



Guide

Intel® XML Appliance
Products

Intel® XML Appliance Products

Customer Service Guide



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1. Intel® XML Appliance Products Support Services

Intel offers a comprehensive set of service programs designed to support Intel products from installation through their operational life cycles. All Intel® XML Appliance products come with a 90-day software and 1-year hardware warranty. Intel customers are encouraged to subscribe to an Intel Support Program. The support programs offer access to the full range of Intel Technical Support capabilities for a fixed annual fee. Intel offers different levels of support to match your business needs.

All Intel Support Programs offer access to the following:

Technical Support

Customer is entitled to technical phone and Web support for an unlimited number of incidents. Technical support will include assistance in the use of supported Equipment and Software. Such assistance may include assistance with configuration, identification of Equipment and/or Software problems and work-arounds when possible. Where technical support is provided, Intel will provide quality technical support in accordance with generally recognized business practices and standards.

Software Updates

Customer is entitled to receive or access all Software Updates (including related release notes) that are released for products identified on the purchase order for support. All Software provided pursuant to a Service Offering will be governed under the same terms and conditions as set forth in the license agreement accompanying the original Software licensed by Customer. Customer has the right to duplicate the documentation for its own internal use, in quantities equal to the number of units specified on the purchase order for support provided that all copyright, trademark, and other proprietary rights notices are also reproduced in the same form and manner as on the original media provided.

Hardware Maintenance

Customer is entitled to a number of different hardware maintenance options. The service provided, along with the cost, varies for each option and allows the customers to return failed units to Intel for replacement.

Intel World Wide Web Registered User Section

The Registered User Section of Intel's World Wide Website (premier.intel.com) provides a mechanism for customers, partners, and distributors to see the latest revisions of software available for Intel's products.

Intel Web File Download

Intel Business Link (IBL) provides a convenient method of accessing information from Intel Technical Support. Information is available on a number of topics including:

- Software Download Patch Releases
- Product Release Notes
- Technical Bulletins
- Technical Tips
- Sample Configurations and Case Studies
- Support Service Offerings

Intel offers multiple technical support programs. These programs allow customers to choose the access to technical support, software, and electronic tools that meets their business objectives.

1.1. Intel Support 24x7x365

This service contract provides hardware, software, and online support.

Service Responsibilities at Service Start Date

- Provide Customer with a contract number and unique password that enables access to a protected area of the Intel World Wide Web site.
- Provide Customer with instructions on how to contact Intel to obtain technical support and advance hardware replacement.
- Respond to Customer requests for technical support within two hours of the initial contact by the Customer 24 hours a day, seven days a week.
- Technical support provided globally, in English, 24 hours per day, 365 days per year.

1.2. Intel Support 10x5

This service contract provides hardware, software, and online support.

Service Responsibilities at Service Start Date

- Provide Customer with a contract number and unique password that enables access to a protected area of the Intel World Wide Web site.
- Provide Customer with instructions on how to contact Intel to obtain technical support and advance hardware replacement.
- Respond to Customer requests for technical support within five business hours of the initial contact by Customer.
- Technical support provided globally, in English, during the following hours: Monday – Friday: 9am to 5pm Central Standard Time, USA (excluding U.S. holidays).

2. Warranty Service Offerings

Intel offers Standard Warranty Replacement and Advance Replacement programs. Customers can choose the warranty replacement program that meets their specific needs. Both Advance Replacement programs offer support as described in the following sections.

2.1. Standard Warranty

Intel warrants that each Intel hardware product will be free from material defects for a period of one (1) year from the date of shipment. For purpose of this warranty, "material defect" shall mean any defect in a Intel hardware product that can be reproduced by Intel and is a substantial nonconformity from the published specifications for such Intel hardware product. Your sole remedy and Intel's sole responsibility under this warranty shall be repair or replacement of the Intel hardware product as described below.

This warranty applies for the most current versions of the Intel hardware product. Intel shall have no obligation to provide warranty services if the defect in the Intel hardware product is caused by accident, operator error, malfunction of non-Intel hardware or software, modification of the Intel hardware product, or use of the Intel hardware product that is not in accordance with the operating instructions for the Intel hardware product.

2.1.1. Standard Hardware Warranty

Intel's hardware carries a one-year warranty. The hardware warranty period begins on the date of the original shipment from Intel to the customer. Any product received by a Intel customer and found to be defective during the warranty period will be repaired or replaced by Intel with a guaranteed thirty (30) business days (in factory) return policy. For unsupported out-of-warranty repairs, the customer is responsible for placing a purchase order with Intel before shipping the equipment to Intel. A Return Material Authorization (RMA) number will be issued when Intel acknowledges the purchase order.

2.1.2. Standard Software Warranty

Intel software carries a 90-day warranty, during which customers will receive all new releases or feature enhancements to base software. Also, during the warranty period, software deficiencies reported to and verified by Intel, if possible, will be corrected and distributed to customers under warranty. Customers under standard warranty will receive an acknowledgment within one (1) business day. The warranty period begins from the date of the original shipment from Intel to the customer.

2.1.3. Warranty Process

The warranty period begins from the date of the original shipment from Intel to the customer. The following steps outline Intel's software warranty service:

1. The Customer should contact Intel Technical Support to initiate the warranty claim. Customers will be required to supply the serial number of the device under warranty at this time.
2. Technical Support will evaluate the problem and advise the customer of any corrective action.
3. If a revised version of operating software is required, the latest system documentation and software may be obtained through an online download to expedite software upgrade, when possible.
4. Intel reserves the right not to correct problems related to what it deems as nonstandard or unsuitable applications.

Software problems reported after the warranty expires and not covered by an Intel Support Contract may be addressed at Intel's discretion.

2.2. Advance Hardware Replacement

Customers are entitled to receive advance replacement of hardware product, prior to Intel receiving the faulty item. Hardware will be shipped to arrive at Customer site the next business day. All replacement parts will be furnished on an exchange basis at no cost to the customer and will be standard or reconditioned components of equal or greater quality, revision level, and functionality. Requests received after the cutoff time (see Limitations) ship the following business day for second-day delivery. Intel will replace out-of-box failures with a new product that is of the same make and model number of the original. Intel will replace all out-of-box failures in advance of the return of the failed unit and use commercially reasonable efforts to get the new product delivered to the customer. Customer shall return the inoperable unit or subassembly to Intel immediately after the replacement is received. Customer shall pay the list price per unit as stated in the then-current Intel price list, if the inoperable unit or subassembly is not returned to Intel within fourteen days of shipment. Customer's failure to pay the price or return the equipment promptly will result in the suspension of Services by Intel.

Service Responsibilities During the Service Period

- The latest Software Updates will be made available on Intel Business Link covered under the Agreement.
- When Customer requests Advance Hardware Replacement, Intel will ship the hardware to arrive at Customer site within the contracted time frame. All delivery costs are borne by Intel. Intel will provide an RMA number to allow Customer to return the faulty product.

Limitations

Requests for advance replacement of hardware are available to Customers during the following hours:

North America—Requests for next-day Advance Hardware Replacement, Monday – Friday: 9am to 5pm Central Standard Time. Requests for next-day delivery of hardware received after 2pm Central Standard Time ship the following business day for second-day delivery.

Europe—Requests for next-day Advance Hardware Replacement, Monday – Friday: 9am to 5pm Local Time. Requests for next-day delivery of hardware received after 2pm Local Time ship the following business day for second-day delivery.

Service for next-day Advance Hardware Replacement is currently not available in all countries. Intel will use commercially reasonable efforts to provide Advance Replacement based on logistics and customs clearance.

2.3. Support Program Matrix

2.3.1. Intel XML APPLIANCES Support Program

Support Service	Term	Software Maintenance	Hardware Replacement Releases	24x7 Technical Phone Support	Response Time	24x7 Online Support
10x5 Technical Support	1 year	Yes	Advance Replacement NBD	No	5 hour	Yes
24x7x365 Technical Support	1 year	Yes	Advance Replacement NBD	Yes	2 hour	Yes
Standard Warranty	1 year	Initial 90 days	1 year Return to Factory for Standard Replacement (30 days)	No	5 hour	Yes

NBD = Next Business Day

2.4. Support Beyond Contracted Coverage Plans

Customers may request additional engineering support from the Intel support team outside of the scope of purchased support services. As resource ability allows, support will be provided as per Intel's standard hourly consulting rates. Contact your sales representative or the Intel support team for additional details on this program.

3. Customer Support Call Center and Escalation

Intel's support services complement the flexibility and reliability of Intel's complete product range.

Intel understands the importance of keeping networks operational. We provide live 24x7 technical assistance by phone and online.

Senior engineers with multi-vendor and multi-technology expertise will provide technical assistance. Intel works with hardware and software vendors on your behalf to provide spare parts, replacements, and software and hardware upgrades.

Access to the Intel Customer Support is granted to those customers covered under the 90-day standard software warranty or a Intel Support Services program.

Service-Level Agreements are constructed for each customer. Summary and real-time reporting provides statistics for each customer.

3.1. Intel Support Group

Once a case has been entered into the case tracking system, it is handled by one of Intel's experienced Customer Support Engineers. Customer cases are triaged by product line, ensuring that each case is handled by a Customer Support Engineer with the proper training and experience to quickly resolve an issue.

When a call or Web case is submitted to Intel Customer Support, the Customer Support Engineer will ensure that the following happens:

- The call is logged into the case tracking system with appropriate information
- The call is assigned a case number
- A Customer Support Engineer is assigned to the case
- The Customer Support Engineer owns the case and:
 - Works with the customer to answer questions
 - Provides advise on system use
 - Assists with system configuration
 - Rectifies a system malfunction

3.2. Case Prioritization

Cases opened are given a severity level agreed upon between the Customer Support Engineer and the Customer as follows:

Priority and Severity Levels	Production Network	Test/ Development Network	On-Site Support	Service-Level Agreement	Commitment
Priority 1 Critical	Intel® XML appliances are down that are effecting critical system outage (1)		Yes(2)	Non-Stop Commitment to Resolve	Intel and the Customer will work 24x7 to resolve situation with the highest priority for customers with a current warrantee or support contract
	Users are impacted in production without workaround				
	XML network processing has stopped				
	Hardware failure, and removal of faulty unit in production				
Priority 2 Serious	Intel appliance functionality is severely limited	Development has stopped or functionality is severely limited	No	48 hrs	Intel and the Customer work to dedicate resources during normal business hours to resolve situation with high priority
	System Instability	No workaround is available			
	Hardware failure of a redundant Intel appliance in production	Hardware failure in development			
	Unexpected system restarts				
	Limited functionality but a workaround is available				
Priority 3 Medium	Functionality impaired or limited—workaround available	Performance issues in development	No	5 Days	Customer Support Engineer will work on the issue until resolved with medium priority
	Product in production does not perform as advertised	Third-party configuration issues in development			
	Periodic problem accessing a device				
Priority 4 Low	General questions		No	10 days	Customer Support Engineer will work on the issue until resolved
	Documentation				

Notes: (1) Multiple Intel® XML appliances that are affecting critical system outage.

(2) Issues not resolved within 24 hours will, at the discretion of management, result in the dispatch of Intel resources to customer site.

3.3. Case Escalation

Intel offers systematic escalation management to customers with current service contracts.

An appropriate Customer Support Engineer is assigned to the case based upon the level of severity.

For issues of a Critical or High nature, the following notification process has been put into place to ensure that the proper attention and resources are mobilized. The case tracking system alerts the appropriate personnel through automatically when the following criteria are met:

Priority/Clock Time	Low/Medium	High	Critical
1 Hour			TAC Manager
4 Hour	N/A	Support Manager	Director, Support Services
24 Hour	Support Manager	Director, Support Services	Director, Engineering
48 Hour	Director, Support Services	Director, Engineering	Group VP/GM

The Customer Support Engineer retains sole ownership of cases. Intel ensures that the appropriate resources within Intel are utilized to resolve outstanding technical problems as efficiently as possible.

4. Intel XML Appliance Professional Services

Intel XML Appliance Professional Services representatives provide expert consultation on the optimal architecture, deployment, operation, and maintenance of XML technology and appliances. Contact your sales representative or the Intel support team for additional details on this program.

4.1. Service Commitments

To ensure rapid deployment, Intel provides expert design and project management assistance:

- Dedicated on-site resources that ensure timely implementation of your mission-critical application integration
- Assistance with installation, project management, and documentation for your application integration
- Assistance with large-scale, enterprise-wide implementations in multiple development environments

4.2. Service Benefits

Intel provides the following service benefits:

- Single point of contact providing leadership in technology throughout the entire migration lifecycle
- Overall planning for people, facilities, equipment, services, supplies, and management support, supervising the various team members (including any third-party members) to ensure adherence to specifications and schedules
- Reduction of the risks associated with implementation in your complex environment
- Comprehensive documentation including application design summary, diagrams, drawings, and tables outlining all details of your environment
- First-hand knowledge and expertise for the installation, configuration, and testing of Intel equipment

4.3. Detailed Design

The Professional Services team will ensure the successful implementation by reviewing the design, architecture, and implementation of the project.

4.4. Project Management

Intel provides Professional Services to ensure the timely and accurate installation and project management for customer projects. The project manager and your internal staff will work collaboratively to develop scheduled milestones and detailed tasks. These tasks include placing orders for material, overseeing, project migration, developing installation plans, and providing weekly status reports. Additionally, the Project Manager closely monitors and takes responsibility of the project installation, system testing, and certification. The project manager is the focal point of contact during the implementation phase.

5. Intel XML Appliance Installation Services

5.1. Installation

An on-site Intel Installation Services representative will perform the following tasks to your satisfaction in a timely and cost-effective manner:

- Unpack equipment necessary for installation
- Install Intel XML Appliances
- Physically connect Intel XML Appliances to the network and customer-provided LAN/WAN connections
- Perform initial configuration tasks, including setting up the customer IP address and administrative password(s), along with any desired custom configurations for XML acceleration, routing, and/or security rules
- Assist with application migration cutover

5.1.1. Customer Requirements:

In order to facilitate the efficient, cost-effective implementation of your application environment, Intel requires the following:

- Internet access and voice telephone line (if not within cell phone coverage range) within easy reach of the equipment to be installed to allow remote access by Intel personnel
- A console password and IP address for equipment
- Power outlet within three feet
- Verification of all site requirement specifications supplied by Intel such as rack space, temperature, humidity, and power

6. Intel XML Appliance Training Services

A two-day training course is offered at an Intel site or on-site on customer premise. Training includes training materials and hands-on lab exercises.

After completing training, users will have the ability to install, configure, and administer Intel XML appliances and understand how Intel products integrate with other vendors' networking products and your specific application environment.

6.1. Course Objectives

After completing the course, the student will be able to install, configure, troubleshoot, and administer:

- Intel XML Content Router, Security Gateway, and Accelerator appliances, which provide the specialized processing to transparently offload complex XML processing tasks from applications
- Intel XML Configuration Manager, which is a standalone Java IDE platform providing an easy-to-use visual environment to remotely configure, deploy, and manage XML processing functionality such as XSLT settings, XPATH rules, and security configurations
- XML/Web services security configurations in a distributed network of Intel appliances.

You will also gain an understanding of how Intel products integrate with other networking products, as well as your specific application environment.

6.2. Who Should Attend?

The training course is appropriate for the following audiences:

- Technical professionals
- Application architects
- Systems administrators
- Network administrators
- Post-sales support specialists
- Installation experts

6.3. Prerequisites

Before attending this class, the customer is strongly encouraged to familiarize with the following concepts, which are a good base of prerequisite knowledge:

- A working knowledge of TCP/IP protocols, routing, bridging, ISO layers, and DNS
- An understanding of Layer 4-7 technology such as load balancing and SSL
- An understanding of Web services, Web browser functionality, HTTP, HTTPS, and SSH
- A working knowledge of XML/XSL

6.4. Course Outline

The training course covers the following topics:

- Installing and setting up XML appliances
- Deploying XML network SSL and XSL acceleration, transformation, routing, and/or security policies onto the XML appliance products
- Learn to use Intel XML Configuration Manager for configuration, deployment, and management
- Administration using CLI and switch upgrades
- Managing XML acceleration, transformation, routing, and/or security policies
- Working with debug and trace logs
- Remote monitoring of XML appliance products using network management tools
- Troubleshooting XML appliance products

This course includes an extensive workshop component to complement most lecture topics. In-depth exercises offer practical experience in the installation and configuration of Intel appliances. The course can be oriented towards either network or systems applications career tracks depending upon which customer department group will attend the training.

Contact your sales representative or the Intel support team for additional details on this program.

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