EMC DATA DOMAIN CUSTOMER SERVICE TRANSITION
Quick Reference Guide

SERVICE QUICK LINKS

EMC Online Support: Access support tools, downloads, technical information, and experts.

EMC Service Center: Your home base for opening and managing service requests and engaging with EMC support.

Support Community: Connect with other EMC users and experts.

Live Chat: Use Live Chat for the fastest response to all technical and support questions.

EMC Secure Remote Support: Leverage ESRS for 24x7 monitoring and a proactive, preemptive approach.

EMC Customer Support Guide: Your guide to customer service policies, best practices, and resources.

Global Service Centers: Contact numbers for EMC service centers.

SUMMARY

Effective February 9, 2014 (North American Time), customer service for EMC Data Domain products will adopt standard EMC Customer Service processes and tools, providing you a consistent service experience across all EMC products within your environment. We are committed to making this a seamless transition for you and have prepared this document to familiarize you with the changes. Updates include:

- Instead of using the My.DataDomain.com support portal, customers and partners will use EMC Online Support to access service request management and product resources such as Knowledgebase articles, technical documentation, and product downloads. Customers will also have access to the EMC Support App.

- EMC Live Chat will continue to be available for Data Domain products and can be used to quickly open a service request (case) online.

- Telephone service and call handling will be centralized. Customers and partners will use the same EMC Customer Service number for all EMC products. A service representative will collect the necessary information to open your service request and locate a technical resource to assist.

- Service level objectives (SLOs) and standard escalation process have been implemented as outlined in the EMC Customer Support Guide.

CONTACTING EMC CUSTOMER SERVICE

EMC Online Support is the preferred method for opening service requests. This method ensures faster, more effective service due to the ability to reference known solutions and attach files, screen shots, and error messages directly to your request.
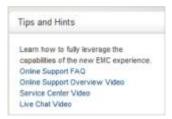
CUSTOMER SERVICE CONTACT INFORMATION EFFECTIVE FEBRUARY 9, 2014 (NORTH AMERICAN TIME)	
ONLINE SUPPORT	https://support.emc.com/
TELEPHONE SERVICE	United States: 800-782-4362 (1-800-SVC-4EMC) Canada: 800-543-4782 Worldwide: +1-508-497-7901 Click for additional worldwide access numbers For Data Domain, from the main menu, select *Option 2 – All Hardware Support; Next select Option 1 – All Hardware Products except AX and Vblock*
EMAIL SERVICE	Not available
HELP WITH ONLINE SUPPORT TOOLS	For questions specific to Online Support registration, access, or site association, email support@emc.com. (Note: This email alias is not staffed or monitored to handle service requests or product issues.)

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Reviewing these resources on the EMC Online Support home page will help you fully leverage site capabilities.

See "Tips and Hints" for help videos and other help resources.

EMC ONLINE SUPPORT

EMC Online Support is your single destination for customer service and provides online access to numerous resources including product-specific information, software license activation, service request creation and management, self-help tools, downloads, and technical support via Live Chat.

ACTION REQUIRED

Register for Access—Register for an EMC Online Support account if you do not already have one.

Note to My.DataDomain.com users: You may already have an EMC Online Support account and not be aware of it. Before registering for a new account, try to log in at https://support.emc.com with your My.DataDomain.com credentials to verify access. If you are prompted to register, please do so.

Once registered, download the EMC Support App for support on the go.

Update Preferences—Click "Manage my profile" and review or update your Account Settings and Preference located under each tab. Make sure you register for important Technical and Security Advisories under the "Subscriptions and Alerts" tab.

Review the "Tips and Hints"—Visit this section on the home page for documents and videos to help you be successful with your online support experience.

Check out Key Features—The EMC Online Support site offers many features and tools to help you quickly resolve technical questions and issues, including:

Explore Service Center—Home base for engaging with EMC Support and managing service requests. Directs you to common tasks quickly, such as registering a product, viewing and managing licenses, and creating, viewing, and managing service requests. Here you will also view and manage company information such as your product install base, contacts, service requests, contracts, and environments by site.

Data Domain Support by Product—The central location for product-specific resources including the Knowledgebase, downloads, technical documentation, product lifecycles and end-of-service dates, and more.

Support Communities—Join product-focused forum discussions and exclusive online events like Ask the Expert sessions. From here you can tap into the broad base of collective knowledge to find solutions.

EMC Live Chat—Provides quick, direct access to EMC technical support experts.

FREQUENTLY ASKED QUESTIONS

1. **I am a registered EMC Online Support (formerly Powerlink) user. Do I need to create a new account as part of the Data Domain service changes?**

   No. If you have an EMC Online Support account, you do NOT need to register. If you need assistance gaining access to a particular site or product after February 9, 2014, please contact us at support.emc.com for assistance within 24 hours.

   Note that this email address cannot be used to open or update service requests.

   My.DataDomain.com users: See note highlighted above.

2. **I noticed in Service Center that I have a Site ID. What is a Site ID?**

   A Site ID is created in EMC Customer Service systems for each location within your organization where EMC products have been installed. A Site ID is used for creating and managing service requests when contacting EMC Customer Service. As an EMC Customer Service contact, you will be associated with one or more Site IDs within the system. Contact support@emc.com for assistance with missing access to a particular site or product after February 9, 2014.

3. **I saw a reference to "Product ID." What is a Product ID?**

   The Product ID is the Serial Number of the asset.

4. **Will I have access to the service requests (support cases) that I opened prior to February 9, 2014 (North American Time)?**

   Closed service requests will be accessible on the EMC Online Support site under Service Center. In addition, 18 months of case history will be available. To view closed service requests, navigate to: Support > Service Center > View and manage service requests> Query Service Requests.

5. **After February 9, 2014 (North American Time), can I search by the Data Domain case number in Service Center?**

   You cannot search by the Data Domain case ID in Service Center. Your service request will appear in the "My Service Request" view in Service Center. The original Data Domain case ID will be the first entry in the problem summary.

6. **Does EMC Online Support send emails to me when my service request (support case) is updated by EMC Customer Service?**

   Yes. To receive these notifications you must set your preference in Service Center. Visit https://support.emc.com/preferences/subscriptions/service-requests. We highly recommend using this option. Notifications you receive will contain a link to access the service request.

7. **Can I respond to email notifications to update my service request (SR)?**

   No, you will not be able to update your SR by responding to your SR email notifications. You can update your SR in Service Center by following the link in the email notification, or you can take advantage of our Mobile App to access your SRs from your mobile device. For information on the mobile app, click on http://www.emc.com/apps/support-mobile.htm.

8. **Is there a Support Community for Data Domain products?**

   Yes. Access the interactive Data Domain-specific support community from the main EMC Community Network (ECN) Support Community page to connect with other EMC users and experts. When visiting ECN, you can customize your ECN profile to establish personal and privacy settings. Visit the Community help page for additional information.

9. **Following February 9, 2014, how do I contact the customer service representative who is working on my support case/service request?**

   Beginning February 9, 2014 (North American Time), you can directly contact the customer service engineer working on your service request by calling the global EMC Customer Service number and entering the service engineer's extension listed in your service request. The extension for the customer service engineer is included in their email signature.

10. **Where can I find information about EMC service levels?**

Contract terms and conditions are not changing. You will continue to receive the same level of high service for which EMC is known. For more detailed information, including service level objectives (SLOs), please see the appropriate Support Option at http://www.emc.com/support/emc-product-warranty-maintenance-use-rights.htm.

11. **Can I search and use the Knowledgebase solutions prior to opening a service request?**

Yes, you will be presented with Knowledgebase solutions prior to opening a service request. Solutions are based on your problem summary.

12. **How do I upload a file?**

Files 2 GB and smaller can be attached directly to your service request. Files larger than 2 GB must be uploaded via FTP. Your customer service engineer can assist you with this.

13. **Will multilingual telephone service continue to be available?**

Yes. For multilingual customer service, you will dial the in-country number listed at http://www.emc.com/collateral/contact-us/h4165-csc-phonelist-ho.pdf.

14. **Will I be able to see my assets with my systems information, such as space plots, ASUP data, cases, and contract status?**

Yes, these items will be available on the "My Support" page at https://support.emc.com/myproducts.

15. **After February 9, 2014 what is the process for requesting immediate attention (escalation) for a service request (case)?**

EMC's standard escalation process should be followed by calling EMC Customer Service and requesting an escalation. See the EMC Customer Support Guide for more information. Note that web escalation will be discontinued.

16. **Are the Terms and Conditions of my Support Contract changing?**

No, the Terms and Conditions specified in your Support Contract are not changing. You can view the details of the various Support Options here, including information regarding severity based SLOs and CRU/FRU policies. Note that only Premium Support provides onsite assistance for CRU parts replacement (power supplies, disk drives). Customers with Enhanced or Basic Support Options will have this service available on a Time and Materials basis.

17. **Will I continue to use autosupport@autosupport.datadomain.com for connect home and alerting?**

Yes.

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