

Frequently Asked Questions

March 30, 2009 Infra Integration into EMC Customer Support

1. Will there be changes to how I contact the support team?

Yes. Effective March 30, 2009, you can contact support through Powerlink, EMC’s online support portal, or by telephone. All changes will be effective March 30, 2009, 8:00 a.m. local time in each geography.

	New Support Effective 3/30/2009
Telephone Support	United States: 800-782-4362 Canada: 800-543-4782 UK: 0870 6000 300 Australia: 1800 335 438 Worldwide: +1-508-497-7901 Note: For additional worldwide access numbers, visit http://www.emc.com/collateral/contact-us/h4165-csc-phonelist-ho.pdf . <i>These numbers supersede any previous Infra support numbers.</i>
Online Support	http://powerlink.emc.com
Email	Not offered

2. I am already a registered Powerlink user. Do I need to create a new account as part of the Infra support changes?

No. If you already have a Powerlink account associated with other EMC products in your environment, you do NOT need to create an additional Powerlink account.

3. What about the incidents that I opened prior to March 30, 2009?

Existing incidents/service requests that are open as of March 30, 2009 and service requests submitted on/after March 30, 2009 will be available for viewing and management in Powerlink. Note that following March 30, incidents or cases will be referred to as service requests to remain consistent with EMC terminology. Incidents closed prior to March 30, 2009 will not be available in Powerlink, however support engineers will have access to this information. As a result, you will experience no reduction in service relative to current and /or closed incidents/service requests.

4. How can I find my incident once it’s been converted to Powerlink?

Powerlink includes the ability to view and manage your service requests online. See the “EMC Customer Support Guide” located at <http://www.infra.com.au/transition.html> for additional information on viewing your service requests online.

5. Does Powerlink send emails to me when my Service Request has been updated by EMC Support?

Yes. EMC Customer Support will document all service request updates within Powerlink. You are able to view these updates at any time and you can also request automatic notification when updates are entered into Powerlink. When creating your service request, you will have the opportunity to request automatic notification to the email and mobile devices you prefer. We highly recommend that you utilize this option. The email will contain a link that you can use to access the case and provide your input to it. See the “EMC Customer Support Guide” located at <http://www.infra.com.au/transition.html> for additional information.

6. How do I access Infra content on Powerlink?

To locate information specific to EMC Infra products, use the following navigation paths on Powerlink.

- **Create, view, and edit service requests** – Navigate to [Home](#) › [Support](#) › [Request Support](#).
- **Find documentation** – See detailed instructions in response to question number 7 below.)
- **Find software downloads** – Customer patch release notes will be available on Powerlink by navigating to [Home](#) › [Support](#) › [Software Downloads and Licensing](#) › [Downloads E-I](#) › [Infra](#). For access to software patches downloads, customers should contact EMC Customer Support.
- **Find knowledgebase articles** – Navigate to [Home](#) › [Support](#) › [Knowledgebase Search](#)
- **Set Support Preferences** – Access the Preferences link in the top right corner of the Powerlink home page.
- **Find Support Forums** – Navigate to [Home](#) › [Support tab](#) › [Support Forums](#) › [Launch EMC Support Forums](#) (**Note:** Infra specific Forums will be added later in 2009, but Infra customers are welcome to participate in other existing Forums at any time.)
- **Find general Infra product information**– Navigate to [Home](#) › [Products](#) › [Software E-O](#) › [Infra](#)

7. Where can I locate Infra Documentation?

Migration of Infra documentation to Powerlink will be completed at a later date. In the interim, Infra documentation will continue to remain available for access on the infra Client Site at its current location until all documentation has been migrated to Powerlink. Instructions for accessing Infra documentation will also be posted on the Powerlink Infra documentation page available by navigating to [Home](#) › [Support](#) › [Technical Documentation and Advisories](#) › [Software ~ E-I ~ Documentation](#) › [Infra](#).

8. After March 30, how do I open a new incident/Service Request on Powerlink?

Powerlink provides the ability to open and monitor service requests online. Powerlink will become the preferred vehicle for opening of new service requests. If you requested service request management access during Powerlink registration, you already have access to this functionality. If not, you may request access at any time through the Support tab on Powerlink or by emailing your organization name or Site ID to support@emc.com.

This process and other key Powerlink functions are outlined in the “EMC Customer Support Guide” located at <http://www.infra.com.au/transition.html>. The screen print shown here highlights the location of this functionality. Note that you are able to view updates to your Service Requests/incidents at any time and you can also request automatic notification when updates are entered into Powerlink. When creating your service request via Powerlink, you will have the opportunity to request automatic notification to the email and mobile devices you prefer, as illustrated on the screen shot below. The email will contain a link that you can use to access the case and provide input.



9. Can I open new incidents/service requests via the current Infra support email alias?

No. The use of direct e-mail to log incidents/service requests and send updates to Support will be discontinued effective March 30, 2009. From that date forward, please use Powerlink’s eServices to create service requests online or contact EMC Support at the numbers provided above.

10. How will Enhancement Requests be processed after March 30, 2009?

As of March 30th, enhancement requests will no longer be processed through the Support team and instead will go directly to Product Management who uses the EMC Enhancement Request system to track your ERs. To submit a new enhancement request, go to Powerlink and navigate to: [Home](#) › [Support](#) › [Request Support](#) › [Request a Product Enhancement](#). You will receive a response from Product Management via email confirming your enhancement request has been received.

11. What happens if I use one of the previous Infra contact methods (phone, email or web) after March 30, 2009??

Phone – Initially, old Infra Support phone numbers will be forwarded to EMC’s support line. Following a transition period, the old Infra Support phone numbers will be disconnected.

Email –Email to Infra support will receive an automated email response with instructions to connect to Powerlink.

Web – The Infra support customer portal will no longer be available for opening of Service Requests. However, the infraSupport portal will continue to be available for customers to access Infra documentation until Infra documentation is available on Powerlink.

12. Is More Detailed Powerlink Training Available?

Additional training resources are available on Powerlink. Once you have registered and logged into Powerlink, we encourage you to access the in-depth training on one or more Powerlink tools. These are available “Help link” in the top right corner of your Powerlink home page.

13. Is there any process changes of which I should be aware?

Yes. The ability to approve/reject and track the progress of your rolling patches through the infra customer portal will not be available. However you will continue to receive phone and email notifications from the Support staff regarding your rolling patches.

14. What additional benefits will Powerlink offer as a support resource?

Powerlink provides the ability for EMC customers to use one system in support of all EMC products in their environment. Some of the Powerlink features we believe will be useful to Infra customers include:

- Additional comprehensive search capabilities as well as the ability to save searches for future use.
- Ability to subscribe to automatic email notifications when selected Powerlink documents are updated
- Community Forums to facilitate interactive discussion among EMC and EMC customers. Infra customers will have the ability to participate in existing EMC Forums. We look forward to adding an Infra specific forum following go-live.
- Ability to customize the information you receive on Powerlink.

We encourage you to view the Powerlink demo and other resources available online at <http://www.infra.com.au/transition.html> and via the Powerlink Help page. The link for Powerlink Help is located at the top right corner of the Powerlink page after login.

15. Is my existing Infra maintenance/support agreement still valid?

Yes. Existing Infra maintenance agreements (including those originally signed with Infra), will remain in effect until expiration. EMC will continue to provide the same or in some cases enhanced benefits. Upon renewal or during the term of your current agreement, you may choose to upgrade from Basic to Premium Support coverage. Contact your Infra Account Manager for additional information.

Additional information on EMC support options can be found in the EMC Customer Support Guide located at <http://www.infra.com.au/transition.html>.

16. Who can I contact if I have additional questions that fall outside of customer incidents/support requests (i.e. Powerlink or the transition itself)?

If you have any questions or comments specific to Powerlink (Powerlink registration, access or eServices tools), please contact us at Powerlink@emc.com. This email alias is for Powerlink issues only.

For service requests/incidents, prior to March 30, please continue to contact Infra customer support using your existing support procedures. Following March 30, please contact Customer Support at the numbers provided above.

For additional information on this transition process, please contact your local EMC Infra representative.

17. Following March 30, how do I contact the support representative who is working on my incident?

No changes will go into effect until March 30, 2009. Following this date, you can contact the support engineer working on your incident at their direct number, or by calling the EMC support center at the telephone numbers provided above and reference your open SR number.

18. When logging a new call via the phone, why can't I speak directly to a support engineer?

EMCs support organization provides centralized support for all EMC products. Therefore, the first step is to phone the centralized point of contact at the numbers provided. Pertinent information can be quickly collected, your service request created within our system, and then routed to the support engineer who can assist you.

19. Why do I have to register to use Powerlink when I'm already registered for the infra support portal.

For security purposes, we are asking each user to self-register within Powerlink. Each customer site will already be created as part of the transition process, but each contact within the customer site should register for their individual access. Contacts that already have Powerlink access are not required to re-register.

20. I didn't receive a Powerlink migration notification email. How do I register for Powerlink?

All eligible customers/contacts can register for Powerlink access by following the instructions outlined on the Infra site at <http://www.infra.com.au/transition.html>. We recommend that you review the instructions provided in the "EMC Customer Support Guide" located via the link provided for helpful tips and recommendations regarding the registration process.

21. What will happen to the existing Infra knowledgebase content?

Infra knowledgebase content will be moved over and available through the Powerlink search function.

22. Why am I receiving surveys whenever my Service Requests are closed?

Customer satisfaction is of primary importance to EMC. Our goal is to provide exceptional service and to constantly strive to improve. Transactional surveys are sent to customers anytime a service request is closed to help us monitor customer satisfaction and to identify areas where we can improve service for you in the future. Your feedback is very important to us.

23. Will my pager service to the US support team still be available?

All existing contractual obligations will continue to be met. Following March 30, 2009, customers should contact the EMC Support at the numbers provided above for this service.

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