

INFINIDAT

HOW TO CONTACT INFINIDAT SUPPORT

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[Important Note](#)

When this document is viewed in PDF format, links to other documents in the Infinidat Support portal might not work.

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1 How to Contact Us


1.1 How to contact Infinidat Support

1.1.1 Support Portal

To report issues or ask questions, your first contact point is the self-service Support Portal: <https://support.infinidat.com>.

You can open Support tickets on this website 24/7. Infinidat Support addresses these tickets in a timely fashion.

- To register with the Infinidat Support Portal, see [How to Register on the Support Portal](#).
- To open a ticket, see [How to Open a Support Ticket](#).

 You can also use the Support Portal for:

- Product documentation
 - [Getting Started](#)
 - [Latest InfiniBox Release Notes](#)
 - [Latest InfiniGuard Release Notes](#)
 - Many more help topics
- [How-To Articles](#)
- [Troubleshooting Guides](#)
- [Downloadable utilities](#) to work with InfiniBox and other Infinidat products

1.1.2 Email

- Customer support: support@infinidat.com
- Sales, partners, and other inquiries: info@infinidat.com

1.1.3 Call Center

The Infinidat Customer Support call center is available 24x7x365 by phone and email. See the [list of call center phone numbers](#).

1.1.4 Your Infinidat TA, during regular business hours only

Your Technical Advisor (TA) is a professional service person who is provided by Infinidat. Each customer has a dedicated TA for consulting and support activity arrangement. You can escalate issues to your TA during regular business hours.

If you do not have a TA or you do not know your TA contact info, contact your Infinidat sale representative.

1.2 The support we provide

- Regular maintenance visits: Scheduled as best effort - usually within 24 hours, but might be longer
- Emergency dispatches: Field engineers (FEs) are expected to be on site within 4 hours
Non-emergencies are handled as regular maintenance.
- Visual system monitoring: 24x7
- 3rd level support: 24x7
- Commercial storage and dispatch of Infinidat parts to support customer's field service support window

1.3 Support documents in PDF format

- [How to contact Infinidat Support.pdf](#)
- [Remote Support User Guide.pdf](#)

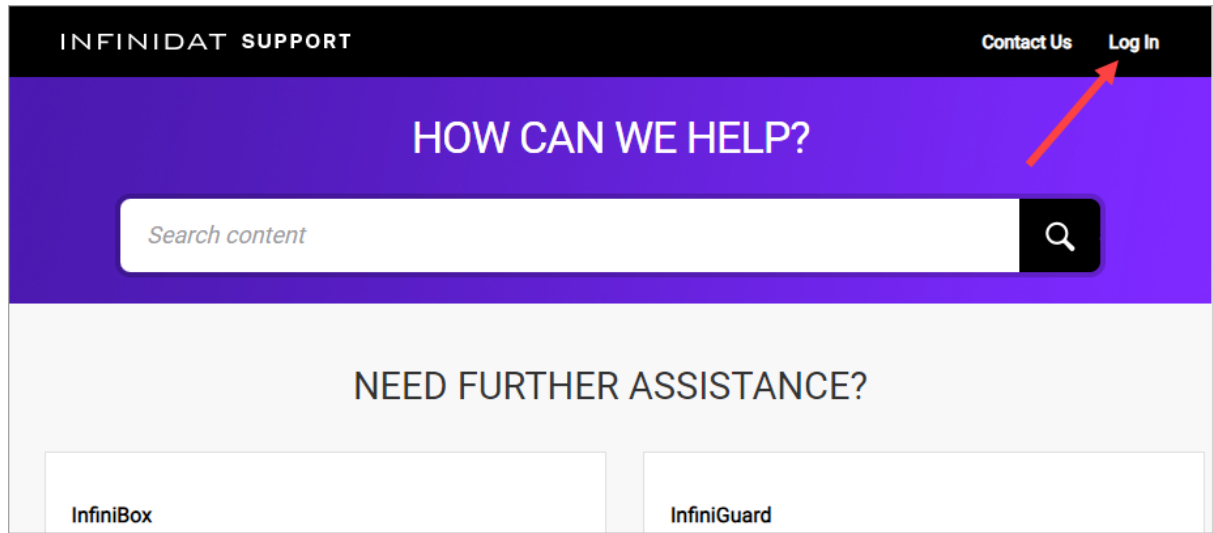
2 How to Register on the Support Portal

Registration on the Support Portal allows you to:

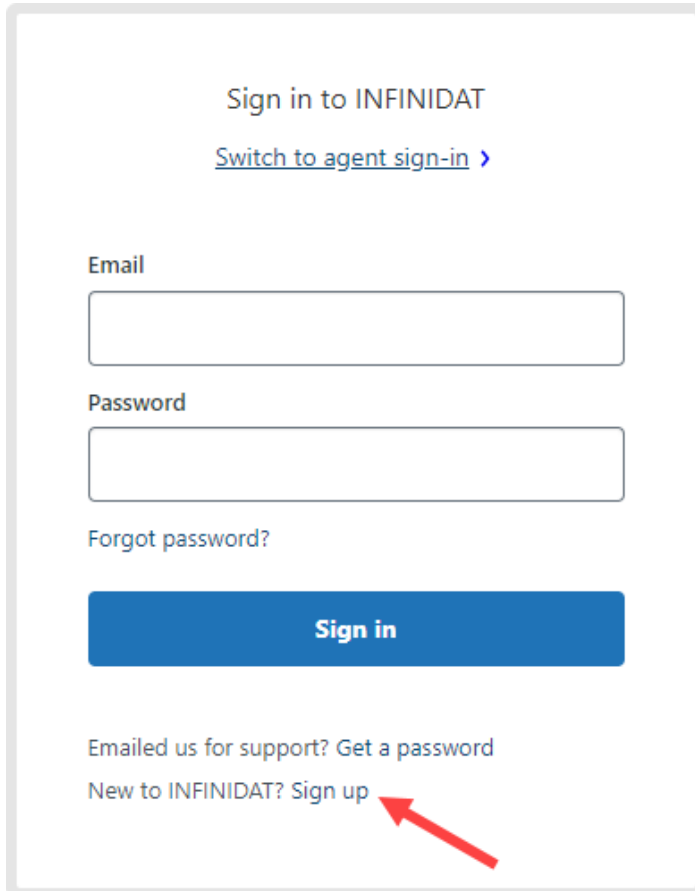
- See all of the support articles that are available.
- Easily open a support ticket through the Support Portal.

To register:

1. Go to support.infinidat.com and click **Login**.



2. On the Sign in to INFINIDAT page, click the **Sign up** link.



Sign in to INFINIDAT

[Switch to agent sign-in >](#)

Email

Password

[Forgot password?](#)

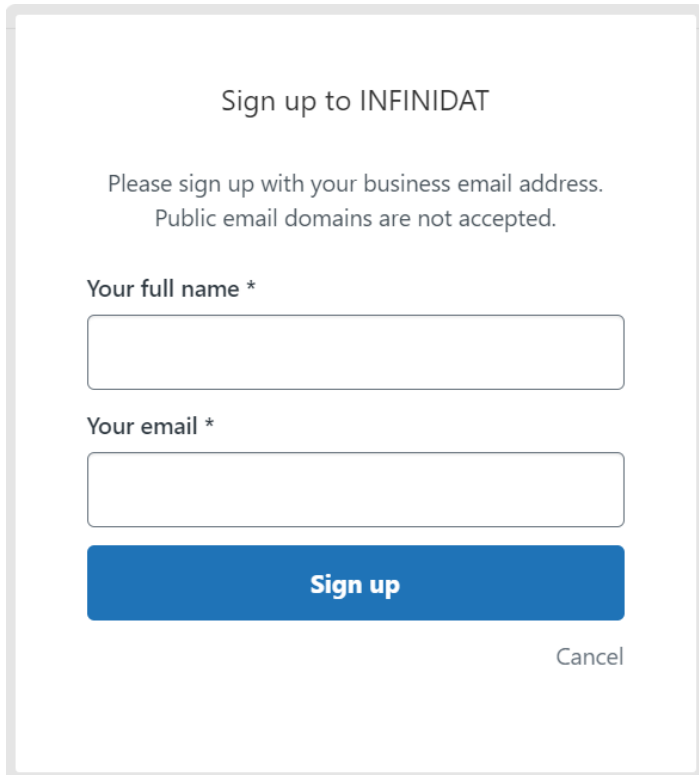
Sign in

Emailed us for support? [Get a password](#)

New to INFINIDAT? [Sign up](#)

A red arrow points to the "Sign up" link.

3. In the Sign up to INFINIDAT page, enter your full name and email.
If required, check the reCAPTCHA box.



Sign up to INFINIDAT

Please sign up with your business email address.
Public email domains are not accepted.

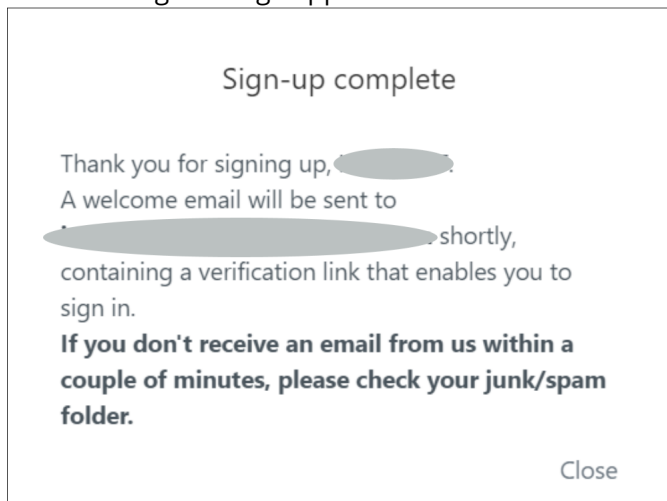
Your full name *

Your email *

Sign up

Cancel

The following message appears:



Sign-up complete

Thank you for signing up, [redacted].
A welcome email will be sent to [redacted] shortly,
containing a verification link that enables you to
sign in.
**If you don't receive an email from us within a
couple of minutes, please check your junk/spam
folder.**

Close

If your domain is recognized by the system, you will receive a one-time password for your account. You will be required to change this password after the initial login.

Once you receive the password, your account is properly registered on the support site.

3 How to Open a Support Ticket

Infinidat allows registered users to open their own support tickets. Open a support ticket to:

- Report a problem.
- Ask a question.
- Offer suggestions.

3.1 To open a support ticket

1. Enter your customer credentials to log in to Support website at <https://support.infinidat.com>.



2. On the top bar, click the **New Request** option.
The New Request window opens.

INFINIDAT SUPPORT [New Request](#) [My Requests](#) [Contact Us](#)

New Request

CC

Subject *

Description *

Please try to be as specific as possible when describing your problem. For example, make sure to include the number of the ticket you're having problems with, a URL, a user name etc. If you are asking multiple questions in one ticket, please number them 1, 2, 3 etc, as this will make it easier for both parties. A member of our support staff will respond as soon as possible.

Issue type *

Product *

Product version

System serial

System serial can be found in: GUI, More -> about | CLI, system.info

Severity *

Note: file attachments can be added after submitting the request.

[SUBMIT](#)

Can't find what you're looking for? [CONTACT US](#)

3. Enter the following information:

- Subject
- Description
- Issue type - Problem or Question
- Product - Infinidat product name, such as InfiniBox or InfiniGuard
- Product version (optional) - Depending on the product, the version number is in the **About** information or at the top of the window
- System serial (optional) - The ID of your InfiniBox system
- Severity - The default value is **Normal**; if the event being reported impacts your business, adjust the value to your needs

The more information you provide, the faster the Support team can deal with your issue.

4. Click **Submit**.

The request is submitted and is visible in the **My Requests** window.

Infinidat Support will contact you to review the issue.

4 Call Center Numbers

The INFINIDAT call center is available 24x7x365, and can be contacted at the following numbers:

Country	Phone Number
Australia	1-800-763-172
Austria	0800-802266
Bulgaria	+359 2 437 4384
China	+400-120-9387
Croatia	0800-777-924
Czech Republic	+420-228885338
France	+33-970019847
Finland	+358 75 3257727
Germany	0800 1800848
Hong Kong	+852-300-85777
India	+91-80-71279135
Israel	1-809-494407
Italy	800-876-616
Japan	0800-919-9634

HOW TO CONTACT INFINIDAT SUPPORT

Country	Phone Number
Kazakhstan	+7-727-3122407
Mexico	800-099-0262
Netherlands	+31-858880285
New Zealand	+64 800 578 291
Poland	+48-222922929
Russia	8-800-100-9660
Serbia	0800-500-407
Singapore	800-492-2738
South Africa	080 001 4683
Spain	900 905 434
Sweden	020-889-886
Switzerland	+41 22 531 00 32
Turkey	+90-850-3902142
UK	+44-2033184704
Ukraine	+380 800 805 146
USA/Canada	1-855-900-4634

5 Infinidat Support features

5.1 Call Home

When using Call Home, the customer configures InfiniBox to automatically send pre-failure or failure notifications to the Infinidat event store. Based on pre-defined rules, these notifications generate alerts in Infinidat's issue tracking system. Infinidat Support analyzes alerts promptly and takes appropriate actions. If an alert requires service, the customer is informed and action is taken with the customer's approval. This might include, for example, recovering the service in the system, sending replacement parts etc.

Call Home notifications are sent through emails via an SMTP server. This is a one-way method of communication. Call Home cannot be used for Infinidat to access the InfiniBox.

5.2 RSS

Infinidat Remote Support is optional software running on the Support Appliance (SA) to create a secure point-to-point connection for supporting InfiniBox and accelerating the resolution of Support cases.


Remote Support Server (RSS) provides:

- On-demand secured connection to the InfiniBox on the customer site
- End-to-end encrypted channel
- Full customer control of the connection
- Full visibility and auditing of the session logs.

RSS provides Infinidat Support personnel with access to only the management interfaces of the InfiniBox system. This is equivalent to attaching a keyboard and a screen to the InfiniBox with the added benefit of exposing a full audit trail of the Support session.


To set up RSS, logged in users can refer to the [Remote Support User Guide](#).

5.3 InfiniTunnel

 If the Remote Support Appliance is available, customers are advised to use it instead of InfiniTunnel.

InfiniTunnel is a self-sustained Support tool designed to ease the process of opening an SSH tunnel for Support purposes.

InfiniTunnel is designed to be run from a customer's desktop or laptop system (Windows, Linux, Mac). It opens an SSH tunnel from the InfiniBox storage system to the Infinidat Support Server.

 InfiniTunnel temporarily enables an encrypted SSH tunnel from InfiniBox to a secured server over the internet.

InfiniTunnel is helpful when the Remote Support Appliance:

- is not available
- has no internet connection (for example, due to a firewall policy)

5.3.1 How to run InfiniTunnel

1. Download InfiniTunnel.
 - Authorized personnel can access the list of download locations from: [InfiniTunnel - Release Notes](#).
 - Customers should contact Infinidat Support if InfiniTunnel is needed.
2. Run InfiniTunnel from a desktop or laptop system that uses Windows, Linux, or OS X operating systems.
 - The system you are using must have internet access (port 22).
 - The system you are using must be connected to InfiniBox, either using a direct Ethernet cable or connecting to the InfiniBox LAN.

5.4 When an Infinidat Support Professional must be onsite

An Infinidat Support Professional needs to be onsite to support:

- Parts replacement (drive, node, DIMM, etc.)
- Remote session establishment if RSS and InfiniTunnel are not available from the customer

The customer is expected to provide the Infinidat Support Professional with:

- A data center entrance permit
- Internet access (WiFi) if a cellphone/hotspot is not allowed in the Data Center