ENTERPRISE SUPPORT SERVICES

Enterprise Europe TAC User Guide

HUAWEI

SERVICES YOU CAN TRUST

This document created by Enterprise Europe TAC is intended to all Huawei Enterprise Customers who purchase Hi-Care, Co-Care, Warranty or other Huawei support services in order to ensure the best user experience when accessing the TAC maintenance services and to all professionals who are interested in knowing more about us.

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1. Quick Reference

1.1 Key Contacts for Opening a Service Request
The Europe Technical Assistance Center's (TAC's) primary point of contact for opening a Service Request is the Customer Care Center, which can be reached by:

- Web SR Portal or HiKnow APP
- Telephone at the international toll-free number **+800 33.88.88.88** available in most of the EU countries or at the Service Hotline
- Online support Livechat
- Email at EUsupport@huawei.com.

1.2 Report a Priority Service Request
If you are experiencing a Priority 1 or Priority 2 situation, network/equipment is down or unstable, we strongly recommend you to immediately call Enterprise Europe TAC at **+800 33.88.88.88** (available in most of the EU countries) or at the Service Hotline to report the incident and seek professional assistance.

1.3 Escalate to Management
If you are experiencing delays in the Service Request handling or the issue is not resolved in a reasonable time, you can escalate the case to Enterprise Europe TAC Customer Care team available 24x7x365: EUsupport@huawei.com or **+800.33.88.88.88** (available in most of the EU countries).

Please refer to Chapter 5.9 Escalate to Management for additional information.

1.4 Enterprise Europe TAC Workflow
Annex 1 diagram describes the Service Request issue-to-resolution workflow and shows the relevant roles inside Enterprise Europe TAC support organization.

2. Getting Started with Enterprise Europe TAC
To enable the Enterprise Europe TAC online support functionalities, you must create a technical Customer account on Huawei Enterprise Support website in two steps:

- Register a new account (guest) using your corporate email
- Upgrade the newly created account by registering a Huawei product.

You can refer to the video Tutorial or to the following bulletin on how to upgrade to a Customer account.

If you are a Huawei Partner, please refer to the following bulletin on how to upgrade to a Partner account.

Here we have listed some of the privileges of having a Customer or Partner account on the Huawei Enterprise Support website:

- Access to Huawei products' and solutions' documentation
- Rights to download software and patches
- Rights to Service Requests by SR Portal
- Possibility to browse news, product and security bulletins
- Access to the TAC online support and the SR Portal
- Rights to enable subscription function.

3. Customer Care Center
The Customer Care Center is a 24x7x365 helpdesk serving as primary point of contact with Enterprise Europe TAC in English and German, French, Italian, Spanish, Polish, Dutch in business hours, assisting Huawei Enterprise customers and partners with non-technical issues including, but not limited to the following:

- Open a Service Request with Enterprise Europe TAC
- Perform service entitlement check
- Dispatch the Service Request to the engineering team
- Receive and transfer the customer's escalation to the management team
- Respond to general non-technical enquiries about Customer or Partner account creation, web portal, service activation, service status and policies
- Collect the customer satisfaction rating after the Service Request is resolved.

3.1 Contact Information

To get in touch with a Huawei Customer Care Representative please refer to Chapter 1.1 Key Contacts for Opening a Service Request.

3.2 Entitlement Verification

Enterprise Europe TAC offers professional technical assistance only to customers with active Hi-Care, Co-Care or Warranty contract. Note that serial number verification is required to open a Technical Service Request. Please refer to the following bulletin on how to obtain the Serial Number.

Customer Care Representative Staff will verify your entitlement when you try to reach us.

Huawei gives you the possibility to check your equipment entitlement information by using the online maintenance status tool.

If the provided serial number is not entitled for support and that the maintenance services have expired, you can request to renew or to purchase the service by:

- Contacting Huawei internal sales team
- Finding a Huawei partner.

3.3 How to Open a New Service Request

For reporting an emergency Service Request (Priority 1 and 2) contact us via phone by calling the toll-free number **+800.33.88.88.88** (available in most of the EU countries or the Service Hotline, follow the instructions to be routed to the Customer Care Representative and then to the on-duty technical engineer.

For reporting non-emergency Service Request (Priority 3 and 4) we strongly recommend you to use the SR Portal:

- Login to SR Portal by using the link or HiKnow APP
- Click on "Submit SR"
- Insert the SN to pass the entitlement check
- Confirm your contact information
- Fill in the problem description, then submit the SR.

There is one prerequisite for using SR Portal that is the user must upgrade the support website account to Customer account or to Partner account.

Here you can see a video tutorial on how to submit a Service Request via HiKnow APP to SR Portal.

All the SRs submitted to the SR Portal are collected by the Customer Care Representative and processed within 15 minutes.

The SR Portal provides you the possibility to manage the Service Requests in a unified mode, allowing the Administrator to view all the SRs of the company and other users to check only their own SRs. On the SR Portal, users can update the Service Requests information by clicking "Add notes", check the updates from Huawei engineers in the "Progress Information" field and review the history SRs when required.

Alternatively, you can use the email channel to submit the Service Request by sending it to

eusupport@huawei.com mailbox or you can contact us through Livechat channel.

Be ready to provide the Customer Care Representative (at least) the following information

- Serial Number for the Huawei equipment
- Priority clasification for the issue
- Problem description with details focusing on symptoms and proof that the issue is real.

3.4 Collect Customer Satisfaction

After the issue is resolved, we will contact you to assess the service quality provided by the Enterprise Europe TAC engineer and the experience of working with Huawei equipment and documentation. We would like to thank you in advance for providing feedback and constructive suggestions, hence helping us to improve our customer experience. Feel free to send your opinion anytime at euqualitycontrol@huawei.com mailbox.

3.5 General Questions and Problems

Customer Care Representative can assist in resolving non-technical problems/queries concerning Huawei Support Website account management:

- How to upgrade to a Customer account
- How to upgrade to a Partner account
- How to enable Subscriptions for your account
- How to use My Huawei conveniently.

Customer Care Representatives assist in collecting feedback and transferring queries from the following domains:

- Presales
- Certification and training
- SR Portal
- Service activation/registration.

Customer Care Representatives can address contractual related issues and others:

- When the Maintenance Status query tool is displaying inaccurate data
- For collecting and transferring contract renewal requests
- For common queries concerning service policies:
  - General Service Definition Description such us Hi-Care, Co-Care or Warranty
  - Western Europe Service Definition Description such us Hi-Care, Co-Care or Warranty
- When there are missing items from the Welcome Pack or the BoQ.

4. Online Self-Help

For resolving technical issues fast and easily or for simply improving your knowledge on Huawei equipment and technology, you can refer to the Huawei Support Website which will enable you access to a multitude of technical resources.

4.1 Technical Documentation and Software

There are multiple types of documentation on our support website, such us technical libraries, knowledge base articles and whitepaper documents. To get the most of it, you should upgrade your support website account to Customer account or to Partner account.

TechNotes are short technical documents that generally describe specific problems and solutions, mostly practice-oriented. Huawei Engineers work with customers around the world to provide solutions for the most complicated issues, and document the technical details in TechNotes.

Knowledge Base contains troubleshooting articles related to configuration, known issues, interoperability fixes and many other technical topics developed by Huawei Support Ecosystem.

Product Bulletins includes handy notifications concerning Huawei products Life Cycle, Security, Rectification or Warning. We recommend you to enable Technical Support Subscription under "My Huawei" in order to get the most of this.

Downloadable Product Documentation is a collection of technical documentation which concerns a specific product and software version. TAC engineers like it a lot because it was found to be very useful during troubleshooting and implementation stages.

Multimedia Portal provides access to a multitude of video materials.

Multilingual Documents enables you to search for technical information in German, French, Spanish and Italian.

Software Page provides you access to download Huawei equipment maintenance software.

4.2 Advanced Maintenance Tools
To enrich your experience while using Huawei services, we recommend you to include our advanced maintenance tools in your working routine.

iKnow is an intelligent online platform which provides real-time support. It enables users to ask questions about all the services, such as product technologies, spare parts, maintenance, and helps them solve common problems by viewing our collection of step-by-step troubleshooting guides and solutions – Troubleshooting Insights.

Info-Finder is a one-stop shop for finding network product information - very convenient and efficient.

License eSDP portal enables users to activate and manage license files for your Huawei equipment.

4.3 Community Forum
Find the answer to your question or the solution to the issue you encounter by connecting with technical professionals on the Huawei Enterprise Community Forum. It provides users a shared and interactive platform to communicate with global experts, post complex issues, share and learn technical knowledge, participate at webinars and monthly activities. The Community has its own dedicated team of experts, hence the average problem solving timeframe for technical queries is no longer than 2 days. Please note that it is highly recommended to use this platform for standard support, for example when you are facing P3 or P4 issues – for emergency P1 or P2 situations, you must immediately contact TAC by phone.

5. Working with Enterprise Europe TAC

5.1 Prerequisites
You may contact Enterprise Europe TAC via any of the channels defined in Chapter 1.1 Key Contacts for Opening a Service Request.

You may have an active support contract to pass the Entitlement verification.

5.2 SR Priority Classification
When reporting the issue to Enterprise Europe TAC, be ready to define the problem by selecting the priority level based on the following information:

- **Priority 1** (P1-Critical) Customer cannot perform critical business functions, and immediate corrective action is required
- **Priority 2** (P2-Major) Customer can perform critical business functions, but performance of critical business functions is degraded or severely limited
- **Priority 3** (P3-Minor) Customer business functionality is largely unaffected but Customer requires support to resolve minor issues
- **Priority 4** (P4 - Other) No impact on Customer business functionality, request for information and other enquiries

We recommend you to check the detailed version of SR priority matrix in the Annex 2.

5.3 Support Scope Coverage

Concerning Hi-Care, Co-Care and Warranty service scope, the Enterprise Europe TAC engineer is responsible with providing technical support services for:

- Hardware and Software problem troubleshooting
- Fault isolation
- Product use, configuration guidelines and Q&A
- Return Material Authorization (RMA) and Dead on Arrival (DOA) application.

Enterprise Europe TAC does not provide assistance for the following request types:

- New Function Request, software enhancements in the form of change requests or by changes to the system design, are not within the Technical Support Warranty/HiCare/CoCare service scope
- Delivery (reconstruction) solution design, commissioning integration, acceptance test, migration support, delivery solution configuration issues (including configuration translation) and other pre-maintenance services
- Professional services issues: The network design, SmartNOS, health check requests and onsite project delivery exceed the service contract interface scenario.

5.4 Submit an Emergency Service Request

In case you are experiencing a network down situation, we recommend you to report the outage using the phone channel by dialing the international toll free number **+800 33.88.88.88** available in most of the EU countries or the Service Hotline, then press

"1". Our Customer Care Representative will take over and will proceed with the information gathering. Be ready to answer to the following questions:

- Are the services completely down/interrupted?
- How many users/locations/products are affected?
- How urgent is for the business to solve this issue?
- Were there any changes done to the device recently?

Then, the call will be transferred to the on-duty Customer Support Engineer to perform the technical validation, to confirm the priority of the case, business impact information, outage start time and the possibility for connecting remotely to the affected gear.

Customer Support Engineer will focus all the efforts on restoring the business to the previous state of work by applying a Workaround or fixing to pre-issue conditions. You must be available to aid the problem diagnosis and must maintain a constant contact during restoration of P1 and P2 cases.

5.5 Submit a Non-Emergency Service Request

The recommended channel for reporting a non-urgent Service Request to TAC (P3 and P4) is the SR Portal. Once entitlement check is passed, be ready to define the problem for TAC engineer. Please see below the key points that you must provide:

- Definition of the problem/query: Focus on explaining what is not working by providing the list of symptoms and proofs for validating the issue and the time reference
- Equipment/platform details: Software + patch version, related configuration, logs or debugging information
- Set your expectations: Refer to the following dimensions and let us know:

- How the issue impacts your business?
- How urgent is it for you?

The following template can be used for reporting a Service Request, as in the below reference:

Equipment details: AR2204, software version V200R010C10SPC700 + Patch V200R010SPH019 and eSight Network version V300R009C00SPC200 + patch V300R009C00SPC221.

Problem Definition: When the administrator manually attempted to back up AR2204 configuration using eSight tool, the backup failed.

Symptoms:

- *The following error message was received: "Failed to back up the configuration file. If SFTP is used to operate a device, please enable SSH client first."*
- *SFTP connection from eSight console to AR router failed, the error message is "Service not available, closing control connection." I attach the AR2200 configuration file.*

Priority: P3, there is no immediate impact, we expect to have the backup running by the end of next weekend.

There are also a few other points to consider when reporting a Service Request. These are not a must, but are highly recommended in order to speed up the troubleshooting:

- Diagnosis data
  - For network – collect **display diagnostic-information** command output;
  - For server – collect one click info collect (diaginfo);
  - For storage – export system data.
- Network topology
- What was done until the present moment to resolve the problem
- If possible, recur the issue and allow the TAC engineer to connect remotely for

troubleshooting directly on the affected Huawei gear.

What to expect from TAC side after you submit the request?

The Service Request will be routed to the technical queue. Customer Support Engineer will start working on your case by covering the following aspects:

- Check if the problem is within Hi-Care, Co-Care or Warranty service scope
- Respond within the response time (for details on this matter, please refer to customer communication guidelines)
- Validate the problem. Is it a real one?
- Recognize the symptoms
- Rephrase the problem description and confirm it with you
- Summarize the system details and problem background
- Validate the case severity.

5.6 Communication Targets

Enterprise Europe TAC Customer Support Engineers provides responses and communication with customer on a regular basis. In order to set the correct expectations, Table 1 defines the targets concerning customer communication. Note that the Service Level Agreements defined in the contract takes precedence over the following table:

Table 1: Communication Targets

Case Priority	First Response	Update frequency
P1	< 15 minutes	Continuous until the service is restored.
P2	< 15 minutes	Continuous until the service is restored, Every Business Day until issue is resolved

P3	< 2 hours	Every 3 Business Days
P4	Next Business Day	Every 3 Business Days

Response time starts from the moment the Customer Care Representative acknowledges the Service Request creation until the Customer Support Engineer responds to you.

An update can be understood as any kind of response or communication from Huawei to you with the scope of progressing the service request.

Enterprise Europe TAC will make all the reasonable efforts to provide an update by the end of the business hours (same day, Romania time) for any query we receive from you during the service request handling.

5.7 Enterprise Europe TAC Engineer Responsibilities

Enterprise Europe TAC Customer Support Engineer is the owner for the entire Service Request handling process and takes responsibility for timely SR resolution and customer or partner satisfaction. As SR manager, the CSE must take below actions:

- Perform entitlement verification for the Service Request concerning field services, spare parts and others
- Assign field service tasks and spare parts in time according to the entitlement check result
- Effectively and promptly communicate with the reporter about the Service Request technical level, Service Request handling progress, and solutions
- Prepare the solution and guide the reporter through its implementation
- Resolve the Service Request when you agree, your formal confirmation is required

- Apply the 3-strike rule in case we lost contact with you.

Customer Support Engineer takes responsibility for the technical support actions, such as:

- Collect information remotely
- Review configuration/logs/debug information
- Replicate the problem in the lab
- Find the root-cause and justify the solution
- Assist in remote solution implementation
- Start the RMA application after confirming the hardware failure.

5.8 Help us help you – Best Practices when interacting with TAC

- Provide a clear problem statement and attach complete and objective information to it. Use Huawei official tools to collect system information. Tell us if something changed recently.
- Make sure your Service Request's priority truly reflects the impact on the business. Let us know your expectations, provide feedback, announce us if something changes over time.
- Search and review our technical resources such as Knowledge Base and TechNotes before requesting to open a case.
- Stay in constant contact with us for P1 and P2 cases until the service is restored, be available for us in assisting the troubleshooting efforts, we are working together for the same goal.
- Tell us if the issue can be recurred and determine the exact steps required to consistently do it.
- Escalate to our management team whenever the result of the technical interactions is not matching your expectation.

5.9 Escalate to Management

If for any reason you are not satisfied with the progress of the Service Request, you have the option of escalating the case to the management team. The escalation contact point is Enterprise Europe TAC Customer Care team available on a 24x7x365 basis: EUsupport@huawei.com or **+800.33.88.88.88** available in most of the EU countries.

Following, some situations in which you could consider escalating the SR:

- Faster SR resolution in case of constant delays
- For requesting the on-duty engineer to contact you if there are new developments requiring immediate support in the case
- Faster RMA progress, in case of delay during RMA handling
- Request for native language support in case you are experiencing difficulties in communicating with our engineers in English. Besides English, we currently offer support in German, Italian, French, Spanish, Turkish and Romanian
- Reopen an SR which was closed after applying the 3-strike rule.

5.10 Remote Access

Remote access is available as troubleshooting channel for resolving technical problems. There are some technical options available you can choose to work with us:

- Remote Desktop connection or web interface
- TeamViewer and Zhumu applications, we have the possibility to create the session and provide you the access link, for you to simply join
- Skype, Teams, WebEx or Pulse Collaboration, we only have the option to join the session,

you must create the session in advance and send us the link to connect
- Via VPN technology, this would require you and us to work on implementing the technical solution beforehand.

Every remote access must be approved by you or your organization representatives. Customer Support Engineer will request a temporary authorization by pushing an URL to you for each session, or once in a specific time period, if you approve a long term authorization letter for us.

6. RMA

6.1 Requesting an RMA

You must open a new Service Request for creating a RMA application, please refer to chapter 3.3 How to open a new Service Request for instruction.

6.2 RMA Procedure

Enterprise Europe TAC Customer Support Engineer will validate the hardware fault and confirm the faulty part details before submitting the RMA application to the Spare Parts team. The general process is described below:

- The TAC Customer Support Engineer receives the Service Request and checks the problem details collected from your side.
- If the product is defective, the RMA is validated and the RMA application is created and dispatched to Spare Parts team.
- The Spare Parts Customer Support Engineer takes over, acknowledges the reception of the application, starts collecting the delivery details based on Table 2 and arranges the dispatching according to the service contract. The system sends an automatic email that includes a web form to be accessed and acknowledged by the customer. Thus, the RMA number is generated

and the logistics replacement process is triggered.

- The Spare Parts Customer Support Engineer updates you regarding the RMA delivery status and provides instructions on how to return the defective units.
- The TAC Customer Support Engineer provides technical assistance about how to replace the faulty part and assists you in restoring the system to the initial state.

Table 2: Spare Parts Customer Support Engineer Response Time

RMA delivery SLA	First response in business hours	First response for out of business hours
4 Hours	20 minutes	20 minutes
Others like NBD, RFR.	20 minutes	Next business day

6.3 Tracking RMA Status

We provide you the possibility to track the RMA status online on the RMA web portal.

To identify your RMA application status you can use any of the following items:

- Service Request Number, which is provided by our Customer Care Representative during reception process
- Faulty Part Serial number.

The search result will display Status, Carrier information, the new part details and quantity, consignee information, shipping and sign-in date.

6.4 Faulty Part Inbound

After the good part arrives to your premises the following aspects must be considered:

- Put the new item into service using your own resources, unless you purchased on-site service,

Enterprise Europe TAC can only assist with guidelines on how to do the operation.

- Securely pack the Faulty Parts to avoid physical damage and electrostatic discharge by using the packaging and packing material from either the original product or from the delivered parts.
- Check and follow the return process details, provided by Spare Parts Customer Support Engineer once the RMA is issued – the return process details depend on each country policy.
- To ensure confirmation that Huawei receives the Faulty Parts, specify the following information must be specified on the **outside** of the packaging containing the Faulty Parts:
  - RMA number (RMA No.), which is received by Spare Part Customer Support Engineer and needs to be marked on the outside of the cartons and on the shipping documents. RMAs received by our corresponding that are not clearly marked may experience delays in the processing of the RMA receipt
  - Affix the form/label provided by the Spare Part Customer Support Engineer, when applicable.
- The faulty part must be returned to Huawei Warehouse within 15 days starting from the moment Spare Part Customer Support Engineer acknowledges the reception of the application, otherwise Huawei reserves the right to charge you with the price of the new part for non-return of a defective part.

6.5 Return for Analysis

It is a flow for returning the faulty part to RnD base for performing a systematic analysis of the underlying root-cause in order to facilitate

improvement actions. The flow starts from the moment the faulty part arrives to the local Huawei warehouse from you, then the supply chain organizes the delivery to the RnD base and the process ends with the Root-Cause analysis report provided by the hardware engineers. Several aspects must be considered when requesting this service:

- The RCA will be provided in approximately 30 days from the moment you return the faulty part to the local warehouse. Please note that in some countries there may be delays in returns due to country-specific export policies
- Some tests might involve destructing the hardware
- We will need your authorization for transferring the faulty part to another country.

7. Industry Recognition

We are proud to announce that Huawei Enterprise Europe TAC and Middle East and Africa TAC has received the prestigious Rated Outstanding Assisted Support EMEA certification from TSIA – the leading association for technology and services organizations. This certification proves that our team meets the highest industry standards for Customer Support for EMEA Enterprise operations. We are happy to help you by providing the best service at the highest recognized standards.

Annex 1: Enterprise Europe TAC Workflow
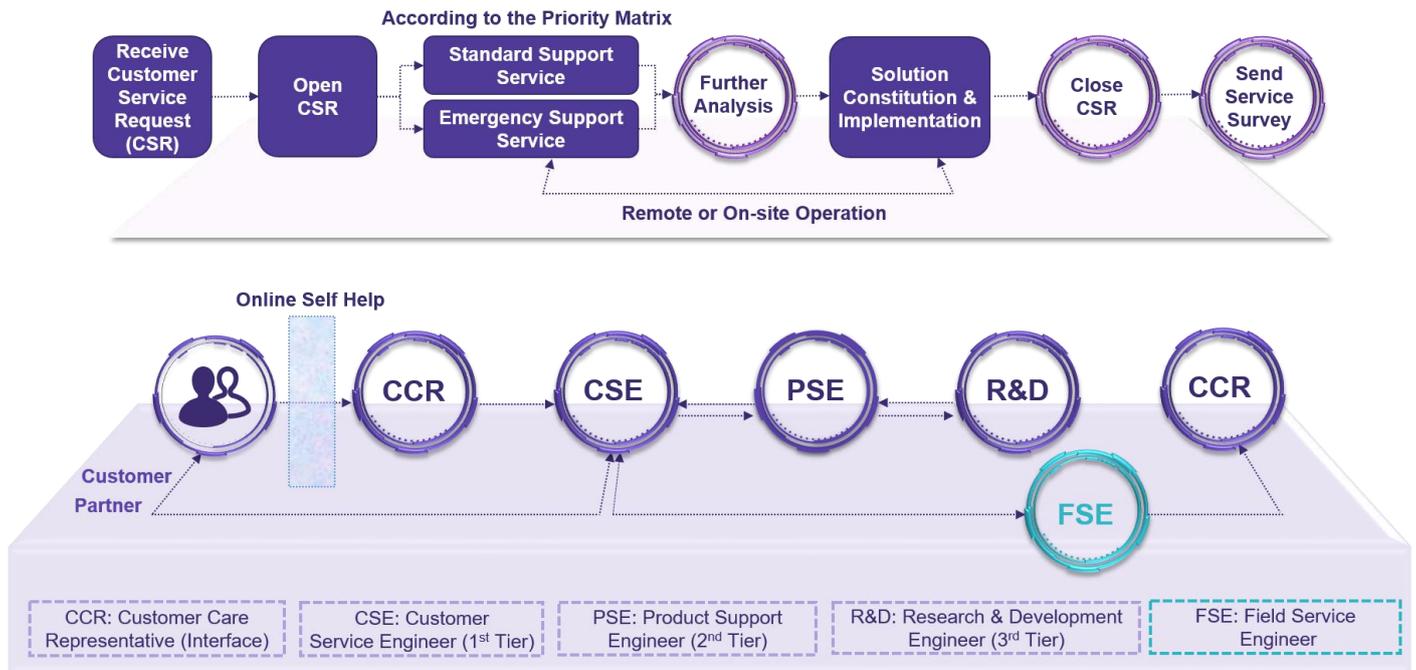
Back to Quick Reference chapter.

Annex 2: Priority Matrix

Priority	Examples	Huawei Responsibility	Customer Responsibility	Huawei initial response time	Update frequency
P1	1) Network or system is down causing users to experience a total loss of service making them unable to perform critical business functions. 2) When the reported issue involves a core equipment that has crashed or rebooted unexpectedly making key business functions become unavailable	Have a dedicated team of engineers to work on 24/7 basis with the customer until the service is restored and the issue is resolved.	Maintain a constant contact with TAC and aid the restoration efforts until the service is restored.	15 minutes	Constant contact until service is restored. Daily communication after service is restored.
P2	1) Performance issue generated by impaired data transmission quality which limit the critical business functions. 2) Loss of redundancy with imminent risk of business impact /	Have a dedicated team of engineers to work on 24/7 basis with the customer until the service is restored.	Maintain a constant contact with TAC and aid the restoration efforts until the service is restored.	15 minutes	Constant contact until service is restored. Daily communication in business hours after the service is

	outage 3) Loss of administration or diagnosis capability of the core equipment or network which may generate risk for maintaining critical business functions running stable.				restored.
P3	1) Issues in the network or on the system that are not causing impact to business functions. 2) Cosmetic defects or issues seen in a test or preproduction environment with no impact on the business.	Have resources available on 24/7 basis, generally progress case during business hours.	Be available during business hours to aid the troubleshooting efforts.	2 hours	3 business days
P4	1) Information enquiry about product, licensing, configuration or documentation. 2) License request or enquiry	Have resources available on 24/7 basis, generally progress case during business hours.	Be available during business hours to aid the troubleshooting efforts.	Next business day	3 business days

Back to SR priority classification chapter.

THANK YOU!
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