BROADCOM®

TechData®

BES-Switch Support Services
"How to Access Guide"

Version 1.0
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Contents

1   Document Revision History

Revision	Date	Description
1.0	February 23, 2020	Initial Version

2   About this Document

This document provides useful tips to access BES-Switch support.

3   What is a BES-Switch

Ethernet Switches such as BES-53248, BES-53432 etc. are high capacity Ethernet Switch products targeted for Data Center Server and Storage Connectivity.

4   Where can I find more information on BES-Switch Support and Documentation

Online: https://www.broadcom.com/support/bes-switch

Please look for the "BES-Switch Support and Services User Guide" document. If you cannot locate it on the online site, ask for the document by sending an email to BES-Support@techdata.com. Provide the reason for requiring access to the document, part number and serial number of each switch that you are looking to get support for (if applicable), your name, title/position, company name, address and phone contact information. Without all the details we will not be able to provide you the required help.

For Secure Customer Access for documentation and Ticket tracking support, you need username/password to access this following site:

https://servicesbytechdata.force.com/BESSwitch

Send email to BES-Support@techdata.com to get the username and password to this secure site and follow the provided instructions.

5   How can I buy a Support Contract

Please send a request to BroadcomBES@techdata.com, provide the part number and serial number of each switch that you are looking to buy contract for, planned time frame of the purchase, your name, title/position, company name, address and phone contact information. Without all the details we will not be able to provide you the required help.

6   How can I check the status of my current Support Contract

Please send a request to BES-Support@techdata.com, provide the part number and serial number of each switch that you are looking for contract information on, your name, position, address and phone contact information.

7   How can I check the Port Licenses purchased on my switch

Please send a request to BES-Support@techdata.com, provide the serial number of each switch that you are looking for port license information on, your name, position, address and phone contact information.

8   What SLA (Service Level Agreement) of support is available in a given city/location

Please send a request to BroadcomBES@techdata.com, provide number of switches in your location, high level details on network topology and other devices that the switch will be connected to, your name, position, address and phone contact information.

9   How can I ask General questions to BES-Switch Support

Please send your general question to BroadcomBES@techdata.com, provide the part number and serial number (if applicable) of the switch, your name, position, address and phone contact information.

10 I have an issue, who should I contact and how

TAC (Technical Assistance Center) is open 24/7 for ticket creation. Customer Support Contract service level will dictate response times from the technical staff. For 8x5 agreements Technical Support will be in local time from 8:00am to 5:00pm, 5 day business week, but case creation can happen around the clock.

You have the following three ways of contacting support:

1. Entering a Ticket in the secure Support portal: https://servicesbytechdata.force.com/BESSwitch
    If you do not have an account in the portal, create a user account by sending email to BES-support@techdata.com following the provided instructions.

    Then login into the system to open a new support ticket providing the required information:
    a. Product Serial Number (printed on the blue pullout tag on the portside of the switch)*
    b. Severity: S1 to S5
    c. Description of the Problem
    d. Contact details: Who to follow up with, availability, contact info
    e. Logs if available

2. Send an email to BES-support@techdata.com and provide the following information:
    a. Name
    b. Company, Address
    c. Product Serial Number (printed on the blue pullout tag on the portside of the switch)*
    d. Severity: S1 to S5
    e. Description of the Problem
    f. Contact details: Who to follow up with, availability, contact info
    g. Logs if available

3. Call a number listed below or visit https://servicesbytechdata.force.com/BESSwitch to find the latest phone numbers to request service, and provide the following information:
    a. Name
    b. Company, Address
    c. Product Serial Number (printed on the blue pullout tag on the portside of the switch)*
    d. Severity: S1 to S5
    e. Description of the Problem
    f. Contact details: Who to follow up with, availability, contact info
    g. Logs if available

    Phone numbers (numbers may change from time to time, so please consult the online site https://servicesbytechdata.force.com/BESSwitch for the latest)
    US and Canada: 1-800-736-7674
    Global: +1-727-275-5509
    Austria: +43-148801320
    France: +33-164765260
    Germany: +49-894 700 2940
   Switzerland: +41 417991040
    UK: +44 125686 4490

Korea: +82-2-2155-4000
China: +86-212-060-7222
Japan: +81-3-6407-2822

Language translation service is available for Japan, China and Korea. Upon calling the local number, the customer will be connected to a live translator who will facilitate language translation to and from the English speaking support personnel.

11 How do I find the serial number of the switch

Printed on the blue pullout tag on the portside of the switch, see picture below for example:

Pullout tag

Serial Number
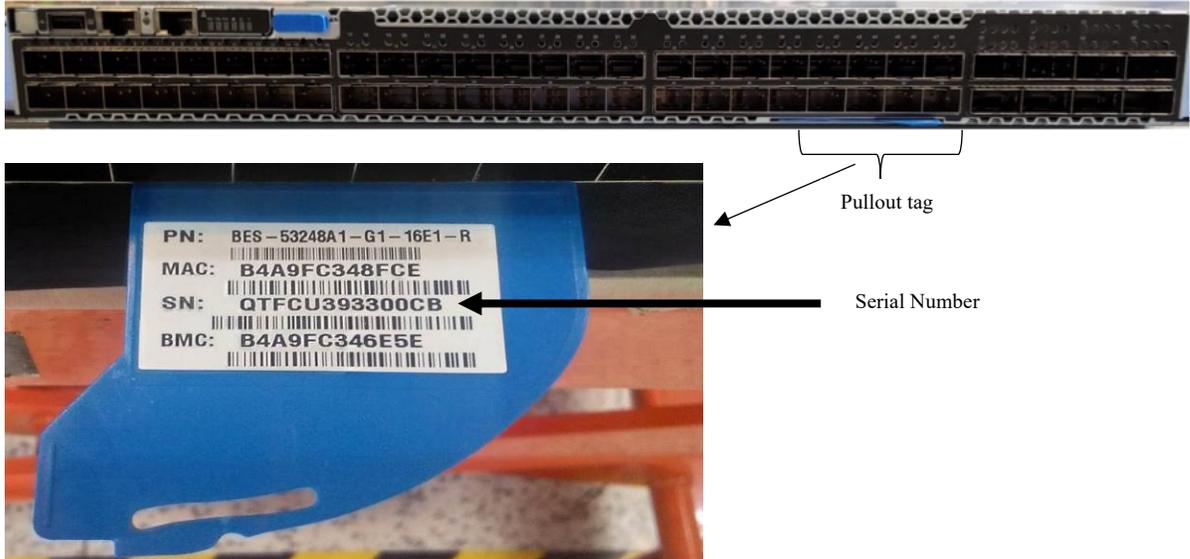
12 What is the best way to raise the severity of an issue if it is critical

For escalations due to a change in severity (such as change of a case to S1) and related urgency, it is advisable to use phone support, as recommendations and case changes can be made immediately.

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