

XenServer Worldwide Support Services Delivery Guide

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Information

To our XenServer customers and partners, we want to thank you for choosing our products and services. Our goal is to ensure your success, and we have created this Worldwide Support Services Delivery Guide to help you achieve just that. The guide provides an overview of the XenServer support services delivery, resources and program guidelines intended to maximize your investment, reach your business outcomes, and get more value faster.

XenServer reserves the right to make updates to its Customer Success Services packages and requirements, at its sole discretion, from time to time, as business needs require. The relevant XenServer web pages and documents will be updated with respect to any updates as of their effective date.

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Support Services Scope, Delivery and Process

This section focuses on delivery of support services.

Scope of XenServer Technical Support Services

XenServer Technical Support Services is an Industry recognized, award-winning operation that takes you beyond the traditional world of break-fix. We have trained our team in critical-thinking techniques that serve to provide a consistent approach to problem solving and faster problem resolution. We also offer assistance with issues encountered during configuration, installation, upgrades and work with major third-parties to solve problems you may encounter – faster, and with less interruption to your operation.

With our 24/7 coverage model, you have access to our technical experts via web & phone. All other XenServer services related to product training and best practice advice on product usage, personalized design and implementation assistance, upgrades or environment design and architecture configuration, are covered by Citrix Consulting Services, Citrix Education or Partner / Account Services.

Service Delivery Process

XenServer continually invests in refining our support engineers' skills and expanding their expertise through extensive training. In addition, our technical support engineers use remote support to quickly resolve complex issues using screen sharing, chat, and other tools, which leads to increased first-time call resolution and customer satisfaction.

Geographical Coverage

With our 24/7 converge model, cases are transferred from one support center to the next, following the sun, to ensure cases are continually worked for rapid resolution.

XenServer Technical support regions are defined as follows:

- Americas: North America, Latin America and the Caribbean
- EMEA: Europe, Middle East and Africa
- APJ: Asia Pacific Japan

Note: Customers are supported based on the registered Geo Account Org ID on record. Please review the [Support Coverage](#) section for details on Business Hours and 24/7/365 Support.

Language Support

Technical support for XenServer/Hypervisor is available only in English, 24/7, to ensure consistent, high-quality support for our XenServer/Hypervisor products worldwide.

Remote Assistance

Support services are generally provided remotely, except where expressly indicated otherwise. Support is delivered based on the support services option you select. An incident may require multiple sessions and offline research data collection, traces/dumps to achieve final resolution. In the event that you cannot provide remote access requested by XenServer, we will continue to work the support case to the extent reasonably practicable.

24/7/365 Support

XenServer provides 24/7/365 support for Severity 1 issues under all support packages. Business Hours support coverage is provided for all other Severity Levels, 2 through 4, during local business hours (8 a.m. - 6 p.m.). Note: Severity is determined jointly by the customer and XenServer.. For more information on Severity Levels see [Resolution Times and Response Times](#) section.

Engineering

In instances where XenServer Technical Support determines that a code level modification to the product is required, we will engage the Product Development Team to provide such, in accordance with XenServer Policy. There is no guarantee of resolution for all Support issues.

Multi-vendor Coordination

We will work with your other key partners to resolve problems in a heterogeneous environment, if you have an appropriate support agreement in place with these vendors. In order to resolve a case, XenServer will engage with some supported product vendors to share diagnostic information and collaborate on finding a solution.

XenServer Customer, Partner, and Support Roles and Responsibilities

This section focuses on the different responsibilities of the Customer, Partner and XenServer Support when engaging support services..

Customer and Partner Roles

As a XenServer Technical Support Services customer, it is important to understand the roles and responsibilities of the different contacts in your company. These may include but not limited to the technical, renewal, and contract administration personnel.

Technical Contact

The Technical Contact is the designated resource available to open cases and work with the XenServer team while an issue is being investigated. The Technical Contact may be responsible for but not limited to support remediation (run debug tools, apply potential fixes/ workarounds, etc.).

Renewal Contact

The Renewal Contact is the designated primary administrative contact regarding your support option. The Renewal Contact receives notifications of renewals, price changes and other important account updates. It is essential that you let us know when the Renewal Contact of your company changes; otherwise, important notifications may not be received.

Updating or Changing Contacts

During the initial purchase or at renewal of a support and maintenance contract, if a contact person is not submitted, a Renewal Contact will be automatically assigned to your renewal memberships based on the most frequent contact you have registered with Citrix.

- If you would like to change your designated Contacts, please contact [Citrix Customer Service](#) to submit your contact change request.
- Renewal Contacts are assigned with certain rights within the www.citrix.com/MyAccount tool and can perform actions such as the following:
- Adding or removing a contact to the company contact profile in www.citrix.com/MyAccount

Partner and Third Party Contacts

You may also choose to appoint a preferred Citrix reseller or any third party named contact to act on your behalf.

- In this case, you must add the Partner/third party named contact to your organization record via www.citrix.com/MyAccount.
- You can then have the third party contact use your Account/Org ID
- The Partner/third contact may use the Account/Org ID and the associated support solely on your behalf. You will be solely liable to Citrix in the event any Partner/third party fails to perform.

Note: It will be your responsibility to remove the Partner/third party records (on www.citrix.com/MyAccount) from your organization records if you no longer wish to have them act on your behalf.

Roles within XenServer Support

XenServer provides 24/7 coverage throughout the world and provides support via web and phone. There are several roles within XenServer Technical Support and each one can assist you in different ways.

Customer Service

The Customer Service team is your first point of contact when you log a case by web and phone. First, they make sure your case is opened correctly in our system and verify your entitlements. Once that has been done, the case shall be moved to an expert on the technical support team for further technical assistance.

Support Engineers

A support engineer is responsible for responding to and resolving complex customer problems by web and phone. Engineers specialize in handling different Linux flavors and XenServer products

Customer Responsibilities

Customers are responsible for performing basic troubleshooting steps before contacting XenServer Technical Support with an issue. Please perform basic troubleshooting steps which can be found using our self-help resources listed below. These self-help resources can help determine what problem you are experiencing and enhance the solution process.

Self-help Resources

Knowledge Center

- A database of articles and bulletins written by XenServer technical experts.

[Product Documentation](#)

- A library of product documentation for XenServer solutions and technologies.

[Hardware Compatibility List](#)

- A list of certified hardware options certified by hardware vendors for XenServer.

Performance of Problem Determination Activities and Resolution Activities

By enrolling with XenServer Technical Support, your organization agrees to cooperate with requests that support problem determination and resolution. Problem determination activities may include network tracing, capturing error messages, collecting and sharing environment logs and configuration information, and providing sample versions of applications in order to facilitate in-house debugging. Problem resolution activities may include changing product configurations, installing new versions of software or new components, or modifying processes. Failure to facilitate these activities will impact our ability to troubleshoot the issue and may result in your case being closed.

Procuring, Installing and Maintaining Equipment

By signing up with XenServer Technical Support, you agree to allow XenServer Technical Support to access your facilities as reasonably required to find a solution to a reported problem and to perform the service required. It is your responsibility to procure, install and maintain all equipment, communication connections and interfaces, telephone lines, and other hardware at your site. The hardware compatibility list can be found here: <https://hcl.xenserver.com/>.

Implementation of Current Updates and/or Code Releases

As part of your agreement, you must implement all currently available updates and/or code releases to the licensed products in a timely manner; otherwise, XenServer may deny you technical support for an issue. In certain instances, as mutually agreed upon to provide resolution to problems, customers may be required to send required hardware and peripherals to XenServer designated locations. Customers will ensure that no confidential or personal data resides on the test machines.

License Compliance

As part of your agreement, and to the extent permitted by applicable law, you agree to allow XenServer to audit license compliance pursuant to the license compliance terms. In the event you fail to allow XenServer to audit, XenServer may deny you technical support for an issue, as well as pursue its remedies for breach of your agreement.

Contacting Support, Case Lifecycle and Escalation

Instructions

This section focuses on the ways to contact XenServer support and the case lifecycle..

Contacting XenServer Technical Support

You can connect with our support team to resolve inquiries and technical challenges. We are available by [Web or Phone](#) to open a case. Just follow the web or phone prompts for fast, easy, and convenient support.

Lifecycle of a Support Case

Below are the steps followed to work your case as quickly and effectively as possible.

STEP 1: Open a Support Case

1. Contact XenServer to open a support case
2. Customer Service verifies your support entitlement

STEP 2: Engagement with Technical Support Team

A Support Engineer works with you to identify the issue and begin troubleshooting. This may involve:

1. Requesting more information, traces
2. Reproducing the issue
3. Gaining remote access
4. Requesting the installation of hotfixes, code releases, or feature release upgrading to a new software version
5. Implementing a workaround
6. Testing a solution in a non-production environment
7. Requesting to open a ticket with a third-party vendor

Once all action items have been completed, if the Support Engineer cannot resolve the problem and no progress is made on the case, it may be transferred to the XenServer Escalation team.

Note: If the issue requires a code fix or code-level analysis, the XenServer Engineering team will be engaged. XenServer Engineering is available weekdays only.

STEP 3: Close a Support Case

Before closing a support case, you will be asked to confirm that the issue has been worked to your satisfaction and that the support case can be closed. After the closure, a summary will be sent to you with a description of the problem and the reason for closure or resolution.

- After case closure, you may receive a survey to ensure your case was worked to your satisfaction. Other reasons for closing a support case may include:
 - You are not entitled to support from XenServer Technical Support
 - No response has been received after several attempts to contact you.

Progress of your Support Case

To review the progress of your case, please log in to www.citrix.com/MyAccount.

Support Case Severity

The case severity is determined mutually by the Support Engineer and the customer according to the severity description. Severity levels will not increase once mutually established but may be reduced per XenServer's reasonable discretion.

Reopening a Support Case

You will have 30 days from the support case closure to reopen a request if necessary. If the 30 days have elapsed, a new support case will be opened.

Reassignment of a Support Case

In situations where your support case needs to be re-assigned (e.g., holidays, sick leave, or escalation to a senior engineer or an engineer with additional skills, etc.) you will be informed who to contact going forward.

Escalating a Support Case

Our goal is to provide world-class customer service and support. Our support team is committed to working with you through the lifecycle of your case to ensure that the appropriate resources and level of attention are focused on a timely resolution of your issue(s). If you are not satisfied with your Technical Support experience, you can raise the case to the attention of the XenServer Technical Support Management Team.

How to Escalate a Support Case to Management?

To contact the XenServer Technical Support Management Team, take any one of the following steps:

- Web: Customers can also raise a case to management attention in the eService portal on a specific case –It notifies the internal case manager and on-call manager to review.
- Phone: Reach out to our Customer Service by calling, and place a request for your assigned engineer to call you back directly to work with you, or simply request to have a call back arranged from the on-call manager. This is the recommended option for time-sensitive issues. Response: 1 hour (24/5)
- E-mail: Email your support engineer's manager. The email address is included in the support engineer's email signature. Response: Same business day.

NOTE: The escalation mechanism is available on normal business days

What is Needed to Escalate a Case?

When communicating with XenServer, please be prepared to provide the following information in order to accelerate our response to you:

- Case Number
- Business Impact: Help us understand the impact of the issue to your current production users and/or any project deadlines that may be adversely affected as a direct result of the ongoing issue(s)
- Summary: A summary of your request and desired outcome (escalate; speak with a manager, etc.)
- Contact Information: (If different from the contact noted in the existing case)

What Happens after an Escalation Request is Made?

Once your request for escalation has been received, someone from the XenServer Management Team will acknowledge receipt of your request and contact you to communicate the next steps that will be taken to address your concerns. If your concern/issue requires extended engagement, a plan will be discussed with you to bring these issues to resolution.

XenServer Standard Support

XenServer Standard Support is the Maintenance and support package included with XenServer

	Standard Support	Notes
Available support	Phone, Web	Callback Product
Timezone	Severity 1: 24x7x365 Severity 2-4: Local GEO business hours	Severity 1: Call-in
Response Times		
Severity 1	30 minutes	Call-in
Severity 2	2 business hours	Callback Product
Severity 3	8 business hours	Callback Product
Severity 4	8 business hours	Callback Product
Technical Support		
Technical troubleshooting assistance	Yes	
Assistance with issues encountered during configuration, installation and upgrades	Yes	
Root cause analysis to prevent problem from recurring	No	

NOTE: All support will be in English only

Legal Disclaimers and Program Terms

As part of your agreement, XenServer may audit license compliance as further described in the product documentation and Worldwide Support Service Guide. This requirement does not apply to the extent prohibited by law or regulation.

XenServer reserves the right to make updates to its maintenance and support packages and requirements, at its sole discretion, from time to time, as business needs require.

The relevant web pages will be updated with respect to any updates as of their effective date.

Response Times

XenServer provides 24/7/365 for Severity 1 issues only. Assistance with Severity 2 (site degradation) and all other issues is available during local business hours (8am-6pm) as per regions listed in the XenServer Worldwide Support Services Guide.

***Support by Engineering is only available during weekdays.