

Support Connect Overview and FAQ

Table of Contents

Overview	1
Getting Started.....	1
Account Management	2
Left-hand Navigation Pane.....	3
FAQ: Web Browsers	6
FAQ: Registration and Passwords	6
FAQ: Downloads.....	7
FAQ: Service Requests	8
FAQ: Technical Bulletins.....	8
FAQ: Access (Provisioning).....	8
FAQ: Partners.....	9
FAQ: More Help	9

Overview

Welcome to Hitachi Data Systems Support Connect website at support.hds.com! This guide will familiarize you with the improvements and layout of Support Connect. Support Connect's intuitive new dashboard is easy to navigate and brings together Hitachi Data Systems legacy support resources, as well as new tools that improve your ability to find the support content you're looking for. A unified website you can access from either your mobile or desktop device, Support Connect's increased bandwidth and mobile device optimization will enhance your experience regardless of the platform you choose.

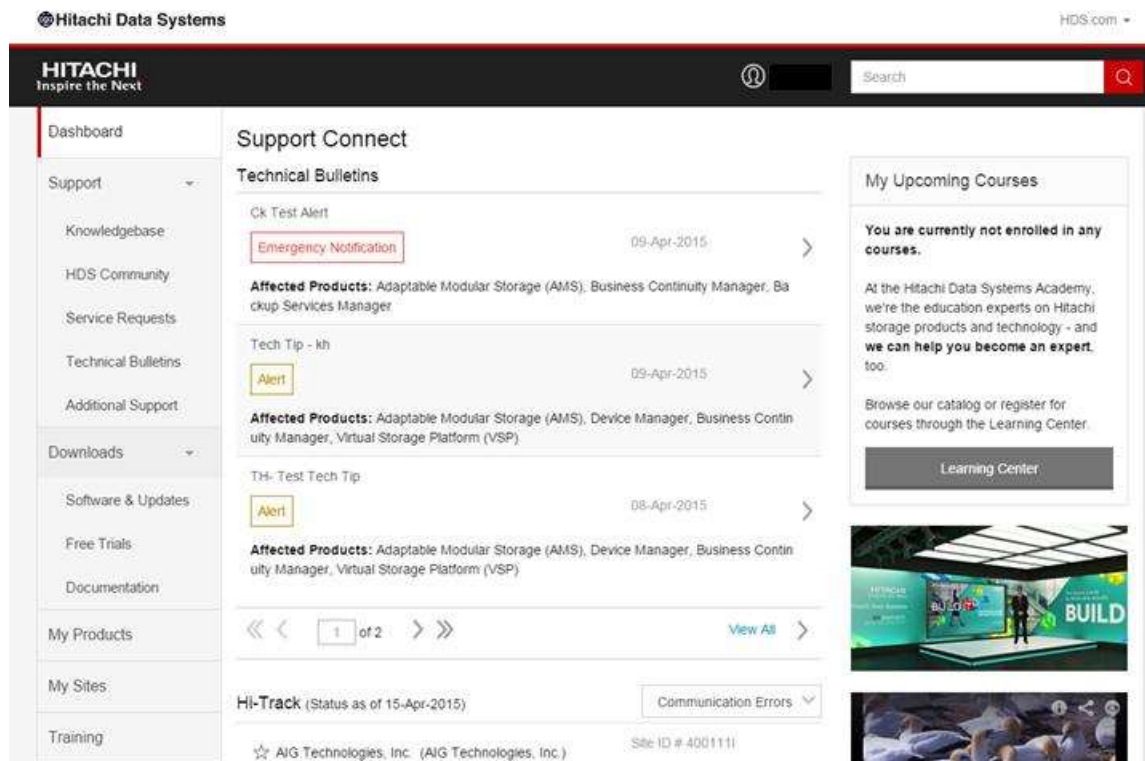
Getting Started

The new dashboard shown in **Figure 1** below is a 3-pane layout:

- The left-hand navigation pane displays commonly used resources.

- The right-hand navigation pane is contextual and provides more options for refining your middle-pane support content, as well as other shortcuts like upcoming courses in Hitachi Data Systems Learning Center.
- The center pane is your personalized dashboard that delivers information relevant to your products and solutions, like technical bulletins, Hi-Track Remote Monitoring system status and service requests.
- The search bar at the top right of the page provides quick access to resources.

Figure 1: Support Connect Dashboard

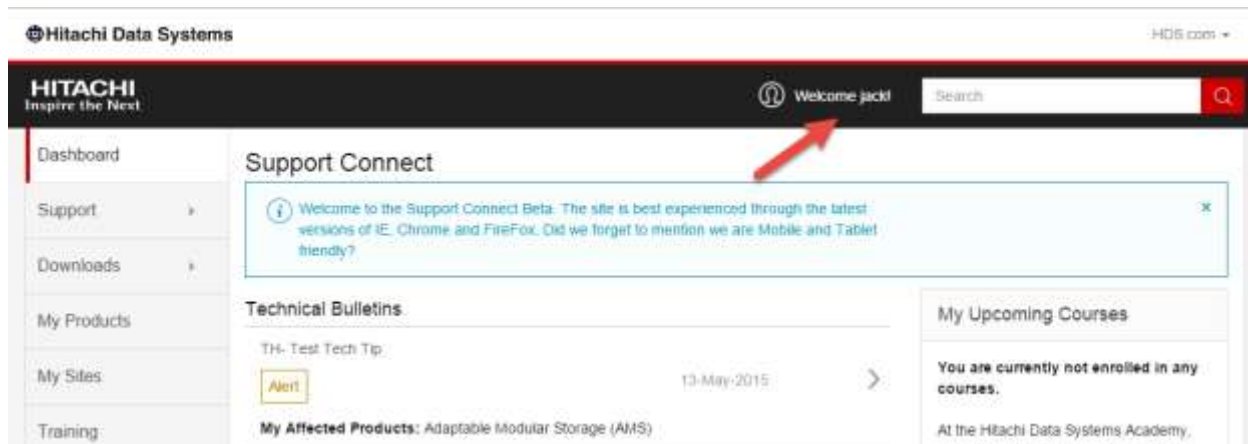


Account Management

Manage your user profile, site users and preferences by clicking on your user name to the left of the search bar, shown in **Figure 2** below. From there you can access:

- **My Profile:** Edit your profile information, password and primary site.
- **View Site Users:** View all users who have registered access to view a specific service site.
- **Manage Preferences:** Manage your Technical Bulletin subscription preferences (online and/or email delivery for the products you choose to receive bulletins for).

Figure 2



Left-hand Navigation Pane

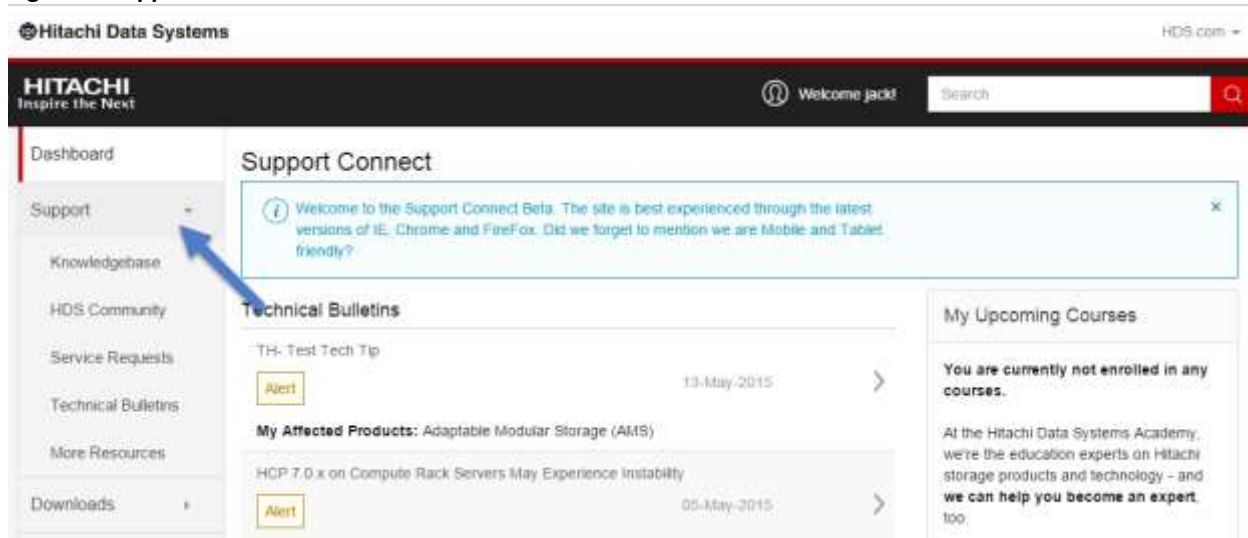
Use the left-hand navigation pane shown in **Figure 3** below to access:

- **Support**
- **Downloads**
- **My Products**
- **My Sites**
- **Training**

Clicking the **Support** tab gives you access to:

- **Knowledgebase:** Find answers to help you solve your issue.
- **HDS Community:** Explore Hitachi Data Systems online community and join conversations with users and HDS personnel about HDS products and solutions.
- **Service Requests:** Start and manage service requests for your HDS products and solutions. Quickly create and track the status of a service request and upload files to the TUF system, with the option to include service requests from Hi-Track Remote Monitoring system.
- **Technical Bulletins:** Review archived bulletins and subscribe to new bulletins for online or email delivery for HDS products and solutions. Stay informed about preventative maintenance, alerts, and emergency notifications.
- **More Resources:** Find details on service and support programs, warranty information, self-service and more.

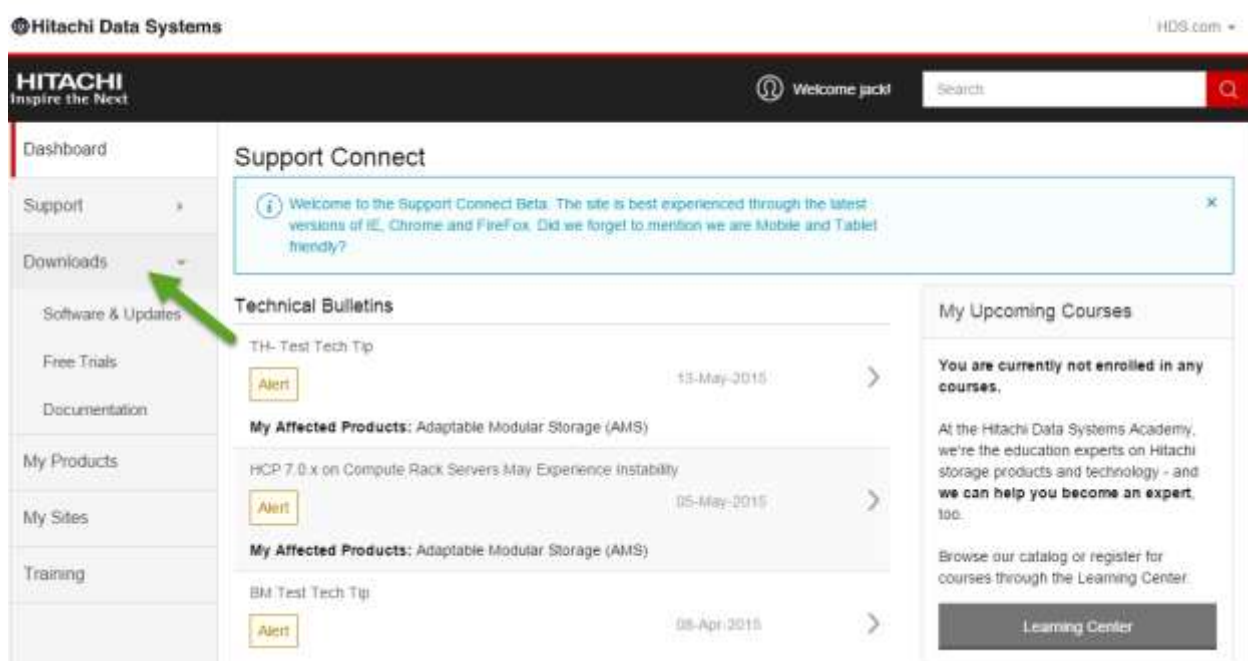
Figure 3: Support Links



Clicking the **Downloads** tab shown in **Figure 4** expands:

- **Software & Updates:** Find the latest available software, drivers, firmware and adapters.
- **Free Trials:** Access trial Hitachi software that expands your capabilities.
- **Documentation:** View best practices, installation notes, maintenance/service guides, release notes and user guides.

Figure 4: Downloads

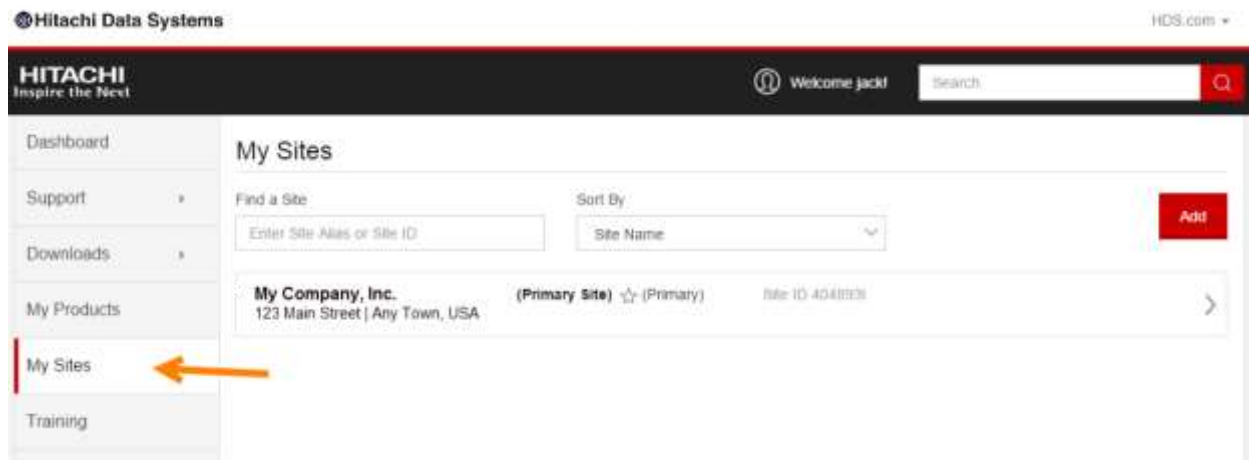


Clicking **My Products** shows you quick reference, details and support information on your products with the ability to add new products and search for products by alias or serial number. Support Connect allows you to

customize the alias of each product shown in My Products in order to reference products using your internal company nomenclature.

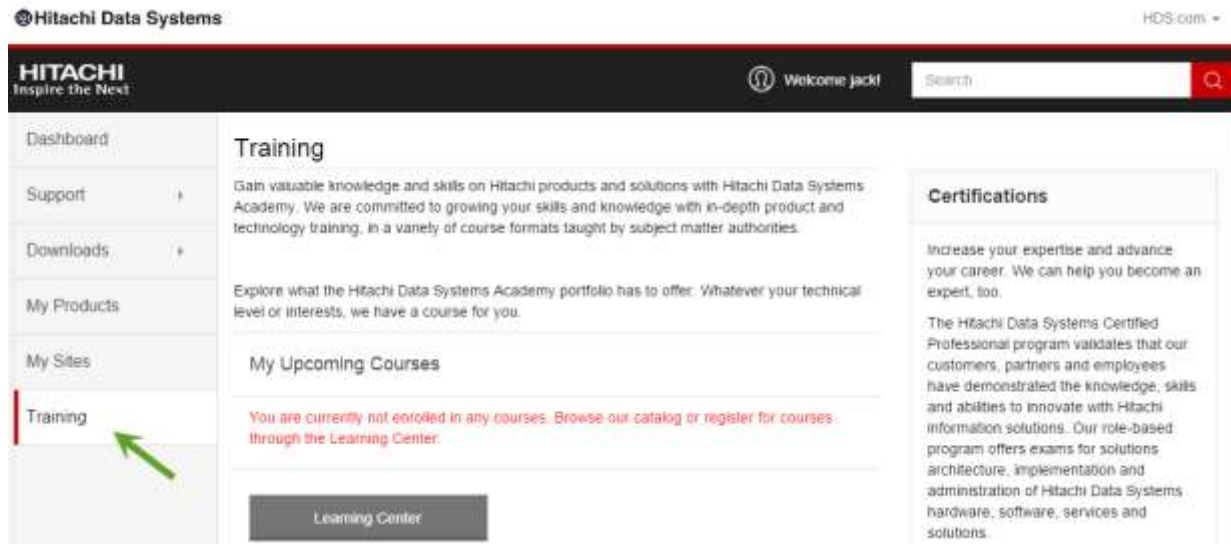
Clicking **My Sites** shows you the physical location of your sites and HDS products at those sites.

Figure 5: My Sites



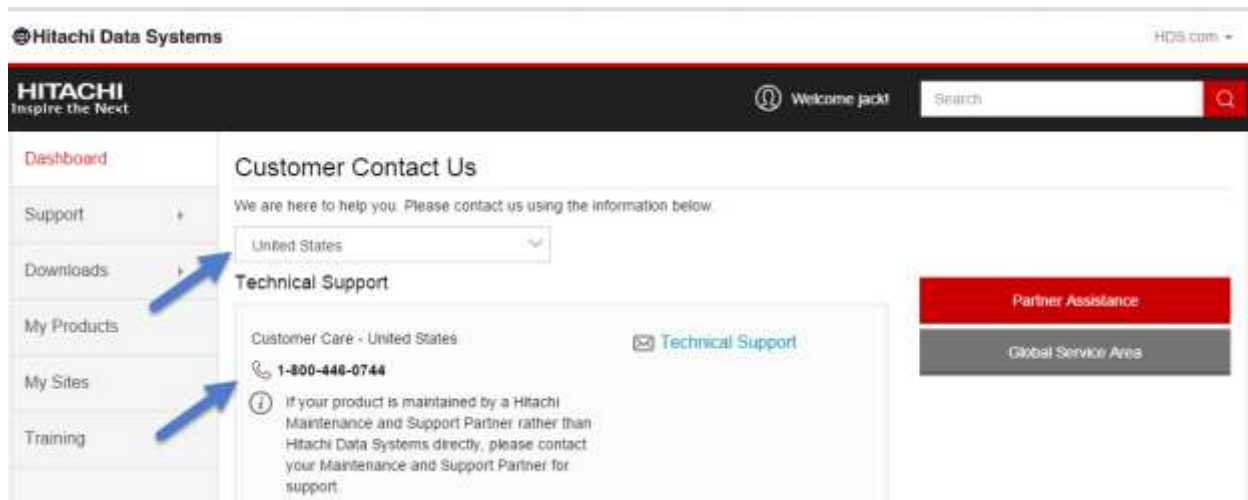
Clicking **Training** shows your upcoming courses, and gives you a link to Hitachi Data Systems Learning Center where you can explore in-depth knowledge and skill development courses offered in a variety of formats.

Figure 6: Training



Click **Contact Us** from the website footer and select your country from the drop-down menu shown in **Figure 7** to view the support numbers for your region.

Figure 7: Contact Us



FAQ: Web Browsers

1. Which web browsers deliver the best Support Connect experience?

- Internet Explorer 9 and above
- Firefox v32 and above
- Chrome v37 and above
- Safari v7.1 and above

FAQ: Registration and Passwords

2. I have successfully registered with Support Connect but have not received the HDS activation email.

- If you are still on the confirmation pop-up page, click 'Resend Activation Email.' This should send a new activation email to your registered email address, and invalidate the previous activation link.
- Check your spam or junk folder for the email. Add AdminSupport@hds.com to the safe senders list and/or mark the activation email as 'Not Junk' or 'Not Spam.'
- Reset password by clicking 'Forgot Password.' This will reset your account password and activate your account if your account is in an inactive state.

3. I have successfully registered with Support Connect but the HDS activation email link has expired.

- Click on the expired activation URL to go to the notification page. Click 'Resend Activation Email.'

4. I am shown an error page when I click an activation URL.

- It is possible you are not clicking the most recent URL. During registration, if you selected 'Resend Activation Email,' you received a new URL that invalidated your previous URL. Look for a more recent URL in your inbox.

- Check your spam or junk folder for the email. Be sure to add AdminSupport@hds.com to the safe senders list and/or mark the activation email as 'Not Junk' or 'Not Spam.'
- Reset your password using 'Forgot Password.' This step resets your account password and activates your account if your account is in an inactive state.

5. I need to reset my password.

- Go to your user profile and click the 'Change My Password' button. An alternate option is to select 'Forgot Password' at login to receive an email that will allow you to create a new password.

6. Why does the "Do you own an HDS product?" window appear?

- The "Do you own an HDS product?" window appears if you are using an email domain that is not recognized as a public domain (@gmail.com, @yahoo.com), or not recognized as belonging to an HDS customer or partner company.
- If you are an indirect HDS customer who has recently purchased an HDS product through an HDS partner, you must enter the product information. This will allow you to register as an HDS customer as well as provide you with Entitled Customer access.
- If you are a non-HDS customer who would like to access Support Connect as a guest, select the 'No' option and proceed to register.

FAQ: Downloads

7. Why are software, firmware or documents unavailable?

- Access is granted to software, firmware and documents based on your profile type: guest, customer, partner or employee.

8. Do I need entitlement to a product in order to access downloads?

- Once you are recognized as a customer or partner, Support Connect gives you access to all downloads.

9. Can I access the latest firmware in Support Connect?

- Click the Downloads tab, then Software and Updates, to access available firmware. Firmware can be found under available system drivers, firmware and adapters.
- When Hitachi Data Systems releases the latest firmware, it is available for download on Support Connect. However some downloads are available only to verified Service Partners.

10. Where are third-party network downloads located?

- Third-party network downloads are located on the Software & Updates page. Click on the red 'Networking Downloads' button to open a window with all available third-party downloads.

11. After I select a download it will not complete.

- Please make sure you have agreed to the End User License Agreement when you click on a download.

- The pop-up blocker must be turned off in order for downloads to work properly. Instructions to turn off your pop-up blocker are [here](#).

FAQ: Service Requests

12. When opening a Service Request, the serial/marketing name is not showing up as a suggestion and cannot be defined.

- Ensure you have selected the correct site ID where the product is installed.

FAQ: Technical Bulletins

13. What are Technical Bulletins?

- Technical Bulletins contain Technical Tips, Technical Alerts and Emergency Notifications that keep you informed about preventative maintenance, releases, and other important product communications.

14. Where are my Technical Bulletin preferences located?

- When viewing the Technical Bulletin Archive, select the 'Manage My Subscriptions' button at the top of the right-hand column.
- 'Manage Subscriptions' can also be found under your profile icon located near the search bar, and in 'Manage Preferences.' You can subscribe to the technical bulletins of your choice and decide whether to receive bulletins online, via email or both.

FAQ: Access (Provisioning)

15. My Support Connect account is activated but I cannot access Hitachi Data Systems Learning Center.

- Provisioning to the Learning Center may take up to 3 hours after your Support Connect account is activated. Once provisioning is successful, an email with a password will be sent.
- Is your Support Connect account activated? If yes, have you received the Learning Center login details in a separate email? If not, please check again after the 3-hour provisioning period.
- Note that the Learning Center may prompt you to reset your password upon your first login.

16. My Support Connect account is activated but I am unable to access Knowledge Base.

- Provisioning to Knowledge Base may take up to 30-40 minutes after your Support Connect account is activated. Once provisioning is successful, Knowledge Base will be accessible from Support Connect.
- Please wait 30-40 minutes after account activation and try accessing Knowledge Base again.

17. Why are My Products, My Sites and Service Requests options missing?

- Users with public email domains (@gmail.com, @yahoo.com, etc.) will have limited access to some material. Only valid business email domains of HDS customer or partner companies can view their product information in My Products, My Sites and Service Requests.
- If needed, update your business email via My Profile. Then add your products/sites using the 'Verify a product' link on the dashboard. You will then see My Products, My Sites and Service Requests available in the left navigation pane.

FAQ: Partners

18. Is there a search function on Support Connect for partners?

- At this time there is no search function on Support Connect for partners.

19. I am a partner, will I have the ability to view all sites and products of my customers?

- As a partner you will have access to the sites and products that you have registered under your name on Support Connect.

20. Is Support Connect the replacement for PartnerXchange?

- Currently Hitachi Data Systems is working on creating a new experience for partners that will be linked to Support Connect. As a partner you can currently use Support Connect to download documentation, and view sites and products registered under your name.
- There are some tools partners cannot access on Support Connect. However, you can open PartnerXchange from Support Connect in order to use tools such as service requests. When logged in to Support Connect, select PartnerXchange from the left navigation menu.

FAQ: More Help

21. How can I get help with Support Connect?

- **Customers:** Please click [Contact Us](#) from the Support Connect website footer. You can access country-specific phone numbers under the Technical Support section.
- **Partners:** Please contact Hitachi Data Systems HelpDesk [here](#).
- To receive support by email please send your request to helpdesk@hds.com.