

# Technical Support Request (TSR) Guide for Customers

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## 1 Terms and Definitions

Term	Definition
Hardware Replacement Request	Hardware Replacement Request cases are created in the Infinera Customer Portal to fulfill customer requests for defective hardware replacement or repair. The abbreviation for a Hardware Replacement Request is HRR.
Return Material Authorization	Authorization from Infinera to proceed with hardware repair or replacement. The abbreviation for a Return Material Authorization is RMA. Infinera manages RMA through a Hardware Replacement Request (HRR) case.
Technical Support Request	Technical Support Request cases are created in the Infinera Customer Portal to fulfill customer requests for assistance with traffic restoration, troubleshooting, field service, and general inquiries related to Infinera products and solutions. The abbreviation for a Technical Support Request is TSR.

## 2 Purpose and Scope

This document provides information to assist Infinera Customers in creating and managing Technical Support Request (TSR) cases on the Infinera Customer Portal. This document is intended for customers who have purchased Infinera’s maintenance and support services. Infinera maintenance and support services are available worldwide for all Infinera products and offer comprehensive services to support customer operational requirements. To learn more about Infinera maintenance and support services, contact your local Infinera account team or go to [www.infinera.com](http://www.infinera.com).

### 3 Types of Support Requests

There are three types of support requests that you can open via the Infinera Customer Portal:

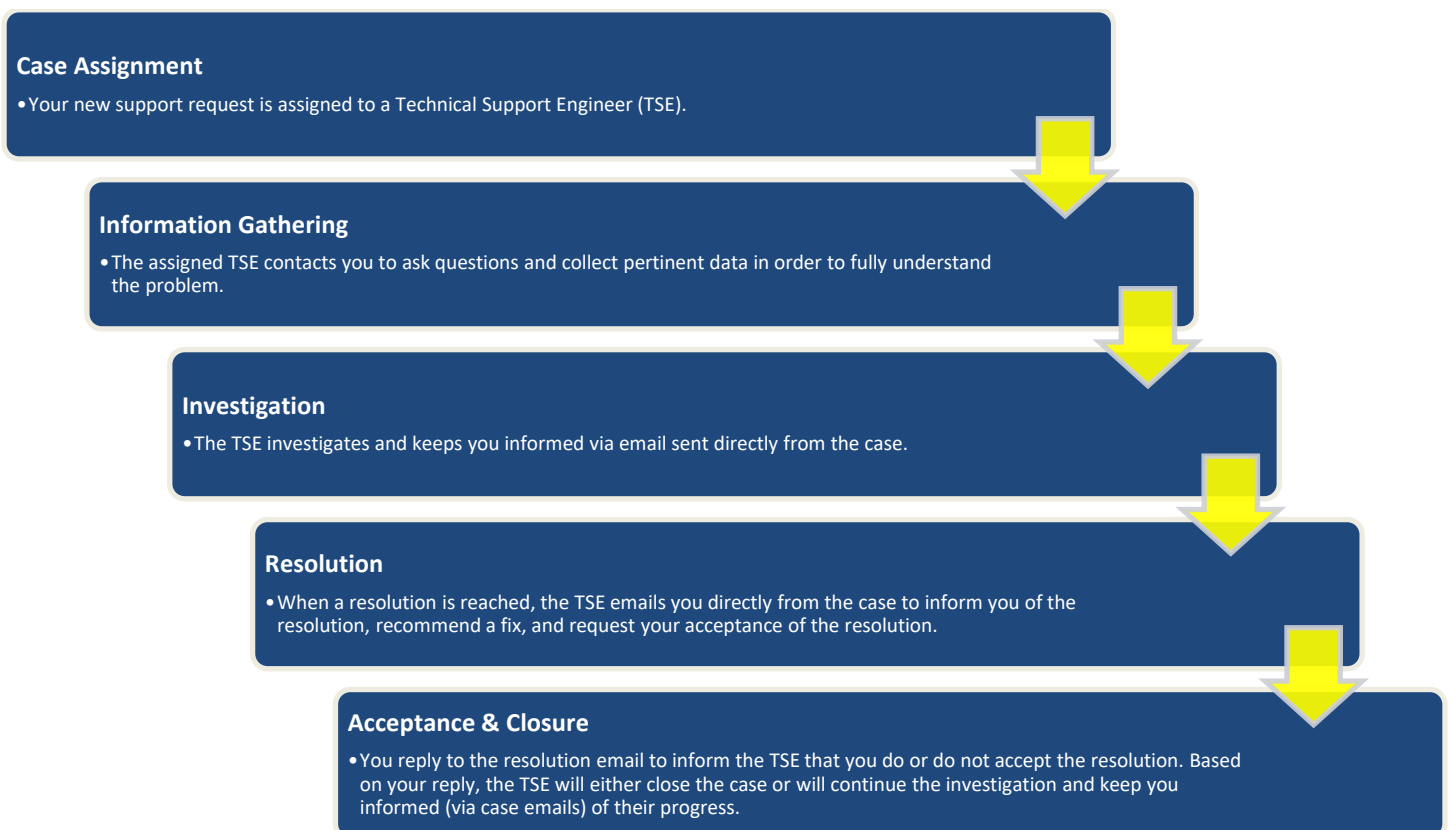
- **Technical Problem or Question** – Use this for both urgent and non-urgent requests where you are either experiencing a technical problem with Infinera equipment or have a question about an Infinera product or solution deployed in your network.

**Note:** When you have an outage, it is always best to call the Infinera Call Center instead of opening a request via the Infinera Customer Portal. The Infinera Call Center is available 24 hours a day and can quickly get you the technical support you need when you call directly. Regardless of what country you are in, you can reach the Infinera Call Center at +1 (408) 572-5288. In the US, dial +1 800-443-5555.

- **Hardware Replacement or Repair Case (HRR)** – Also known as an RMA case, open this type of support request when an Infinera part needs to be replaced or repaired. Instructions for opening an HRR case are provided in the [Return Material Authorization \(RMA\) Guide for Customers](#), which is available on the **Support** page at [www.Infinera.com](http://www.Infinera.com).
- **New Feature Request Case** – Open this type of support request when you want to ask Infinera to add a new feature to a product.

### 4 The Support Process

Except for HRR cases (as mentioned above), the process for requesting and receiving support is the same regardless of the type of support needed. For each support request that you create, you can expect the following events to occur:



## 5 Requesting Support

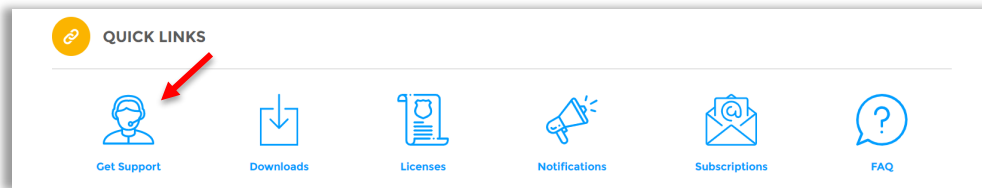
### 5.1 Log Into the Infinera Customer Portal

To request support via the Infinera Customer Portal, you must first log into the portal at <https://support.infinera.com>. To log into the portal, you must have an account with an authorized username and password. If you do not have an account, you may request one as explained in the [Customer Portal Quick Reference Guide](#). Training on how to use the portal is available within the FAQ section of the portal.

### 5.2 Begin the Support Request

After logging into the Infinera Customer Portal, complete the following steps to begin creating a support request.

1. Under **Quick Links** on the portal homepage, click [Get Support](#).



2. When the **New Support Request** form displays, select the type of support that you need. Then click [Continue](#). The screens that follow apply to that support type, and required fields are notated with an asterisk (\*). Support Request types are explained in [Section 3](#) of this document.

### 5.3 Enter Product Information

The second screen in the form is about the Infinera product. Using the **drop-down arrows** to the right of the fields, select the relevant data for your request, and then select [Continue](#) to proceed to the next screen in the form.

## 5.4 Enter Support Details

The next screen is about the details of your support request. Complete this screen and then select [Continue](#) to proceed.

**Severity** of the problem.

*Note: If you select CRITICAL, an additional field titled **What is the impact?** displays, and you must select the impact.*

**Subject** is a brief statement of the problem you are experiencing.

**Description** is general information that further explains the problem.

**Customer Reference** is any specific reference or ticket number used within your organization.

**NEW SUPPORT REQUEST**

Progress: Details

**\* Severity**

- CRITICAL (24/7) – Customer traffic or network management is down, and I need an urgent call-back from Infinera.
- MAJOR (Business Hours Mon-Fri) – I need assistance in troubleshooting a serious but non-critical problem.
- MINOR (Business Hours Mon-Fri) – I need assistance with a general issue in my network.
- INFORMATIONAL (Business Hours Mon-Fri) – I have a question.

**\* Subject**

Temp, ProDown, and Rx-OLOS fault

**\* Description**

OXMs are showing faults, including Temp, ProDown, and Rx-OLOS.

**Customer Reference**

BRT#07084963521

[Back](#) [Continue](#)

## 5.5 Review and Submit the Request

The final screen of the New Support Request form is for you to review your form entries and the intelligent search suggestions that may help you solve the problem. Carefully check the information and suggestions that are displayed.

- **If the information is correct**, browse the [SEARCH RESULTS RELATED TO YOUR ISSUE](#) on the right to learn how the same problem was solved in past cases, or if a Field Service Bulletin (FSB) or software download may help.
- If you find a solution and no longer need to open the case, click [Cancel](#).
- If you still need to open the case, click [Submit](#) to finalize your support request.

**NEW SUPPORT REQUEST**

Progress: Review

<b>Product Family</b> DTN-X (Including XTC-10 XTC-4)	<b>Impact</b> No Impact
<b>Product Release</b> IQ_R21.0.Z	<b>Severity</b> Minor
<b>Customer Reference</b>	<b>Country of Issue</b> United States

**Account**  
Bedrock Telco

**Subject**  
Repeated instances of "Switch Fabric Fail Alarm"

**Description**  
We're getting a "Switch Fabric Fail Alarm" repeatedly on one node

**SEARCH RESULTS RELATED TO YOUR ISSUE**

Results 1-3 of 4,182

Cases [00039669] Mar 20, 2014  
[00039669 / Bedrock Telco / Informational / 7672805 | 720-888-767](#)

Infinera - We have been seeing switch fabric failure alarms in node SCRNKANSAC4IDMS005... We have opened up two other tickets with you in the past (1-2522914294 and 1-2031601014) on this issue a...

Product Family: DTN-X (including XTC-10 XTC-4)

[Details](#)

Downloads Sep 26, 2019  
[IQNOS R18.2 Complete Document Set \(R18.2\\_DTN\\_and\\_DTN-X](#)

No part of this Manual may be reproduced for any purposes or transmitted in any form to any third party without the express written consent of Infinera. ... In a

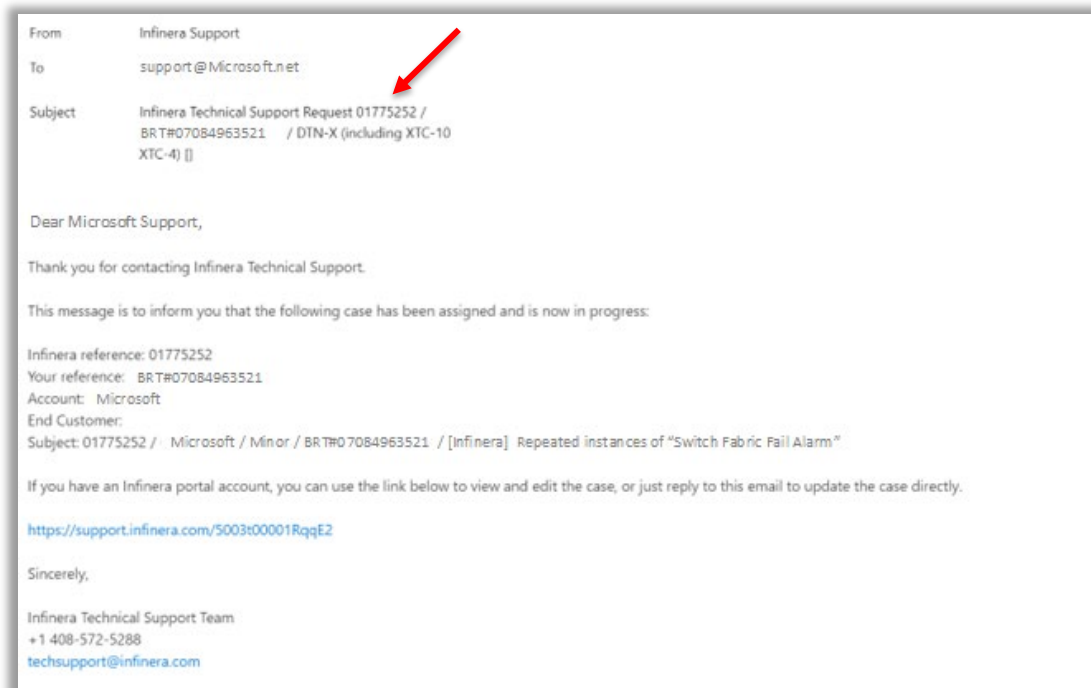
[Back](#) [Cancel](#) [Submit](#)

- **If any of the new case details need to be revised**, click **Back** to return to the previous pages of the form and correct the entries you made there. Then click **Continue** to proceed through the form again.

## 6 Responding to Case Messages

After the new support request is created, it will be assigned to a technical support engineer. The assigned engineer will acknowledge your request by sending an email directly from the TSR case, as shown in the example below.

The Subject line of this first email message – and of all subsequent case-related email messages – will include the TSR case number.



**Note:** When responding to a case email message, **do not change the Subject line**. If you change the Subject line, your message may not be received into the TSR case and the engineer working the case may not see your message. Rather than creating a new email message or altering the Subject line, you should instead just click “Reply” and include your comments or questions in the body of your reply message. **Never change the Subject line.**

## 7 Checking Case Status

Case status is visible in the **Status** field within the TSR case.

Case 01775252 + Follow

Status: New | Severity: Major | Network Impact: No Impact | Account Name: [Bedrock Telco](#) | Product Family: [DTN-X & DTN \(Including XTC-10 XTC-4 DTC\)](#) | Region of Issue:

**DETAILS** | FEED | FILES | RELATED CASES

Case Information

Case Number	01775252	Status	New
Case Type	Technical Support Request	Severity	Major

To check the status of a TSR case, you must first find and open the case. The remainder of this section explains how to find an existing TSR case in the portal.

### 7.1 Finding Your Case

There are three ways to find an existing case in the Infinera Customer Portal:

- On the portal homepage, scroll down to the **MY CASES** section. By default, the **TECHNICAL SUPPORT REQUESTS** tab is selected and the five most recently created TSR cases are listed under that tab. The **Status** column is shown on the right.

QUICK LINKS

Get Support | Downloads | Licenses | Notifications | Subscriptions | FAQ

**MY CASES**

**TECHNICAL SUPPORT REQUESTS** | **HARDWARE REPLACEMENT REQUESTS**

Case Number	Subject	Created Date	Status
<a href="#">01784806</a>	Oracle patches + TNMS PUs	Aug 18, 2021	In Progress
<a href="#">01784804</a>	Replacement of faulty transmitter	Aug 18, 2021	In Progress

- In the **Cases** section of the portal, use one of the case views to find the case. For more information on using case views, see [section 7.2 Case Views](#) in this document.

Infinera

Search for your cases, downloads, articles and etc...

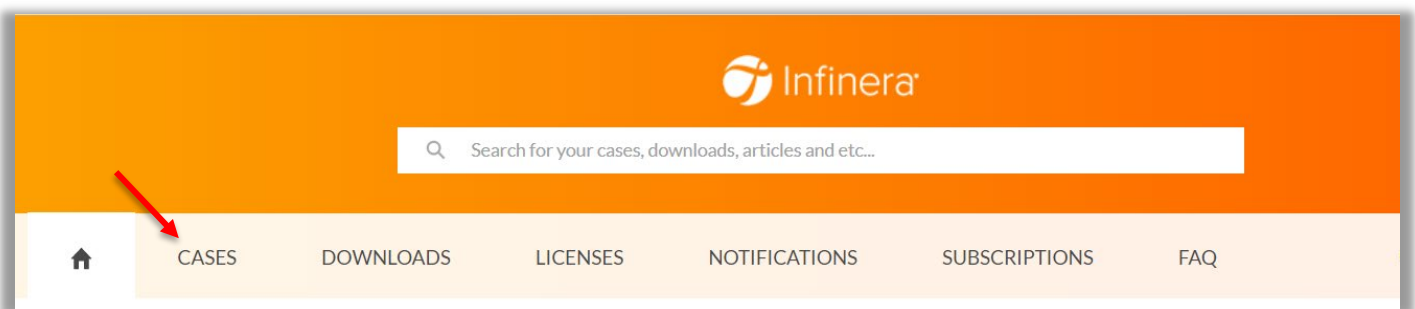
HOME | **CASES** | DOWNLOADS | LICENSES | NOTIFICATIONS | SUBSCRIPTIONS | FAQ

- Enter the [case number](#) in the global **Search** field at the top of any portal screen. The system will immediately display search results that match what you entered. You can select from the search results to open the case.



## 7.2 Case Views

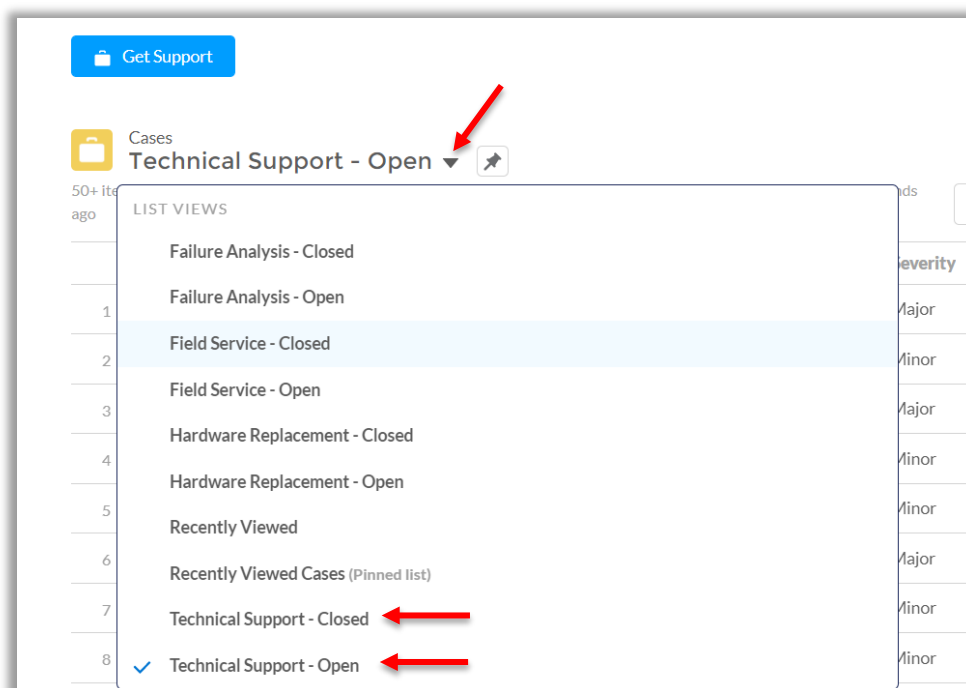
All support requests are listed in the **Cases** section of the Infinera Customer Portal.



In the **Cases** section, there are two case views that list TSR requests:

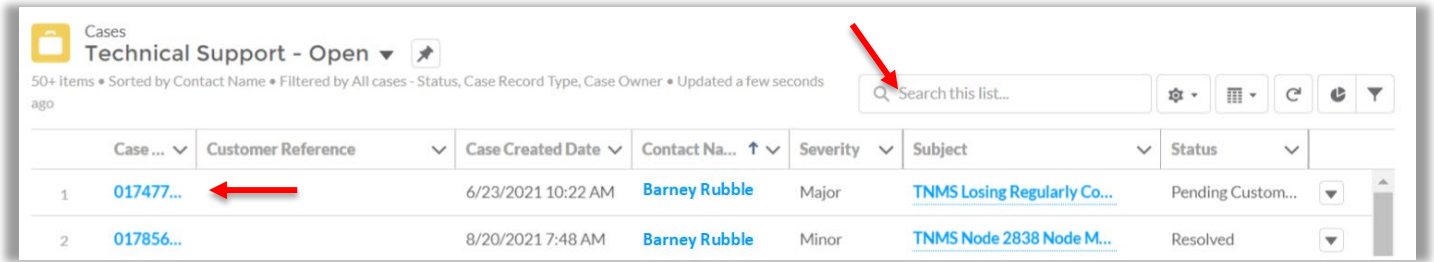
- **Technical Support - Open** – Lists all TSR cases that are not yet closed. In this view, you will see TSR cases that are open and TSR cases that are in draft status (not yet processed by the Infinera Call Center).
- **Technical Support - Closed** – Lists only TSR cases that have been closed.

To select one of these case views, click the [drop-down arrow](#) to the right of the **Cases** view title. Then scroll down the list of views and select the view you want. The Technical Support case types are at the bottom of the list.





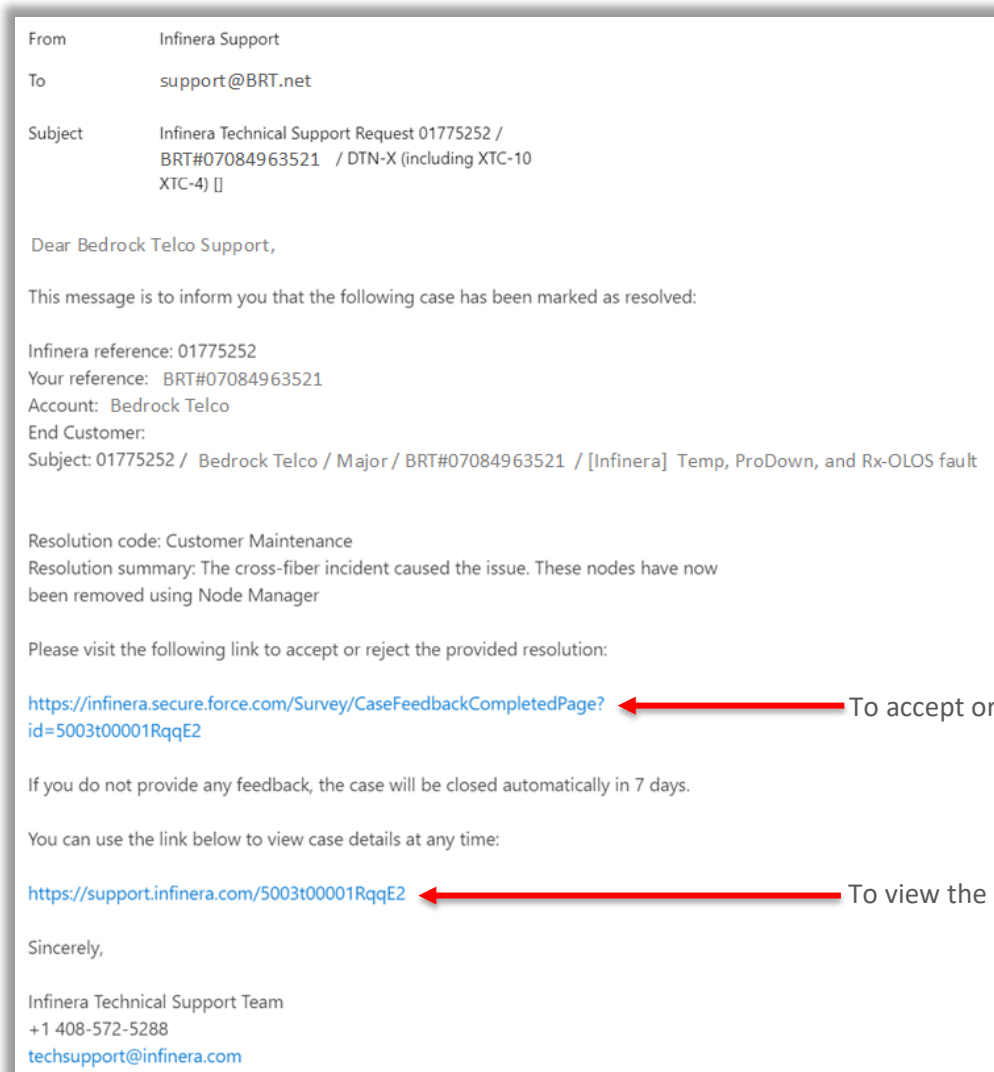
After selecting a case view, use the **Search this list...** field to search for a specific case number. Your search will result in a list of matching search results, and the case you searched for should be included among the search results. Click the [case number](#) to open the case.



## 8 Resolving the Case

When Infinera Technical Assistance Center (TAC) has reached a resolution for your TSR case, a technical support engineer will email you directly from the case to inform you of the resolution and to request your acceptance of the resolution, as shown in the example below.

To accept or reject the resolution, click the first link shown in the message. As stated in the message: **If you do not respond within 7 days to accept or reject the message, the case will be automatically closed.**



To accept or reject the resolution, click this link.

To view the case details, click this link.

## 9 Escalating a Case

There are two kinds of case escalation for TSRs:

- Technical escalation
- Management escalation

This section explains both kinds so that you will know what to expect if one of your TSR cases requires escalation.

### 9.1 Technical Escalation

In those rare occasions when the assigned Tier 3 technical support engineer is unable to resolve a TSR case alone or with assistance from within their local team, they will seek help from other Infinera engineers (Tier 4 and R&D) who have deeper product and technical expertise. Often, these product specialists suggest a solution that quickly resolves the problem.

However, when the problem cannot be resolved without further study, Tier 3 formally escalates the TSR case to Tier 4 for further investigation. The Tier 4 engineer communicates the result of such investigation back to the Tier 3 engineer, who in turn communicates it to the customer.

### 9.2 Management Escalation

When you think your case needs the attention of someone with higher seniority in Infinera, you can request a management escalation. To do so, contact the Infinera Call Center using any of the following methods:

- United States telephone: +1 800-443-5555
- International telephone: +1 408-572-5288
- Infinera Customer Portal: <https://support.infinera.com>

The Infinera Call Center is available 24 hours a day, 7 days a week.

Please have your TSR case number readily available when you contact the Call Center. It will help the Call Center agent determine which TAC manager to contact on your behalf.

After the Call Center agent contacts TAC management, an Infinera TAC manager will reply in a timely manner.