC product issues. Current information on general availability, new releases, and end-of-life information for EMC hardware and software products is also available.

### 4.3 GETTING STARTED WITH EMC ONLINE SUPPORT

Access to EMC Online Support is included with your EMC Product Warranty or valid maintenance agreement. If you have an EMC Account, you are already registered for the Online Support site. If not, to register for the EMC Online Support site, follow these steps:

Go to [https://support.emc.com](https://support.emc.com) and under ‘Create a New Account’ on the right side of the login page, click the link appropriate for your user type.

Follow the online registration steps. Make sure to fill in all required fields, including your business email address.

Once your registration is processed, you will receive an email confirmation. This email will contain your access authorization and additional information regarding completion of your registration and initial log in.

During your first visit to the EMC Online Support site, we recommend you further personalize your experience by completing your profile. Review your Preferences, including your contact information, to ensure all of the information is correct and up to date. EMC Customer Support uses your contact information when we need to contact you so be sure to periodically check and update your information. Configure your preferences for viewing, managing, and creating service requests and subscribe to automated notifications for product updates and service request and product advisory alerts.

### 4.4 EMC SUPPORT COMMUNITY

Once you are registered for the EMC Online Support site, you can use the same login credentials to access the EMC Community Network (ECN) Support Community Forums to engage in discussions and post content.
The first time you access the Support Community, you will be prompted to create a screen name (UserID).

You can access the EMC Support Community in the following ways:

- **Web Search**—You can use public search engines to find content in the EMC Support Community Forums for most products. When you access content from a public web search result, the Support Community will open with the selected item displayed. You will be in read-only mode. Login if you want to post content or engage in discussions.

- **Direct Navigation**—You can access the Support Community directly at [http://forums.emc.com](http://forums.emc.com) in which case the Support Community will open in read-only mode. You can freely navigate through the community to view content but will need to login if you want to post content or engage in discussions.

- **Online Support Site**—From the Online Support site, you can access product-specific discussion threads from Search, the respective Support by Product pages, or from the Community menu. When you access the Support Community from the Online Support site, you will automatically be logged in with the ability to post content and engage in discussions.

For more information, including setting up your user profile, creating content, and engaging with others visit [https://community.emc.com/community/support/help](https://community.emc.com/community/support/help) within the EMC Support Community forum.

### 4.5 EMC MOBILE APP

EMC MOBILE is the Online Support mobile companion for iPhone and Android users providing fast, easy, and secure mobile access to technology insight and product support. Browse technical documentation, search knowledgebase articles, manage your full service request (SR) lifecycle, and engage with peers in the Support Community Forums. Real time synchronization ensures you get up-to-date information on the go. Visit the EMC Mobile app page at [https://www.emc.com/apps/mobile.htm](https://www.emc.com/apps/mobile.htm) for a full description and links to available downloads and resources.

### 5. USING EMC SECURE REMOTE SUPPORT (ESRS)

#### 5.1 BENEFITS OF CONNECTIVITY WITH EMC

The digital business ecosystem is undergoing a significant transformation as IT professionals continue to embrace converged technology solutions and cloud-based services models. The traditionally reactive, one-size-fits-all approach that has typically defined the customer experience simply won’t work anymore. To that end, EMC has developed an entirely new model, delivering an agile, personalized, predictive, and proactive experience that connects customers with the right resources, at the right time, every time.
Continuing to evolve EMC’s award-winning service and support, customers will enjoy faster issue-to-resolution times, custom-built support teams, and deep yet actionable insight into the wellness of their EMC environments. Predictive analytics coupled with EMC’s Big Data Lake will even help resolve issues before they can happen and impact the business.

The key to getting access to all of these benefits and more is simple—just connect via ESRS.

### 5.2 OVERVIEW OF ESRS V3

ESRS is a secure, IP-based, connect-home/remote connect-in solution. ESRS v3 can be run virtually and requires no additional hardware. ESRS v3 is also completely user installable. The connection between the customer and EMC includes robust security features, such as Advanced Encryption Standard (AES) 256-bit encryption, SSL/TLS authentication, RSA digital certificates, and a customer-managed access policy. ESRS offers a single access point to consolidate remote support that eliminates the need for modems and telephone line costs.

Learn more about ESRS at: [http://www.emc.com/support/emc-secure-remote-support.htm](http://www.emc.com/support/emc-secure-remote-support.htm).

### 5.3 ALTERNATIVE CONNECTIVITY OPTIONS

While ESRS is EMC’s preferred connectivity option, EMC also currently supports connectivity via modem, WebEx, or email as alternative options.

- **Modem**—This option uses a standard telephone line or operates with a PBX. In the event of an error or event outside of EMC’s defined set of tolerances, EMC systems automatically dial the EMC Customer Support Center. The EMC Customer Support Center then dials back into your system to diagnose and repair the issue. Monitoring software runs in the background on your storage system using minimal processing power.
• **WebEx**—This option is designed to enable faster issue resolution via “live” diagnostics. WebEx remote computer and application sharing allows the EMC Customer Support Center to provide an interactive session for error diagnosis and issue resolution.

• **Email**—This option notifies the EMC Customer Support Center via one-way email, which eliminates the need for an active telephone line. For troubleshooting, EMC support engineers must dial back into your system, which requires the use of ESRS or WebEx.

### 5.4 LACK OF CONNECTIVITY

To enable an optimal support experience, EMC recommends you establish an ESRS connection between your EMC platforms and EMC’s technical support center. Or, you may choose one of the alternative connectivity options mentioned in Section 5.3 of this Guide.

Please note that EMC may assess a surcharge in accordance with EMC’s then-current standard rates if the customer chooses not to establish and maintain remote connectivity with EMC using EMC’s remote support features.

### 6. SERVICE REQUEST RESOLUTION PROCESS

When opening a Service Request, we recommend you use EMC Online Support. Leveraging this interface enables you to:

• Save your contact and site information to expedite Service Request initiation

• Submit the issue description and its impact in your own words

• Add stored environment configurations to your Service Request

• Attach useful files to aid in issue diagnosis

• Set up notifications so you will automatically receive status updates

• View Service Request status and submit updates

Prompt resolution of your technical issues and questions requires your active participation with EMC Customer Support. This section provides process and best-practices information that can accelerate issue resolution and enhance your support experience.

### 6.1 CREATING A SERVICE REQUEST

Your resource for opening a Service Request is the EMC Online Support site ([https://support.emc.com](https://support.emc.com)). Instructions on how to access the EMC Online Support site are located in Section 4 of this guide. We highly recommend you review that section first before creating an EMC Service Request.

Within the EMC Online Support site, there are many different ways you can initiate a Service Request. No matter what method you
choose, you will need the following information available when you open a Service Request.

**Customer Information:**

- Your EMC Site ID or company name and address where the product is installed
- Your name, phone number, and email address

**Product Information:**

- For EMC systems: Serial number and product name
- For EMC software: Host ID or product name and product version

**Issue/Question information:**

Description of the issue or question, including specific information such as symptoms and frequency of error condition

- Diagnostic information, such as error messages, error logs, traces, and diagnostics. Product-specific diagnostic tools are available on the EMC Online Support site homepage (Tools & Sites).
- Environmental information, such as operating system, networking components, and software running when the issue occurred. Maintaining your system environment information on the EMC Online Support site can eliminate this step in the data collection process.
- Environment changes: possible issue sources such as hardware, software, and network changes and upgrades; introduction of new applications or processes into the system environment; and recent configuration changes
- Once a completed Service Request is received by EMC, you will be provided a Service Request number and, if opened by telephone, the anticipated callback time based on the Severity Level and your EMC Support Option. See Section 3.1 for Severity Level descriptions.

**6.2 ISSUE ANALYSIS**

EMC Customer Support will review the information provided and investigate solutions for your Service Request. Our first step in the issue resolution process is the triage and assignment of your Service Request to a technical support engineer.

Your engagement with EMC’s technical support engineer is required to assist with prompt resolution. We may need to contact you for additional information concerning your Service Request and to assist in issue diagnosis with the use of diagnostic tools. Your participation in the Service Request process includes adherence to time commitments for issue analysis activities and the provision of up-to-date contact information to EMC Customer Support.
Throughout the issue analysis and diagnostic process, EMC Customer Support will endeavor to keep you informed of the status.

6.3 MULTI-VENDOR SUPPORT
EMC understands that a multi-vendor environment may be one element of your information infrastructure. To enable seamless initiation of your Service Requests in a multi-vendor environment, EMC has Cooperative Support Agreements (CSAs) in place with hundreds of other information technology vendors, including leading application, database, and information management providers.

Once your Service Request has been identified as requiring engagement from one of our cooperative support partners, your EMC technical support engineer may engage the other vendor(s) on your behalf to initiate the Service Request. These formalized processes between EMC and our cooperative support partners are intended to help facilitate a faster, more coordinated response. You may need to provide EMC with information to expedite coordination with the cooperative support partner(s) that EMC is engaging on your behalf.
EMC may first request that you open a Service Request directly with the vendor, and then provide EMC with the case information and any call troubleshooting details. In all cases, if it is determined that the issue resides with the other vendor, that vendor will have sole responsibility for the diagnosis and resolution of your issue.

6.4 ISSUE RESOLUTION PROCESS
A variety of factors can contribute to hardware and software issues. The EMC Customer Support staff strives to provide a timely response to such issues that may include providing you with information, workarounds, configuration changes, software fixes, or replacement of parts or components. The following provides additional details regarding software fixes and parts replacements.

6.4.1 Software Issue Resolution
The preferred delivery mechanism for software fixes is a Service Pack or product enhancement releases that represent the most complete and current version of the product. These are available for software products covered by a current EMC maintenance contract from the Downloads section of the EMC Online Support site.

Requests for new fixes—In the event of a product defect being determined by EMC Customer Support, an incident will be opened by EMC Customer Support with the EMC product engineering team. This defect may be escalated, if determined appropriate by EMC, based on the Severity Level of the incident.

- **Severity Level 1 Defects** are prioritized and may (at EMC’s discretion) result in the delivery of a patch/hotfix if a reasonable workaround cannot be identified. Note: hotfixes and patches have a limited lifespan and support duration. They are intended for short-term use only.
• **Severity Level 2 Defects** are typically prioritized for correction in the next Service Pack.

• **Severity Level 3 and 4 Defects** are reviewed for correction to be included in future product release cycles, as deemed appropriate by EMC.

6.4.2 Hardware Resolution and Onsite Resources

Most hardware Service Requests are identified, diagnosed, and resolved remotely using EMC Secure Remote Support tools and technology (See Section 5 for information concerning EMC Secure Remote Support). If your Service Request requires parts replacement or additional hardware diagnostics that cannot be performed remotely, it will be escalated to a field engineer. Note: you must have a Support Option that includes Onsite Support (Premium or Enhanced Support Option). The field engineer may perform additional remote diagnostics prior to contacting you to schedule an onsite visit. These diagnostics can help determine whether parts or troubleshooting tools may be required to address your issue once the field engineer is onsite.

6.4.2.1 Scheduling the Onsite Visit

The field engineer will contact you to schedule the repair in accordance with the response objectives set forth in your EMC Support Option. Non-urgent service visits will be scheduled during Business Hours (as defined in Section 3.3 of this document). When parts are required, your field engineer will endeavor to plan the visit to coincide with the part delivery or bring the required parts with him/her. You or a member of your staff must be onsite unless you have arranged access privileges for EMC in advance.

6.4.2.2 Resolution Process

Once onsite, the field engineer will engage with your team and EMC Customer Support to diagnose and resolve the issue, which may include ordering additional parts. If the repair requires system downtime, the field engineer will work with you to schedule downtime or a return visit during scheduled downtime. Additional onsite and/or remote resources may be required to resolve the Service Request.

6.5 SERVICE REQUEST CLOSURE

The active participation between you and EMC Customer Support extends to Service Request closure. After EMC provides a resolution recommendation to your Service Request, we will engage you to verify that the response has addressed your reported issue. If EMC Customer Support is unable to contact you after three (3) contact attempts over a one (1) week period, we will independently close the Service Request. Your Service Request will be available on the EMC Online Support site and will reflect these updates. If you feel the issue is not resolved, you have the opportunity to reopen the original Service Request within ten (10) days.
6.6 SERVICE REQUEST RESPONSE EXAMPLE

Following is an example of the Service Request process for a customer with an Enhanced Support Option, who is opening a Service Request regarding a single disk drive failure (Severity Level 3).

<table>
<thead>
<tr>
<th>THURSDAY</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6:00 p.m. local time</td>
<td>Customer logs a Service Request after running the Drive Replacement Utility (DRU), which indicates a drive needs to be replaced by the customer.</td>
</tr>
<tr>
<td>7:00 p.m. local time</td>
<td>EMC customer service technician reviews Service Request and DRU output and identifies the replacement part required. Replacement part is ordered.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MONDAY</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am – 5:00pm local time</td>
<td>Part arrives.</td>
</tr>
</tbody>
</table>

For more information on EMC’s next-business-day shipping details, please review Section 3.5.3 of this guide.

6.7 SCOPE OF EMC CUSTOMER SUPPORT

EMC Customer Support provides warranty, maintenance, and support related assistance for Service Requests related to EMC products. For questions or inquiries outside the scope of warranty or maintenance, please see the contact list below.

<table>
<thead>
<tr>
<th>INQUIRY TOPIC</th>
<th>RESOURCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue isolated to non-EMC product</td>
<td>Please contact your product vendor’s support organization directly.</td>
</tr>
<tr>
<td>Performance tuning, capacity planning, application development</td>
<td>Contact your EMC sales representative or EMC service manager.</td>
</tr>
<tr>
<td>Software license key activation</td>
<td>License key assistance is available on the EMC Online Support site at Service Center &gt; Product Registration &amp; Licenses.</td>
</tr>
<tr>
<td>Installation and upgrade assistance when not included in your EMC product purchase or your EMC Support Option</td>
<td>Contact your EMC sales representative or EMC service manager.</td>
</tr>
</tbody>
</table>

6.8 EMC CUSTOMER SATISFACTION SURVEYS

EMC periodically conducts customer surveys to measure customer satisfaction. As an EMC customer who had a recent service experience, you may receive two different surveys—the Services Transaction Survey, regarding a recent service experience, or our Usability survey regarding a recent Online Support tool experience. If you are invited to participate in the EMC customer survey, please
respond so your valuable feedback can contribute to our improvement efforts.

6.8.1 Connect with EMC Customer Service on ECN

Another way you can provide feedback on your EMC support experience is on the EMC Community Network (ECN). Within the Support Community, we have created a forum called ‘Connect with EMC Customer Service’. This forum is intended to provide information about EMC Customer Support Services, as well as to serve as an outlet for you to voice your feedback on EMC’s performance during any of your service events. Your assessments and suggestions will be carefully reviewed as we continually strive to improve Customer Support Services at EMC.

https://community.emc.com/community/support/connect-with-customer-service

7. INTERVENTION AND /OR ESCALATION ON A SERVICE REQUEST

You can request Service Request Intervention or Escalation for a variety of reasons, including:

• You are not satisfied with the progress of your Service Request
• The business impact of your Service Request has changed

7.1 REQUESTING ESCALATION

You can request Technical Support Management Intervention for a Service Request at any time either by speaking directly with the Technical Support Engineer assigned to your Service Request, or by requesting to speak with the Manager on Duty. For Severity Level 1 Service Requests, we highly recommend that you contact EMC Customer Support by telephone for interventions (Please refer to the contact information in Section 9). This will expedite getting your request to the appropriate EMC resource(s).

For Service Requests that involve the dispatch of onsite support, you can discuss your concerns with the assigned local engineer. Your local engineer can engage the Local Service Manager to evaluate the situation and determine next steps. If your local engineer is not available, call EMC Customer Support and the intervention request will be directed to your Local Service Manager.

7.2 ESCALATION PROCESS

Once Management Intervention request has been made, the Manager on Duty will evaluate the situation and determine the appropriate resources to assign and/or actions to be taken. If the issue is determined to require a critical escalation, an Escalation Manager will be assigned and will lead the coordination of appropriate parties. The Escalation Manager will set up a conference call with the appropriate parties, including the Local Service Manager, your advocate, to outline the action plan and begin
troubleshooting the situation. If you have an EMC Service Account Manager or EMC Designated Support Engineer, they will be engaged as your advocate and part of the troubleshooting and resolution process.

As the escalation is initiated, the assigned Technical Support Engineer, Local Service Manager, EMC Service Account Manager, and Escalation manager will work with you to determine an appropriate communication plan, including communication mode (email, phone call, or reoccurring conference call), frequency, and required attendees for all updates. The EMC Customer Action Committee is made aware of all escalations and the current status on a daily basis. The Customer Action Committee is a cross-functional meeting of EMC Escalation Management, Engineering, and Technical Support. Collectively they will work to ensure the appropriate resources are engaged, and facilitate open communication to ensure an expedited action plan. Customer Action Committee members may attend scheduled conference calls if EMC deems it necessary to coordinate a resolution.

8. RENEWAL OF CUSTOMER MAINTENANCE AGREEMENTS

We recommend annual reevaluation of your maintenance and support coverage and a review of available Support Options to determine whether your coverage meets your current business requirements.

8.1 FREQUENTLY ASKED QUESTIONS RELATED TO MAINTENANCE AGREEMENTS

1. Why should I purchase a maintenance contract with EMC?

A current EMC maintenance contract provides customers with a reliable, efficient and more affordable way to support and protect their EMC investment. With a current EMC maintenance contract, customers can obtain smooth and timely access to:

- EMC’s proactive customer service tools and capabilities that enable EMC to proactively identify and address potential hardware and software issues before they occur.
- MyService360™, an intuitive cloud-based dashboard for IT to get personalized, service-centric views of their global EMC environments. MyService360 delivers highly visual and customizable views of IT service environments for near real-time understanding of EMC system status and health across the enterprise.
- Online Support tools that enable customers to manage service requests, engage in support community forums, chat with technical support engineers, register products, and access diagnostic tools.
• Rigorous escalation management procedures where teams coordinate resources, set action plans, and track progress to resolution.

• EMC’s engineering department where the products have been developed.

2. I have recently purchased EMC software and EMC maintenance to cover this software. When does the maintenance period begin?

For most of EMC’s software products, software-related maintenance that is ordered at the same time as the license for such software commences on the date of shipment of the physical media or electronic availability of the software, and continues for the period specified on the EMC quote. Renewals of software maintenance typically commence and expire in accordance with the dates on the applicable EMC quote.

3. How can I determine the EMC Support Option for my product?

The first place to start is with your purchasing agent to advise on the EMC Support Option. If he/she does not know which EMC Support Option applies, your EMC sales representative or EMC Reseller should have a copy of the product or maintenance renewal quote that references the applicable EMC Support Option for your EMC product.

4. Who should I contact to renew or upgrade my maintenance contract?

EMC Maintenance Renewal account managers are available to assist you and can be contacted using the email addresses in Section 8.2.

5. What happens if I let my EMC maintenance lapse?

In the event a customer requests support from EMC on EMC products which are not covered by a current EMC maintenance contract, any support which EMC elects, in its sole discretion, to provide will be on a time and materials basis.

6. What is ‘Time and Materials’ service?

Time and Materials (“T&M”) service may be provided, at EMC’s discretion, on a commercially reasonable efforts basis only on hardware that is not covered by a current EMC maintenance contract, whereby the following conditions apply:

• Customers with a current EMC maintenance contract are given priority over T&M engagements.

• T&M assistance is subject to resource and parts availability.

• T&M assistance is billed at an hourly rate plus parts, minimum charges, expense reimbursement and other charges, making it costlier than having a current EMC maintenance contract covering the EMC product.

• Service Requests for T&M assistance must be logged by the customer by phone, and EMC’s then current T&M terms and
conditions must be signed, and a purchase order issued, by the customer in advance of EMC’s provision of T&M assistance each time such assistance is requested.

T&M assistance does not include:

• EMC Online Support, which eliminates access FAQs, resolution tutorials, and other important product information.

• Proactive support via EMC’s ESRS, diagnostic and maintenance tools.

• Access to EMC software updates, patches or new releases.

7. What happens if a customer wants to reinstate EMC maintenance?
In the event a customer requests re-instatement of an expired EMC maintenance contract, the applicable product(s) must first be inspected by EMC to determine what steps are needed to restore the applicable product(s) to proper operating condition. This inspection activity is performed on a time and materials basis.

If EMC determines that the applicable product(s) is eligible for re-instatement of EMC support, the customer must first execute EMC’s then current standard terms and conditions for EMC support and pay EMC (i) the charges for the above described time and materials service; (ii) the amount EMC would have normally charged had a support agreement been in effect during the period of the lapse or discontinuation; and (iii) the charge for the next twelve (12) months of the newly commenced support agreement. In addition to this, please note that EMC reserves the right to apply its then current reinstatement fee if a customer’s purchase order is received after the expiration date of your current maintenance contract in addition to any rights and remedies available to EMC under the applicable agreement governing the EMC renewal quote.

We encourage you to maintain active maintenance coverage to secure your investment in EMC products.

8.2 MAINTENANCE RENEWAL ACCOUNT MANAGERS
For more details regarding any EMC Support Option, please contact EMC Maintenance Renewals. To facilitate effective and efficient processing, our Maintenance Renewal account managers are aligned by geography and product categories as outlined below.
9. CONTACT SUMMARY INFORMATION

There are various channels for contacting EMC Customer Support:

EMC ONLINE SUPPORT
(http://support.emc.com)

LIVE CHAT (AVAILABLE ON THE EMC ONLINE SUPPORT SITE)
• For quick answers to technical and support questions

SERVICE CENTER ON THE EMC ONLINE SUPPORT SITE
• For Service Request creation and management
• For site account management
• For product enhancement requests
• For assistance with registration of EMC “Customer-installable” equipment platforms

TELEPHONE (EXCEPT FOR LICENSING OR INSTALL BASE MANAGEMENT ISSUES RELATED TO EMC CONTENT MANAGEMENT, ARCHIVING, AND BACKUP AND RECOVERY SOFTWARE; SEE BELOW)
• United States: 1-800-782-4362 (1-800-SVC-4EMC)
• Canada: 1-800-543-4782 (1-800-543-4SVC)
• Worldwide: +1-508-497-7901
• Local country support numbers: http://www.emc.com/contact-us/contact-us.esp
TELEPHONE (FOR LICENSING OR INSTALL BASE MANAGEMENT ISSUES RELATED TO EMC CONTENT MANAGEMENT, ARCHIVING, AND BACKUP AND RECOVERY SOFTWARE)

- Americas and Australia: +1 408-566-2000, option 3, option 2
  If Reception answers, please request the “Licensing Department”
- Europe, Middle East, and Africa: +353 (0) 21-487-9862
- Asia: +353 (0) 21-487-9883

CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, contact your local representative or authorized reseller, visit www.emc.com, or explore and compare products in the EMC Store.

EMC², EMC, and the EMC logo are registered trademarks or trademarks of EMC Corporation in the United States and other countries. VMware is a registered trademark or trademark of VMware, Inc., in the United States and other jurisdictions. © Copyright 2016 EMC Corporation. All rights reserved. Published in the USA. 07/16 EMC Perspective H5518.4

EMC believes the information in this document is accurate as of its publication date. The information is subject to change without notice.