CSS Calnex Support Service

NE-ONE Family of Network Emulators

Reduce risk, maximise your investment

If your organisation has, or is about to, make an investment in NE-ONE, it is imperative that you make the most of your new product. That's why we recommend that our customers protect their investment with the Calnex Support Service.

Benefits

- Priority and unlimited access to our Technical Support Team
- Software upgrades/enhancements, patches, bug fixes and workarounds
- Access to the latest security updates
- Hardware and software warranty

Our unique consultative support also includes assistance in the implementation, ongoing operational use (both general and user-specific advice) and guidance to help you maximise the value of the software.

Multi-year contracts

All Calnex products come with a minimum of 12 months CSS. Following the initial CSS period, and recognising we operate in an ever-changing environment, we recommend customers purchase one of our CSS packages to protect their investment. Choosing an extended CSS package at the time of purchase is the most cost effective, provides uninterrupted support and maximises your investment.

We, or your local NE-ONE representative, will provide a CSS quotation to you prior to the expiration date of your support contract to ensure a seamless and hassle-free process.

NE1-XXX-MAINT12	1 year extension
NE1-XXX-MAINT24	2 year extension
NE1-XXX-MAINT36	3 year extension

Note: *XXX will vary depending on the product purchased.*

Unlimited, prioritised technical support

Contact us through your local Calnex representative, the NE-ONE Customer Support portal, using e-mail or phone. Our technical support team, including product experts with decades of networking experience, will respond within one business day.

Software updates

Keep your NE-ONE software up to date. Each software release comes packed with new features, enhancements and fixes to help you get the most out of your NE-ONE. With greater performance and more features, CSS will boost your productivity and ensure that your NE-ONE is secure and at the leading edge.

Always up to date, at no additional charge

When you order CSS for your Calnex NE-ONE, you get the newest software release and supporting documentation for the term of your contract at no extra charge. As soon as Calnex releases a software update, you'll be notified automatically via e-mail, and each new software release is immediately downloadable from the NE-ONE Customer Support portal.

Hardware warranty

Ensuring your NE-ONE is protected with a support contract is the most effective way to avoid costly repair bills and assures the highest priority response to your Appliance in the event repairs are required. One-off repairs represent a high comparative cost, and the logistics involved in generating quotations, processing orders and arranging returns for unsupported equipment will increase downtime in testing. With CSS, no additional charges will apply.

	With CSS[1]	Without CSS
Hardware Warranty	Free repair for hardware failure due to materials or workmanship	No
Software Warranty	Free software updates for critical bug fixes	No
Software Updates	Free software updates as they are released	No
Security Updates	Free operating systems security updates included	No
Technical Support	Unlimited, prioritised support	Reasonable effort

[1] Detailed terms and conditions for CSS can be found in the Calnex Support Service Agreement for NE-ONE on the Support page of the Calnex website: https://www.calnexsol.com/support

CSS
Making the most of CSS
A Quick Guide

Contact Information

Calnex Representative	Contact details for your Calnex representative are available on the Calnex NE-ONE website
Website	https://ne-one.com/office-locations/customer-support/
NE-ONE Service Desk	http://ne-one.com/support
Email	support@ne-one.com

Technical Support

Our Customer Support team is here to assist you and is passionate in helping you to get the most out of your NE-ONE. Our trained and experienced engineers are committed to ensure that every issue is resolved to your full satisfaction. In addition, you may ask for advice on reference architectures, best practice or test methods.

Raising a Service Request

Requests for assistance should be made using local NE-ONE Representative or the NE-ONE Customer Support Portal.

Note: Access to the Customer Support Portal requires an individual account. Please contact the NE-ONE Support Team (support@ne-one.com) if you do not yet have an account.

Information we will need

When raising a Service Request, please supply as much information as possible, including:

- ✓ Your preferred contact details
- ✓ Serial Number (or licence ID for Virtual Appliances)
- ✓ The product name and version number
- ✓ A detailed description of your problem
- ✓ Any error messages, screenshots and, where applicable, configuration or packet capture files
- ✓ Confirmation of the steps performed leading up to the problem, whether or not the problem is repeatable and if it has ever worked.

For requests related to the use of a product, we can provide more effective support if you provide a network schematic of your test setup.

Resolving your Service Request

We may be able to address your issue immediately. In some cases, however, the resolution process may require the problem to be replicated in our lab and/or interaction with the Engineering team. The process is much more efficient if you can provide as much relevant information as possible.

Types of Service Request

Feel free to ask a general question, report a bug or ask for a product enhancement. Our Support Team work closely with the Engineering Team and they will ensure that your request is answered as quickly and completely as possible.

Getting the information you need

The Calnex NE-ONE web-site is a rich source of information to assist you in testing your devices and in the use of Calnex products.

The information available includes:

- **Product Documentation**: Links to data sheets, white papers, case studies; all in one easy to navigate location
- **Video Library**: case studies, informational videos, walk, throughs
- **Training Course Videos**: Topic specific training videos
- **Webinars**: Past webinars library
- **Buyers Guide:** To help you pick the right product.

Software updates

We periodically release updated software for our products. As a CSS customer, you are entitled to the newest version available for your product. You can find the latest software and supporting documentation on the Downloads section on the NE-ONE Customer Support Portal.

If your hardware Appliance fails

If you believe that your Appliance has a hardware failure, then you should contact your regional Calnex representative or raise a request in the NE-ONE Customer Support portal. We will then investigate this failure and, if a hardware issue is confirmed, we will arrange to have the unit repaired or replaced.

If you have a critical issue

When you raise a Service Request, please ensure you highlight the critical nature of the request. If necessary, contact Calnex Support Manager (contact details are available on the Calnex website)

To find out more about CSS, please contact your local Calnex NE-ONE sales office. Contact details can be found at www.ne-one.com