



# CTERA Hardware Maintenance

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## PURPOSE OF THIS DOCUMENT

This document defines and clarifies the processes, obligations and coverage of the CTERA hardware maintenance services for CTERA gateways. CTERA hardware maintenance provides support for an evidentially inoperable gateway covered by the initial product warranty or a valid hardware support contract. This refers to applicable products only: All physical gateways presently marketed, sold and supported by CTERA, including the C200, C400, C800, C800+, HC400E, HC400, and HC1200.

## TERMINOLOGY

Term	Description
<b>Partners</b>	CTERA's authorized distributors and resellers.
<b>Customer</b>	The company, organization, government department or other group entity that is the end user of the product and is under a paid support plan.
<b>Direct Customer</b>	Customers who receive direct support from CTERA (under mutual agreement with the partner).
<b>Gateway (appliance)</b>	The hardware device provided to the customer. This document applies to all physical gateways presently marketed, sold and supported by CTERA.
<b>Product</b>	C200, C400, C800, C800+, HC400E, HC400 and HC1200.
<b>Call, Case</b>	A reported problem to be logged and subjected to the support case handling process.
<b>CTERA Cloud Care</b>	The standard support offering.
<b>CTERA Premium Cloud Care</b>	The premium support package, which includes 24x7 coverage on top of the standard CTERA Cloud Care.
<b>CTERA Enterprise Support</b>	The enterprise support package, which includes extended services on top of the CTERA Premium Cloud Care.
<b>Return Material Authorization (RMA)</b>	A transaction in which the recipient of a product arranges to return goods to the supplier, to have the product repaired or replaced within the product's warranty or service contract period.

## TARGET AUDIENCE

CTERA's standard business practice is to provide hardware maintenance services through its channel partners.

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## COVERAGE

### HARDWARE WARRANTY

Replacement service and warranty is granted for hardware parts. This warranty is subject to the CTERA's Limited Hardware Warranty (<http://www.ctera.com/warranty>) terms and conditions. In any case of contradiction between the contents of this document and the Limited Hardware Warranty, the terms of the Limited Hardware Warranty shall be the binding ones.

#### Annual Warranty Renewal

The hardware warranty is mandatory to be purchased for the initial year and can be extended as part of CTERA's Cloud Care annual renewal per gateway. The warranty can be extended to up to 5 years in total per gateway.

#### Dead on Arrival (DOA)

DOA means that hardware fails to operate within 30 days from installation, but no more than 90 days from the date of CTERA's shipment of the hardware. Once verified, a replacement gateway is shipped by the distributor within three business days.

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## COURSE OF ACTION AND RESPONSIBILITIES

### In this chapter

- [Support Case](#)
- [Partner and Direct Customer Obligations](#)
- [Troubleshooting and Analysis](#)
- [Return Material Authorization \(RMA\)](#)
- [Replacement Product](#)
- [Replacement Shipping](#)
- [Problem Closure](#)

### SUPPORT CASE

A support case must be opened with CTERA for each technical problem, either through the partner or, for direct customers only, by the customer. The case must be opened via CTERA Support (<http://support.ctera.com>). For details, see [RMA Workflow](#). A support engineer is assigned to work on the case and is the primary contact person for the partner or direct customer.

### PARTNER AND DIRECT CUSTOMER OBLIGATIONS

The partner is requested to collect technical information, raise the support case with CTERA Technical Support, and handle the process.

Once hardware replacement is approved and an RMA number assigned by CTERA, the partner takes care of delivery to the customer and tracks the shipment process. This is also valid for the return of the inoperable hardware.

### TROUBLESHOOTING AND ANALYSIS

Since any hardware replacement can be processed only after full failure diagnosis, all relevant information such as support reports, logs, firmware/boot-messages, or any other technical information requested by CTERA should be provided while processing the support case in order to expedite case handling activities.

In certain cases, when it is not evident that the technical problem is caused by hardware failure, a possible software problem must be excluded by resetting the system to factory default or updating the firmware to the latest version. This is a matter of the support engineer's judgment, based on available information.

## RETURN MATERIAL AUTHORIZATION (RMA)

As soon as a hardware failure is ascertained, the support engineer collects all necessary information. This is accomplished by receiving the RMA details from the partner, who fills in all relevant data as indicated in [RMA Workflow](#). If the RMA is approved from the technical perspective, an RMA number is assigned and the hardware replacement process is initiated.

## REPLACEMENT PRODUCT

If a replacement product is required, the distributor provides the same or an equivalent product model. The replacement product shall be new or refurbished and equivalent to new, and shall be warranted as new for the remainder of the original warranty period.

## REPLACEMENT SHIPPING

CTERA's hardware replacement shipping terms are determined by the warranty agreement in place for the product serviced under the RMA. The distributor is responsible for initiating the replacement shipment and coordinating the replacement shipment with the customer.

Please note that replacement shipments may originate outside the country in which you are operating. When shipping internationally, import delays may occur and are beyond the control of the distributor or CTERA.

**Warning:** The customer is responsible to clear any sensitive data from the returned gateway, including configuration, physical hard drives, and so on.

## PROBLEM CLOSURE

Once the replacement product is received by the customer (via the distributor), and the inoperable gateway is received by the distributor, the support case is resolved and can be closed.

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## RMA WORKFLOW

- 1 The customer initiates a support case with the partner.
- 2 The partner escalates the request to the CTERA support team by submitting a support case (<http://www.ctera.com>). One case is required per gateway.
- 3 The partner provides the following details as part of the case:
  - Serial number
  - MAC address
  - Exact hardware model
  - Problem description
  - Customer's name and address
  - Distributor's name
  - Purchase order number and purchase date
- 4 CTERA reviews the request and attempts to troubleshoot the inoperable gateway. If the gateway can be successfully fixed and the fault is determined to be caused by factors not related to the hardware, RMA is not approved.
- 5 Otherwise, CTERA approves RMA replacement and provides the partner with an RMA# as a reference.
- 6 The partner sends the customer a new replacement gateway from the partner's stock.
- 7 The inoperable gateway is returned to the partner. The customer is responsible for supplying the partner with a tracking number.
- 8 The partner notifies CTERA that the support case can be closed.
- 9 The inoperable gateway is returned to CTERA by the partner.