Appliance Supportability and AutoSupport

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Product Management
Roadmap Disclaimer!

- This forward-looking indication of plans for products is preliminary and all future release dates are tentative and are subject to change. Any future release of the product or planned modifications to product capability, functionality or feature are subject to ongoing evaluation by Symantec, and may or may not be implemented and should not be considered firm commitments by Symantec, and should not be relied upon in making purchasing decisions.
What

1. Create a proactive & delightful appliance support experience, which is designed from beginning to end to **radically shorten time to accurate resolution**. Support issues distract and detract from the “**enduring customer job.**”

2. Create a **connected product experience** where the majority of customers have systems which are sending data to Symantec and the data is available for the customer and Symantec to provide assistance with the “**enduring customer job.**”

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**Enduring Customer Job**

“I need my mission **critical information to be available**. I need to protect a wide variety of data, systems, and applications from **accidental deletion, system failure, disasters and for compliance.**”
Supportability
One Simple Goal – Lower time to accurate resolution

Simplify Diagnosis
Enable Self-Help
Lower Time to Accurate Resolution
Self Healing
Connected Experience
Simplify Diagnosis
Enable Self-Help
First a Demonstration
Simplify Diagnosis
Enable Self Help

• Use Unique Error Codes throughout Appliance – starting with hardware
• Make Alerts easy to read (with unique error codes)
• Make Alerts actionable
• Make Alerts policy driven
• Make Alerts throttle-able
• Make SNMP integration easier with better MIBs
• Weekly Appliance Report

All of the above, will help support too!
## Example Alerts

- Compute Node nbapp148

Time Monitoring Ran: Thu Sep 26 2013 21:36:04 UTC

<table>
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<tr>
<th>ID</th>
<th>Slot</th>
<th>Status</th>
<th>Foreign</th>
<th>Firmware</th>
<th>Serial</th>
<th>Capacity</th>
<th>Type</th>
<th>Enclosure</th>
<th>State</th>
<th>Acknowledge</th>
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<tbody>
<tr>
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<td>7</td>
<td>Rebuild</td>
<td>None</td>
<td>0002</td>
<td>9XG1WYSE</td>
<td>930.390GB</td>
<td>SAS</td>
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<td>Warning</td>
<td>No</td>
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<td></td>
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Example Alerts
(you must use proportional fonts)

Compute Node nbapp148

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| Disk Information                |                                 |
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+---------------------------------+---------------------------------+
| RAID Information                |                                 |
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NetBackup Customer Forum 2012
Example Alerts (you must use NetBackup Customer Forum 2012)

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Where we are headed

- Easy to read on any screen
- Machine parse-able
- Easy link to find more information
- Recommended Actions
Alerting Questions

How often should we alert?

• Every 15 minutes until the problem goes away?
• Once when the problem is observed?
• Once when the problem is observed and once a day after that?

SNMP, is it dead?

• What SNMP receiver do you use?
The Connected Experience
Highly Simplified Diagram
AutoSupport Questions

• Why don’t you turn AutoSupport on?
• How can we make registration simpler?
  – When should we call?
  – Should we call or email?
  – Who should we call?
  – When does that change?
    • When you add a new user?
    • When you install a patch?
    • Once a day?
• What else should we be monitoring it is 98% Hardware today?
• Why do you refuse service?
Guided Help
Check out the Diagnostic Center at the Kiosk
What would make your experience better from a supportability perspective?

- Self-Healing
- Self-Help
- Guided-Help
- Assisted-Help
Thank you!

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