



VDURA Customer Support Guide

Support, service requests, and policies for VDURA customers



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1. Welcome to VDURA!

Dear Valued Customer,

We are thrilled to welcome you to the VDURA® family! Your decision to partner with us is deeply appreciated, and we are excited to support you on your journey to harness the full potential of your data. At VDURA, we pride ourselves on delivering unparalleled performance, reliability, and innovation in data storage and management.

1.1 Our Commitment to You

- **Exceptional Support:** Our dedicated customer support team is here to ensure your experience with VDURA is seamless and productive. Whether you have questions, need assistance, or seek advice on optimizing your systems, we are just a call or email away.
- **Cutting-Edge Technology:** With our advanced AI and HPC data solutions, VDURA provides the tools and technologies that empower your organization to excel in today's competitive landscape. We are committed to continuously enhancing our products to meet your evolving needs.
- **Reliable Partnership:** Your success is our top priority. We are dedicated to building a long-term relationship with you, characterized by trust, collaboration, and mutual growth.

We are confident that VDURA will exceed your expectations and provide you with the data solutions you need to thrive. If you have any questions or require further assistance, please do not hesitate to reach out to our support team.

Thank you for choosing VDURA. We look forward to a successful partnership!

Warm regards,

Your VDURA Team

2. Introduction to VDURA Customer Support

2.1 Our Mission

The mission of VDURA Customer Support is to achieve a world-class level of customer satisfaction and loyalty through technical excellence, communication, and responsiveness.

The VDURA Customer Support team supports all VDURA hardware and software, as well as third-party OEM hardware and software. We provide both direct support and back-end support for our service partners located globally. Support is provided for all products under warranty, as well as products covered by one of our service programs.

2.2 Global Service Locations

VDURA maintains three major technical offices in the United States: Milpitas, CA; Pittsburgh, PA; and Niwot, CO, as well as a logistics depot in San Jose, CA. Our Service Team has Technical Support Engineers (TSEs) located in Pittsburgh, which allows them to be co-located with our software development teams. TSEs have direct access to VDURA lab equipment, allowing us to get “hands-on” with specific hardware and software revisions as needed.

VDURA Customer Service operates 365x24x7 and leverages our global customer relationship management database to ensure a smooth and professional case hand-off between TSEs.

VDURA also operates European logistics depots that service replacement parts in Basildon, UK for British customers and Veldhoven, Netherlands for all other European customers.

2.3 Hours of Operation

VDURA Customer Service operates 365x24x7. Customers and partners are encouraged to use the VDURA Support Portal (support.vdura.com) to engage the customer service team as their primary means of communication. This ensures all Service Request (SR) and Return Material Authorization (RMA) updates are properly documented and routed. As a secondary method, VDURA provides world-wide toll-free telephone access should customers need to speak to a TSE immediately.

Customers who have purchased service through a VDURA-authorized support partner should contact them for all initial product support inquiries. All VDURA-authorized support partners have been trained to support VDURA products and are authorized to engage VDURA Customer Service on behalf of customers.

3. Getting Started

3.1 Preparing for Installation

After placing your order with VDURA, your Systems Engineer or service partner will provide you with a site survey document to help prepare for product installation. VDURA would also like to know who from your team will be authorized to contact VDURA Customer Service. These individuals should have Support Portal accounts set up ahead of time, so that they can contact us at any point during or after the installation of your VDURA product. If you are being supported by an authorized support partner, simply contact your partner for assistance.

Your product will ship to the desired location and should prove simple to install with minimal time and effort using our installation documentation. VDURA also offers installation services should you require assistance with product installation and configuration.

3.2 Who's Who?

The VDURA Customer Service team consists of many individuals who may become engaged at different stages in the product lifecycle, but all work together to ensure that your expectations are met or exceeded and you remain a long-time satisfied customer.

Role	Description
Account Executive	Customer sales contact or channel partner account manager.
Director, Global Services	Acts as interface between all customer issues and engineering, sales, operations, and executive management teams. Serves as second-level escalation point.
Sales Operations	Works with Account Executives and the Director, Global Services on issues with customer product orders, as well as service upgrades and renewals.
Service Operations Analyst	Works with TSEs, Sales, Operations, and Account Executives on problems associated with asset entitlements, RMA delivery, failed part returns, and any other logistics-related issues.
Service Team Leader	Ensures all customer issues are progressing towards resolution and serves as a first-level escalation point, should SRs be escalated by customers.

Role	Description
Systems Engineer (SE)	Partners with Account Executives to provide pre-sales technical support. Introduces VDURA products from a technical perspective and helps integrate storage solutions. Responsible for site surveys prior to installation and informal training on basic product usage.
Technical Support Engineer (TSE)	Once a product is installed, the Customer Service team provides post-sales support for hardware and software. TSEs work on SRs, which are usually created by our customer and partner contacts for products under valid warranty or service subscription support. TSEs are responsible for solving technical problems and work with Service Management on issues they are unable to solve.
Technical Writer	Creates and maintains a variety of internal and customer-facing documents and online resources.
Vice President, Engineering	Focuses on new product delivery and existing product quality.

3.3 Contacting VDURA Customer Service

There are several ways to contact VDURA, depending on your needs.

Need	Method
Internet	The VDURA Support Portal at support.vdura.com provides access to submit a service request. It also offers access to service advisories, release notes, and product documentation to assist with technical issues.
Technical Support, by telephone (North America)	1-888-726-2727
Technical Support, by telephone (International)	1.412.323.6439
Technical Support, by email	technical-support@vdura.com
File a Service Request	support.vdura.com

You can get technical support and file service requests using any of these methods.

4. The VDURA Support Portal

4.1 What the VDURA Support Portal Is

The **VDURA Support Portal** is our customer support web portal, where you can engage our team of TSEs for any type of question or problem that may arise with the use of our storage appliance. Raise a request, attach the files an engineer needs, and follow the request until it is resolved. The portal also hosts documents you may need, such as service advisories, release notes, and product documentation.

The portal can be reached at <https://support.vdura.com>. The portal works in an ordinary web browser, but you need an account to use it (see [chapter 5](#)).

Note: In this guide, a request you raise in the portal is a Service Request, or SR, and its reference starts with “SR-”.

4.2 What You Can Do

- **Raise a request** for a general question, configuration help, a software upgrade or patch, a crash, a performance problem, a data or filesystem issue, a hardware failure or RMA, or DirectFlow client help (see [chapter 8](#)).
- **Attach a sysstat** or other files to a request (see [8.5](#)).
- **Track your requests**, open any of them, and add comments (see [chapter 9](#)).
- **Read or download** service advisories, release notes, and product documentation (see [chapter 10](#)).
- **Search** for pages and request forms (see [chapter 11](#)).
- **Manage your account**, including your password, language, and time zone (see [chapter 12](#)).

4.3 Your Account Name and Customer ID/Account ID

Each unique installation location is assigned a CustomerID, which will be entered into all your storage appliances at that specific location. This ID is also used within our customer relationship database so that we can see all orders, SRs, RMAs, assets, and entitlements associated with your product throughout its lifecycle. This ensures we provide you the correct level of service and support each time you contact us for assistance.

Your Customer ID/Account ID is the ID you will use to register your product in the VDURA PanActive Manager™ GUI or the PanCLI™ command-line interface.

4.4 Getting Access

Access to the Support Portal is provided on a per-contact basis, all of which are linked to your CustomerID. Each contact must provide a phone number and an email address, so we can contact you by phone if needed and keep you updated on your open Service Requests. You can provide contact information to your VDURA Account Executive or Systems Engineer during the sales process. We ask that only official business email addresses be used. In the interim, feel free to contact us using our toll-free phone numbers.

4.5 Audience and Scope of This Guide

This guide is written for VDURA customers who use the Support Portal. It walks through every page and control you will see, from signing in to tracking a request, and it explains how VDURA Customer Support handles your requests. It describes the portal as it appears at the time of writing; VDURA may add request types and documents over time.

5. Signing In

5.1 Opening the Portal

Go to <https://support.vdura.com> . If you are not signed in, the page shows a **Login required** message. Click **Log In**.

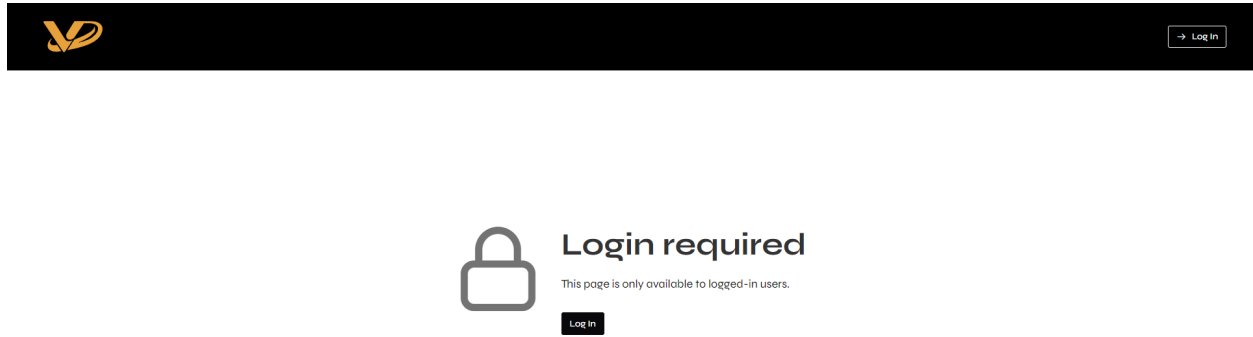


Figure 5.1. The Login required page.

5.2 Enter Your Email

The same page serves new and returning users.

1. Type your email address in the **Email address** field.
2. Click **Next**.

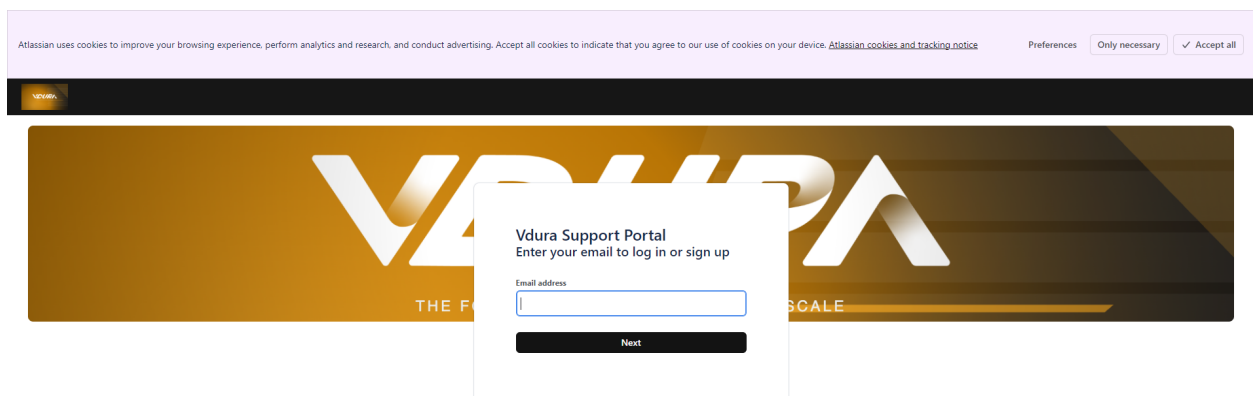


Figure 5.2. The email page.

The first time you visit, a cookie notice from Atlassian, which hosts the sign-in, appears across the top of the page. Choose **Preferences**, **Only necessary**, or **Accept all**.

5.3 Enter Your Password

The eye icon in the **Password** field shows or hides what you type.

1. Type your password.
2. Click **Continue**.

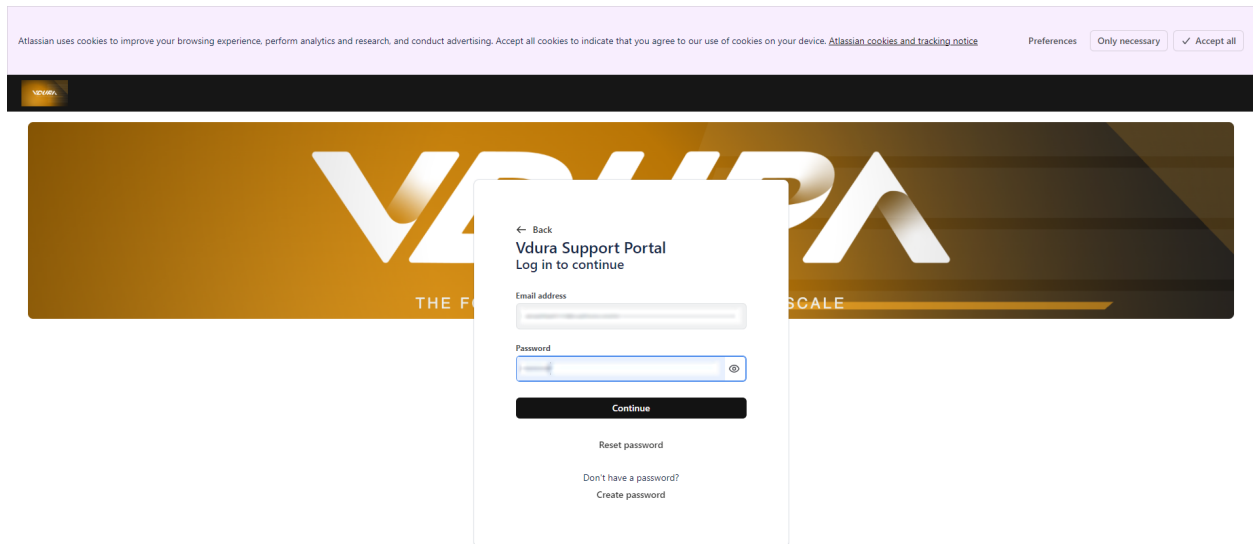


Figure 5.3. The password page.

The page has three other controls:

Control	What it does
Back	Returns to the email page.
Reset password	Starts a password reset.
Create password	Appears under “Don’t have a password?”. Use it the first time you sign in.

5.4 Finish Signing In

After your password is accepted, the portal opens on the home page (see [chapter 6](#)).

If you sign in once, close the window, and come back to the portal later, your browser may still hold your sign-in. In that case a **VDURA SUPPORT** page with a single **Log In** button can appear instead of the sign-in pages. Click **Log In** to continue.

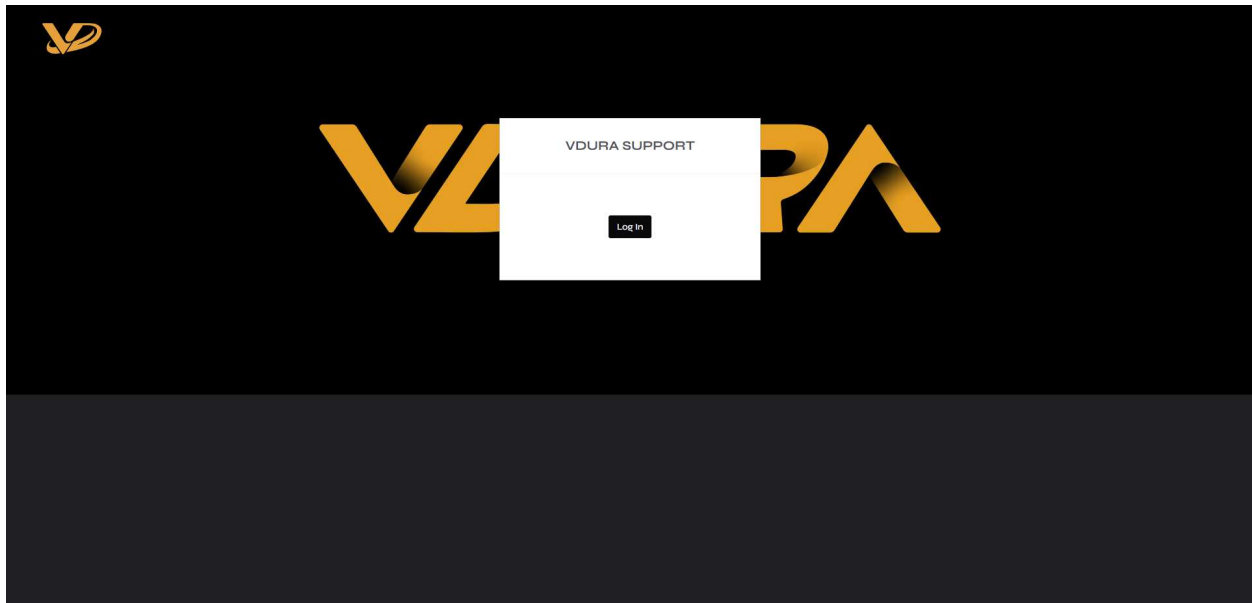


Figure 5.4. The VDURA SUPPORT page.

5.5 If You Are Already Signed In to Another Atlassian Product

The portal reuses an existing Atlassian sign-in in the same browser. If you are signed in to another Atlassian product, such as Jira or Confluence, the portal may try to use that account without showing the sign-in pages. If that account is not a portal customer, you see a **No access** message saying that your account does not have access to the help center, and suggesting you contact your admins.

To sign in with your portal account instead, do one of the following:

- Open the portal in a private (incognito) browser window and sign in with the email address you use for the portal.
- Sign out of the other Atlassian product, then open the portal again.

5.6 Signing Out

1. Click your account icon in the top-right corner of any page.
2. Click **Log out**.

See [12.1](#).

6. The Home Page

After you sign in, the portal opens on its home page at `https://support.vdura.com` .

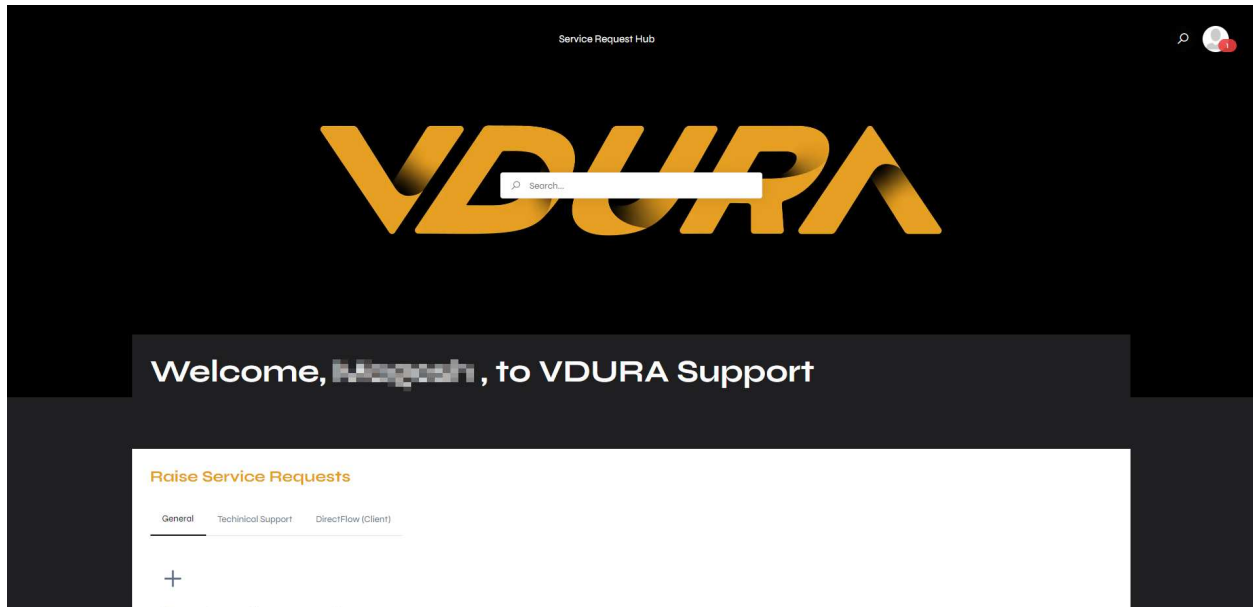


Figure 6.1. The top of the home page.

6.1 Page Layout

From top to bottom:

Element	What it is
Top bar	The Service Request Hub label, a search icon, and your account icon, which shows a red badge with a count when there are requests for you to review.
Raise Service Requests	Tabs of request types you can raise. See chapter 7 .
Request tracking	A table of your requests with filters. See 9.1 .
Resource sections	Service Advisories , Release Notes , and Product Documentation , each with a button. See chapter 10 .

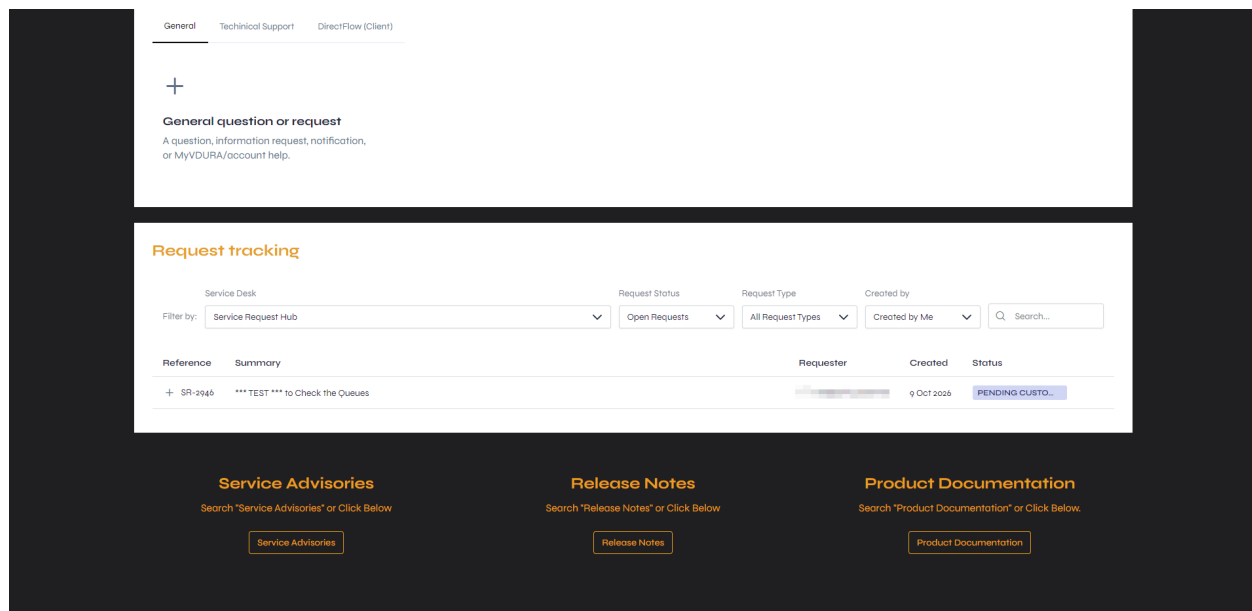


Figure 6.2. The lower part of the home page.

6.2 The Top Bar

Control	What it does
Service Request Hub	Opens the Service Request Hub page (see 6.3).
Search icon	Opens the search pop-up (see chapter 11).
Account icon	Opens the account menu (see 12.1).

The top bar has no VDURA logo to click, and a request's own page shows no top bar content at all.

6.3 The Service Request Hub Page

Clicking **Service Request Hub** in the top bar or in the breadcrumb at the top of a request's page opens a second page, at <https://support.vdura.com/porta1/1007>. It has the same top bar and banner as the home page, but no welcome heading and no tabs:

- **Request Types:** All nine request types in one grid of tiles, instead of three tabs.
- **My open requests:** Your open requests, with the same filters and columns as **Request tracking**.
- The three resource sections, as on the home page.

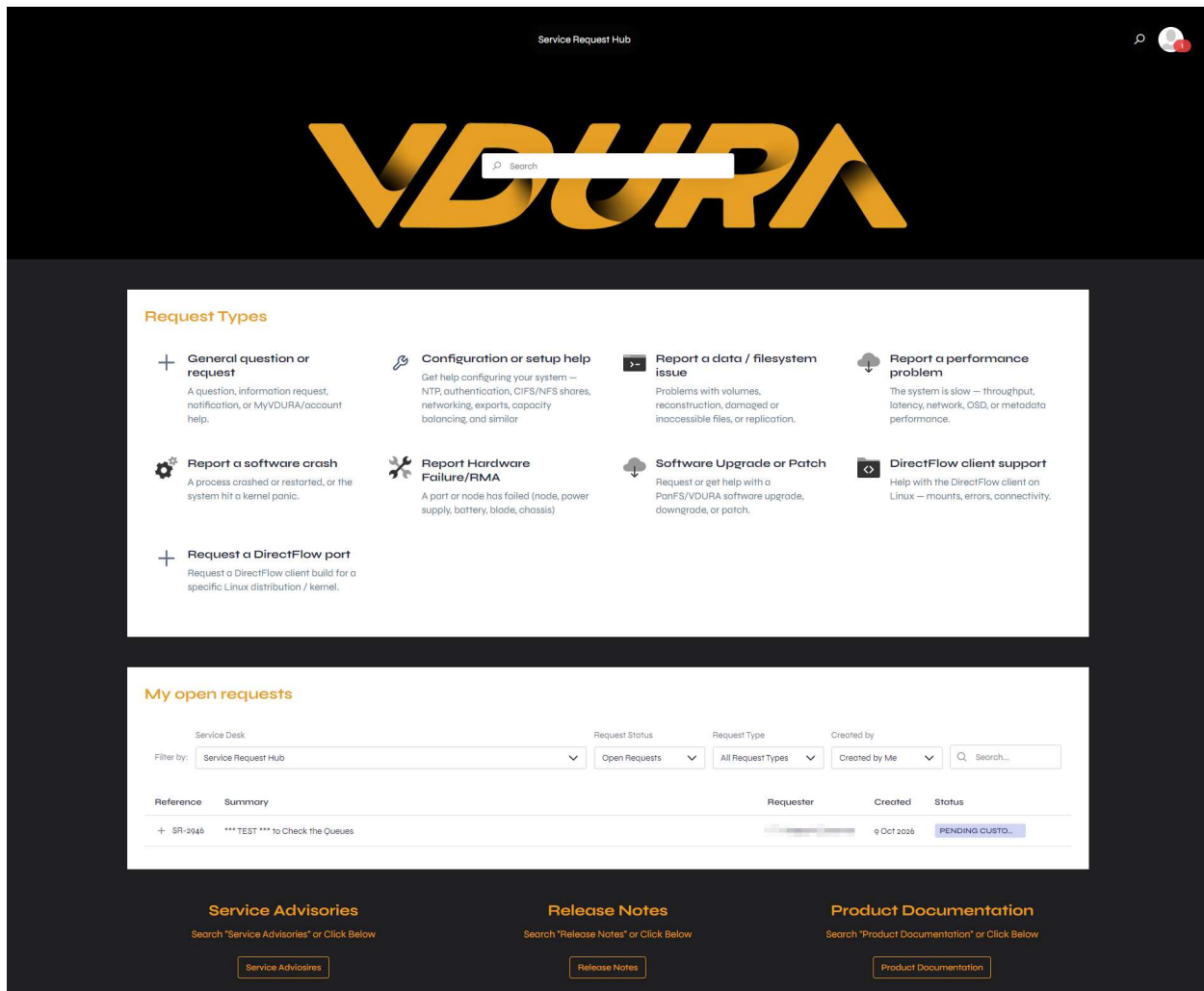


Figure 6.3. The Service Request Hub page.

The Service Request Hub page has no link back to the home page. Type `support.vdura.com` in your browser's address bar or use its Back button.

7. Request Types

The **Raise Service Requests** section lists every request type you can raise. The types are grouped into three tabs. Click a tab to see its request types, then click a tile to open its form (see [chapter 8](#)). The Service Request Hub page ([6.3](#)) shows the same nine tiles in one grid.

7.1 The General Tab

The **General** tab has one request type: **General question or request**, for a question, information request, notification, or account help.



Figure 7.1. The General tab.

7.2 The Technical Support Tab

The **Technical Support** tab has six request types:

Request type	What it is for
Configuration or setup help	Help configuring your system, such as NTP, authentication, networking, exports, and capacity balancing.
Software Upgrade or Patch	Requesting or getting help with a PanFS or VDURA software upgrade, downgrade, or patch.
Report a software crash	A process crashed or restarted, or the system hit a kernel panic.
Report a performance problem	The system is slow: throughput, latency, network, OSD, or metadata performance.
Report a data / filesystem issue	Problems with volumes, reconstruction, damaged or inaccessible files, or replication.
Report Hardware Failure/RMA	A part or node has failed: a node, power supply, battery, blade, or chassis.

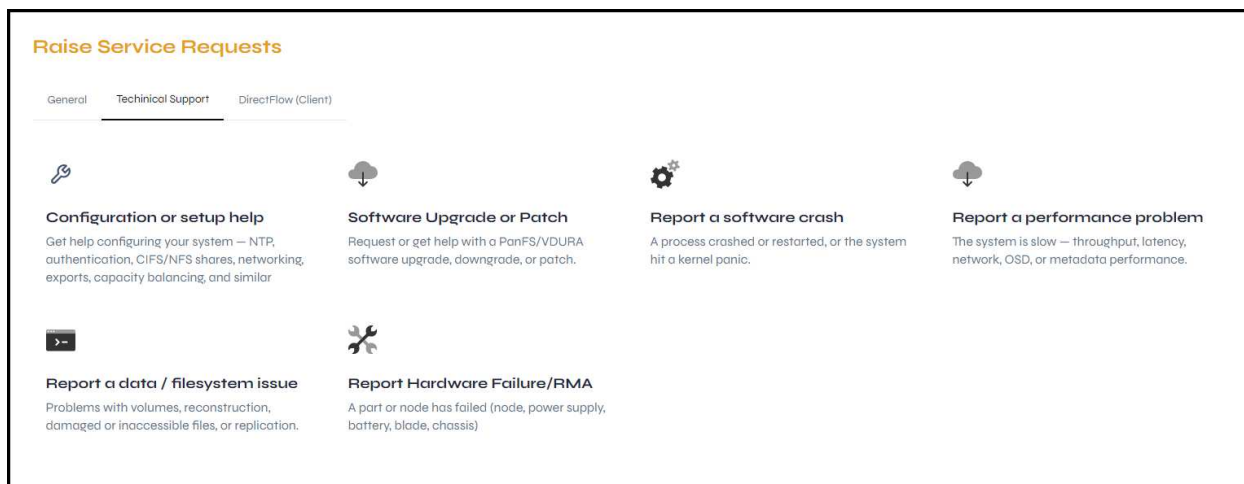


Figure 7.2. The Technical Support tab.

7.3 The DirectFlow (Client) Tab

The **DirectFlow (Client)** tab has two request types:

Request type	What it is for
Request a DirectFlow port	Asking for a DirectFlow client build for a specific Linux distribution and kernel. See chapter 20 .
DirectFlow client support	Help with the DirectFlow client on Linux, such as mounts, errors, and connectivity.

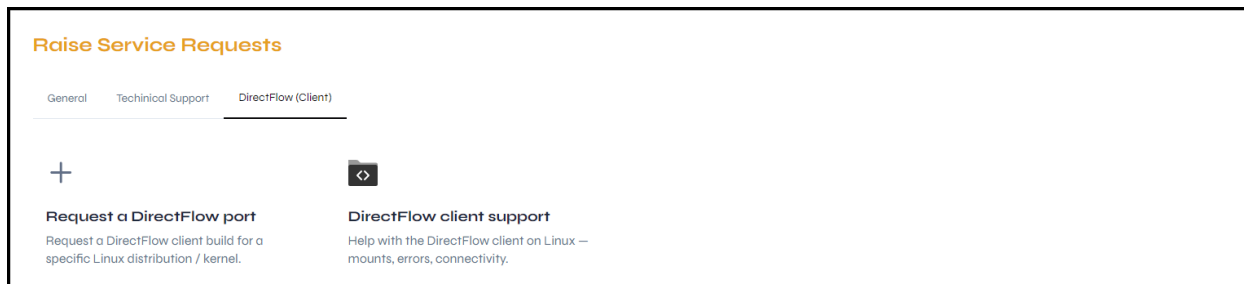


Figure 7.3. The DirectFlow (Client) tab.

8. Submitting a Request

VDURA addresses all customer and partner related technical questions for products under valid entitlement and/or current support contracts using our SR process. The portal is the fastest way to start one, and it is available 24x7.

8.1 Open a Request Form

1. On the home page, find **Raise Service Requests**.
2. Click the tab that matches your need: **General**, **Technical Support**, or **DirectFlow (Client)**.
3. Click the tile for the request type. Its form opens in a pop-up window on top of the page.

8.2 The Request Form

A star after a field's name means the field is required.

The fields you may see are:

Field	What to enter
Summary field	One line describing the request. Its label differs by form (see 8.3).
Attach Sysstat	A sysstat file. See 8.5 .
Description	Details of the request.
Priority	How urgent the request is. See 8.4 .
Serial Number	The serial number of the affected equipment. It appears only on the configuration form.

8.3 Request Types and Their Forms

The forms differ slightly. This table lists the fields on each. An asterisk means the field is required.

Request type	Summary field label	Attach Sysstat	Description	Priority	Serial Number
General question or request	General / information request*	Yes	Yes	Yes*	No
Configuration or setup help	General / information request*	Yes	Yes	Yes*	Yes
Software Upgrade or Patch	General / information request*	Yes	Yes	Yes*	No
Report a software crash	Report a software crash*	Yes	Yes	No	No
Report a performance problem	Report a performance problem*	Yes*	Yes	Yes*	No
Report a data / filesystem issue	Summary*	Yes	Yes	Yes*	No
Report Hardware Failure/RMA	Report Hardware Failure/RMA*	Yes (labeled Attach Sysstat File)	No	Yes*	No
Request a DirectFlow port	Request a DirectFlow port*	Yes	No	Yes*	No
DirectFlow client support	DirectFlow client support*	Yes	Yes	Yes*	No

The pictures below show each form. On the longer forms, the left image is the top of the pop-up and the right image is what you see after scrolling to the bottom.

General question or request

Use this for general questions, information requests, system notifications, SNMP queries, or portal and account help. Tell VDURA the product or area and your question.

General question or request

se this for general questions, information requests, system notifications, SNMP queries, or MyVDURA portal/account help. Tell us the product or area and your question.

General / information request *

A question, information request, notification, or MyVDURA/account help.

Attach Screenshot

To collect one: 1. From panel, run: `sysstat all > SR--sysstat.txt` 2. Attach the resulting file below. If we ask for logs as well, use: `collectlogs directors age 12 hours collectlogs host host age days Large file?` If the bundle exceeds the upload limit, note that in the description and we'll send a secure upload link.

Drop file or click here to upload

Description

Paragraph

Priority *

1 - Critical

Cancel Send

Figure 8.1. The General question or request form.

Configuration or setup help

Describe what you are configuring and the systems involved, and attach a sysstat if relevant.

The image displays two side-by-side screenshots of a web form titled "Configuration or setup help".

Left Screenshot:

- Title:** Configuration or setup help
- Instruction:** Describe what you're configuring and the systems involved; attach a sysstat if relevant.
- Section: General / information request ***
 - Text: A question, information request, notification, or MyVDURA/account help.
 - Input field: A large text area for the user's request.
- Section: Attach Sysstat**
 - Text: To collect one: 1. From pencil, run: sysstat all > \$@ - sysstat.txt &. Attach the resulting file below. If we ask for logs as well, use: collect logs directors age 12 hours collectlogs host host age days Large file? If the bundle exceeds the upload limit, note that in the description and we'll send a secure upload link.
 - Upload button: A circular button with an upward arrow and the text "Drop file or click here to upload".
- Section: Description**
 - Text: Describe what you're configuring and the systems involved; attach a sysstat if relevant.
 - Rich text editor: A text area with a toolbar containing icons for bold, italic, underline, list, link, unlink, code, and other formatting options.
- Buttons:** Cancel and Send at the bottom right.

Right Screenshot:

- Title:** Configuration or setup help
- Section: Description**
 - Text: Describe what you're configuring and the systems involved; attach a sysstat if relevant.
 - Rich text editor: A text area with a toolbar containing icons for bold, italic, underline, list, link, unlink, code, and other formatting options.
- Section: Priority — business impact - How Urgent is This? ***
 - Text: Choose the level that matches business impact: • Highest (P1 - Critical): production down or data unavailable, no workaround • High (P2 - Major): major degradation or a component failure, workaround exists • Medium (P3 - Minor): limited or single-component impact, normal operation continues • Lowest (P4 - Info): a question or request with no impact
 - Dropdown menu: A menu showing "1 - Critical" with a close button (X) and a dropdown arrow.
- Section: Serial Number**
 - Input field: A text area for the serial number.
- Buttons:** Cancel and Send at the bottom right.

Figure 8.2. The Configuration or setup help form.

Software Upgrade or Patch

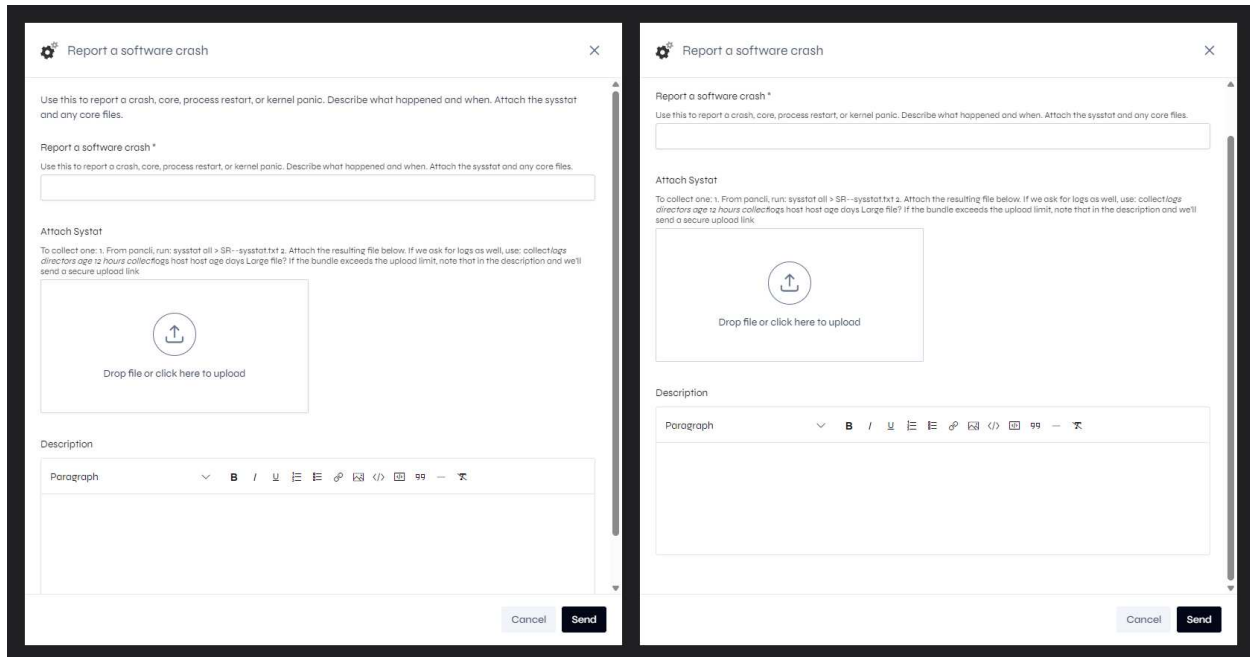
Tell VDURA your current version, your target version, and your preferred maintenance window, and attach a current sysstat. Before any upgrade, review the release notes for your target release in detail, so that you are aware of any issues for that specific release (see [chapter 10](#)).

The figure displays two side-by-side screenshots of the 'Software Upgrade or Patch' form. The left screenshot shows the 'General / Information request' section, which includes a text input field for a question or request, and an 'Attach Sysstat' section with a file upload area. The right screenshot shows the 'Description' section, which includes a rich text editor for providing details about the upgrade or patch, and a 'Priority' dropdown menu for selecting the business impact.

Figure 8.3. The Software Upgrade or Patch form.

Report a software crash

Use this to report a crash, core, process restart, or kernel panic. Describe what happened and when, and attach the sysstat and any core files. This form has no Priority field.



The figure displays two side-by-side screenshots of the "Report a software crash" form. Both screenshots show the same form structure, but the right one appears to be a slightly different view or a zoomed-in version of the same form.

Form Structure:

- Title:** Report a software crash
- Instructions:** Use this to report a crash, core, process restart, or kernel panic. Describe what happened and when. Attach the sysstat and any core files.
- Report a software crash *:** A text input field for the crash details.
- Attach Sysstat:** A section for attaching the sysstat file. It includes instructions: "To collect one: 1. From panic, run: sysstat all > \$R--sysstat.txt 2. Attach the resulting file below. If we ask for logs as well, use: collectlogs directors age 12 hours collectlogs host host age days Large file? If the bundle exceeds the upload limit, note that in the description and we'll send a secure upload link." Below the instructions is a large box with an upload icon and the text "Drop file or click here to upload".
- Description:** A rich text editor with a toolbar (Paragraph, Bold, Italic, Underline, List, Link, Image, Code, Table, Quote, Unlink, Undo, Redo) and a text area for the description.
- Buttons:** Cancel and Send buttons at the bottom right.

Figure 8.4. The Report a software crash form.

Report a performance problem

Describe the symptom (when it started and what is slow) and the workload and context (clients, job type, timeframe). The sysstat is required here, so that VDURA can analyze load.

The figure displays two versions of the 'Report a performance problem' form side-by-side. The left version is the initial form, featuring a title bar with a cloud icon and a close button. Below the title, there is a paragraph of instructions: 'Use this for performance problems. Describe the symptom (when it started, what's slow) and the workload/context (clients, job type, timeframe). Attach a current sysstat so we can analyze load.' This is followed by a section titled 'Report a performance problem *' with a sub-instruction: 'The system is slow — throughput, latency, network, OSD, or metadata performance.' Below this is a large text area for the user to describe the problem. The right version of the form shows the state after the 'Attach Sysstat' step. It includes a section titled 'Attach Sysstat *' with detailed instructions on how to collect sysstat data. Below this is a file upload area with a circular arrow icon and the text 'Drop file or click here to upload'. Further down is a 'Description' section with a rich text editor toolbar and a text area. At the bottom, there is a 'Priority *' dropdown menu set to '1 - Critical'. Both forms have 'Cancel' and 'Send' buttons at the bottom right.

Figure 8.5. The Report a performance problem form.

Report a data / filesystem issue

Use this for failed reconstruction, damaged or inaccessible files, volume failover, FSRC, or replication. Describe what you see and list the affected volumes or paths. The form text says a current sysstat is required so that VDURA can begin immediately, although the **Attach Sysstat** field is not marked with an asterisk.

The image displays two side-by-side screenshots of a web form titled "Report a data / filesystem issue".

Left Screenshot:

- Summary ***: A text input field.
- Description**: A rich text editor with a toolbar (bold, italic, underline, list, link, unlink, code, image, video, table, undo, redo, reset) and a text area.
- Attach Sysstat**: A section with instructions: "To collect one: 1. From pancli, run: sysstat all > SR--sysstat.txt 2. Attach the resulting file below. If we ask for logs as well, use: collectlogs directors age 12 hours collectlogs host host age days Large file? If the bundle exceeds the upload limit, note that in the description and we'll send a secure upload link." Below the instructions is a file upload area with a circular icon containing an upward arrow and the text "Drop file or click here to upload".
- Buttons**: "Cancel" and "Send" buttons at the bottom right.

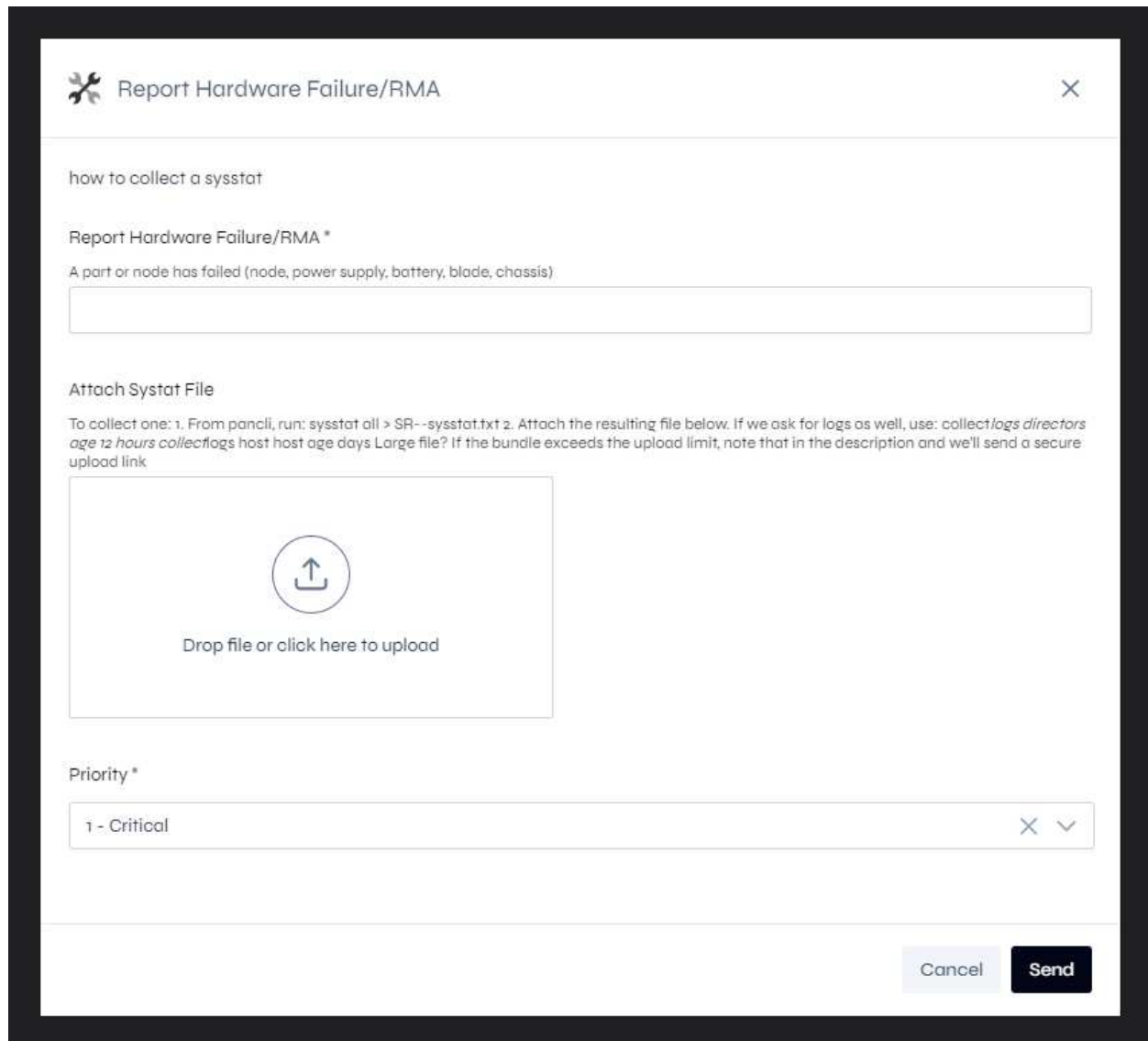
Right Screenshot:

- Description**: A rich text editor with a toolbar and a text area.
- Attach Sysstat**: A section with instructions: "To collect one: 1. From pancli, run: sysstat all > SR--sysstat.txt 2. Attach the resulting file below. If we ask for logs as well, use: collectlogs directors age 12 hours collectlogs host host age days Large file? If the bundle exceeds the upload limit, note that in the description and we'll send a secure upload link." Below the instructions is a file upload area with a circular icon containing an upward arrow and the text "Drop file or click here to upload".
- Priority ***: A dropdown menu showing "1 - Critical".
- Buttons**: "Cancel" and "Send" buttons at the bottom right.

Figure 8.6. The Report a data / filesystem issue form.

Report Hardware Failure/RMA

Use this when a part or node has failed. This form has no Description box; the summary field and the sysstat carry the report. To process an RMA, VDURA needs the failed part's serial number and the delivery address (see [chapter 14](#)).



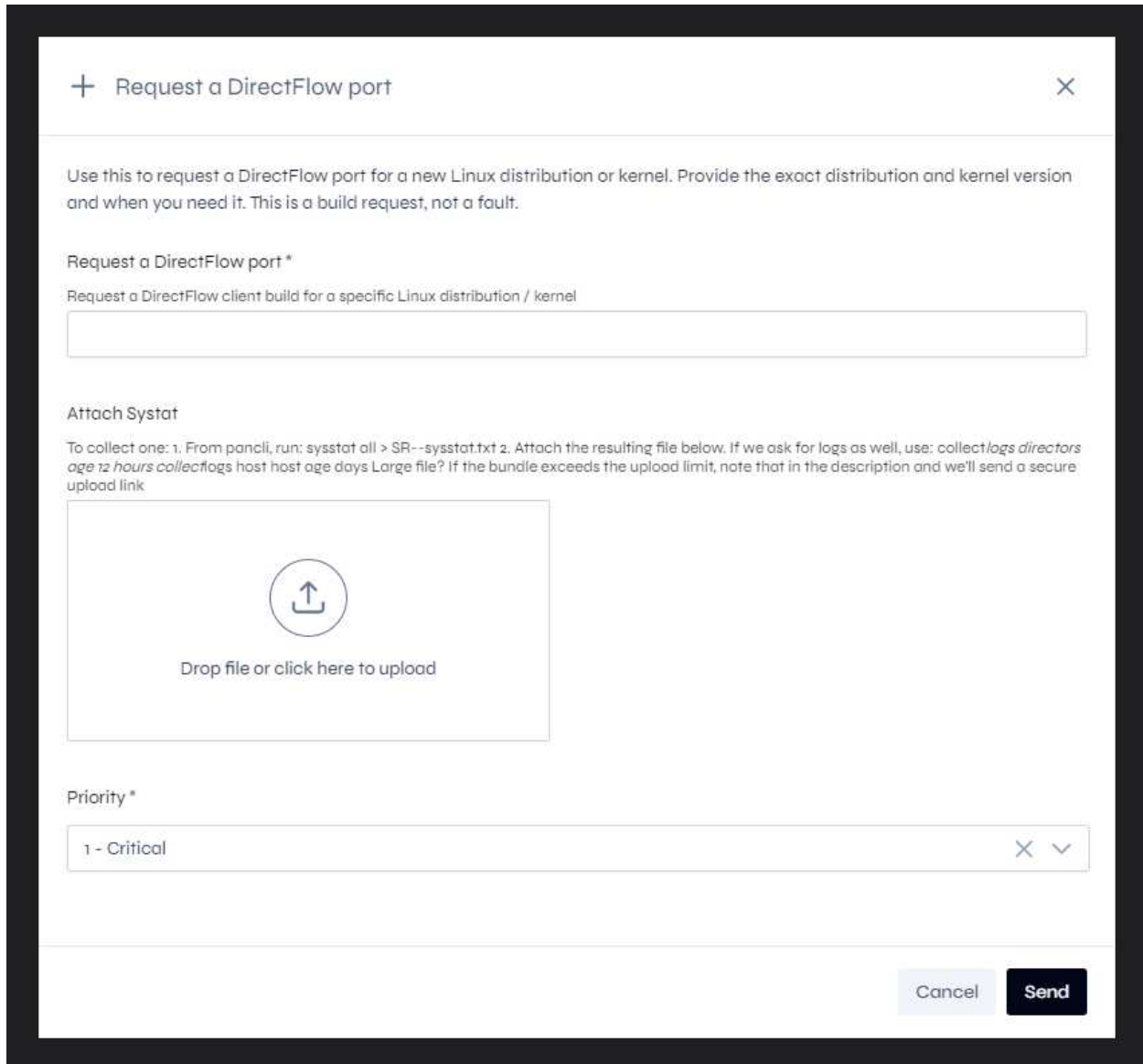
The screenshot shows a web form titled "Report Hardware Failure/RMA" with a close button (X) in the top right corner. The form is divided into several sections:

- how to collect a sysstat**: A heading for the instructions section.
- Report Hardware Failure/RMA ***: A section header for the main report area.
- A part or node has failed (node, power supply, battery, blade, chassis):**: A text prompt above a large, empty rectangular input field.
- Attach Sysstat File**: A section header for the file upload area.
- To collect one:**: A paragraph of instructions: "1. From pandll, run: sysstat all > SR--sysstat.txt 2. Attach the resulting file below. If we ask for logs as well, use: collect/logs directors age 12 hours collectlogs host host age days Large file? If the bundle exceeds the upload limit, note that in the description and we'll send a secure upload link".
- Drop file or click here to upload**: A large rectangular area containing a circular icon with an upward arrow, indicating a file upload zone.
- Priority ***: A label for a dropdown menu.
- 1 - Critical**: The selected option in the dropdown menu, with a close (X) and expand (v) button to its right.
- Cancel** and **Send**: Two buttons at the bottom right of the form, with "Send" being a dark button and "Cancel" being a light button.

Figure 8.7. The Report Hardware Failure/RMA form.

Request a DirectFlow port

Use this to request a DirectFlow client build for a new Linux distribution or kernel. Provide the exact distribution and kernel version and when you need it. This is a build request, not a fault report.



The screenshot shows a web form titled "Request a DirectFlow port" with a close button (X) in the top right corner. The form contains the following sections:

- Instructions:** "Use this to request a DirectFlow port for a new Linux distribution or kernel. Provide the exact distribution and kernel version and when you need it. This is a build request, not a fault."
- Request a DirectFlow port ***
Request a DirectFlow client build for a specific Linux distribution / kernel
A text input field for the request details.
- Attach Sysstat**
To collect one: 1. From pancli, run: `sysstat all > SR--sysstat.txt` 2. Attach the resulting file below. If we ask for logs as well, use: `collectlogs directors age 12 hours collectlogs host host age days` Large file? If the bundle exceeds the upload limit, note that in the description and we'll send a secure upload link
A file upload area with a circular icon containing an upward arrow and the text "Drop file or click here to upload".
- Priority ***
A dropdown menu showing "1 - Critical" with a close (X) and expand (v) button.
- Buttons:** "Cancel" and "Send" buttons at the bottom right.

Figure 8.8. The Request a DirectFlow port form.

DirectFlow client support

Tell VDURA your Linux distribution and kernel version, describe the problem, and attach relevant client logs.

The image displays two side-by-side screenshots of the 'DirectFlow client support' form. Both windows have a title bar with a close button (X) and a DirectFlow logo.

Left Screenshot:

- Instructions:** 'Use this for DirectFlow (Linux client) issues. Tell us your Linux distribution and kernel version, describe the problem, and attach relevant client logs.'
- Attach Screenshot:** A section with instructions: 'To collect one: 1. From panel, run: sysstat all > SR--sysstat.txt 2. Attach the resulting file below. If we ask for logs as well, use: collect_logs_directflow_logs 12 hours collect_logs host host age days Large file? If the bundle exceeds the upload limit, note that in the description and we'll send a secure upload link.'
- File Upload:** A large box with an upload icon and the text 'Drop file or click here to upload'.
- Description:** A section with a 'Paragraph' label and a rich text editor toolbar (bold, italic, underline, list, link, unlink, code, image, link, unlink, undo, redo, search). The text area is empty.
- Buttons:** 'Cancel' and 'Send' buttons at the bottom right.

Right Screenshot:

- File Upload:** The upload box now contains a file named 'DirectFlow client support*' with an upload icon.
- Description:** The text area is now filled with the text: 'DirectFlow client support* Use this for DirectFlow (Linux client) issues. Tell us your Linux distribution and kernel version, describe the problem, and attach relevant client logs.'
- Priority:** A dropdown menu labeled 'Priority*' is set to '1 - Critical'.
- Buttons:** 'Cancel' and 'Send' buttons at the bottom right.

Figure 8.9. The DirectFlow client support form.

8.4 Choosing a Priority

When you open a new SR, you must set the appropriate priority to reflect the impact of the issue on your environment. **The Priority drop-down starts at “1 - Critical” on every form that has it**, so check it before you send. The levels are:

Level	Business impact	Typical situations
Priority 1: Critical	Critical business impact	The product does not start or boot up. Data appears to be in danger of being lost or damaged. Data volumes are inaccessible, or product use stops.
Priority 2: Major	Significant business impact	The product fails to work as designed for a significant feature, causing a major restriction to product use. System performance is degraded by a significant amount. The product requires a major intervention to work around the problem.
Priority 3: Minor	Some business impact	The product fails to work as designed for a minor feature, causing a slight restriction to product use. System performance is degraded to some degree. A workaround is available, but it is not the desired solution. The product routinely reports erroneous messages or errors.
Priority 4: Information Request	No business impact	General questions about the product. New features or requested enhancements.

These descriptions are guidelines for setting the priority. VDURA's response commitments depend on the priority you choose (see [13.3](#)).

8.5 Collecting and Attaching a Sysstat

A **sysstat** is a file of system information that helps VDURA engineers analyze your system. To collect one:

1. From `pancli`, run `sysstat all` and save the output to a file, for example `sysstat all > SR-<your-SR-number>-sysstat.txt`.
2. Attach the resulting file by dropping it on the **Attach Sysstat** box or by clicking the box and choosing the file.

If VDURA also asks for logs, it will tell you which `collect_logs` command to run. If the bundle is larger than the upload limit, say so in the **Description**, and VDURA sends you a secure upload link. See [13.5](#) for more about both commands and about uploading large files.

8.6 Send the Request

1. Fill in the required fields (marked with a star).
2. Check the **Priority**.
3. Click **Send**.

Click **Cancel** or the X in the corner to leave without raising the request. After a request is raised, it appears in your request list (see [chapter 9](#)). You can also submit a request by calling the toll-free phone number in [3.3](#).

9. Tracking Your Requests

9.1 Request Tracking on the Home Page

The **Request tracking** section on the home page lists your requests (on the Service Request Hub page the same table is headed **My open requests**). A **Filter by** row narrows the list:

Filter	What it does
Service Desk	Chooses which service desk's requests to show. At the time of writing there is one, Service Request Hub .
Request Status	Starts on Open Requests .
Request Type	Starts on All Request Types .
Created by	Starts on Created by Me .
Search...	Type text to find requests whose content matches.

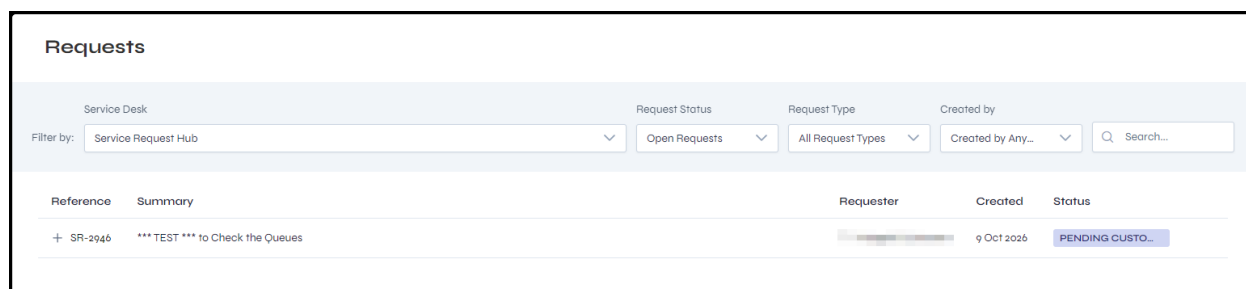
The table shows each request's reference (such as SR-2946), summary, requester, created date, and status. The status is a colored label such as **PENDING CUSTO...**; long status names are cut off with an ellipsis, so **Pending Customer Action** reads that way. See [13.7](#) for what each status means.

Click a request's reference to open it (see [9.3](#)).

9.2 The Requests and Approvals Pages

The account menu links to two fuller lists (see [12.1](#)).

The **Requests** page has the same filters and columns as **Request tracking**, with one difference: **Created by** starts on **Created by Any...** instead of **Created by Me**.



The screenshot shows the 'Requests' page interface. At the top, there's a header 'Requests'. Below it, a filter bar contains five dropdown menus: 'Service Desk' (set to 'Service Request Hub'), 'Request Status' (set to 'Open Requests'), 'Request Type' (set to 'All Request Types'), 'Created by' (set to 'Created by Any...'), and a search box labeled 'Search...'. Below the filter bar is a table with columns: 'Reference', 'Summary', 'Requester', 'Created', and 'Status'. The first row of data shows a request with reference 'SR-2946', summary '*** TEST *** to Check the Queues', a blurred requester name, a creation date of '9 Oct 2026', and a status label 'PENDING CUSTO...'.

Requests				
Filter by:	Service Desk	Request Status	Request Type	Created by
	Service Request Hub	Open Requests	All Request Types	Created by Any...
				Q Search...
Reference	Summary	Requester	Created	Status
+ SR-2946	*** TEST *** to Check the Queues		9 Oct 2026	PENDING CUSTO...

Figure 9.1. The Requests page.

The **Approvals** page lists requests that are waiting for your approval. Its filters are **Service Desk**, **Approval Status** (it starts on “Waiting for my appr...”), **Request Type**, and **Search....** When nothing is waiting, it reads “No requests found”.

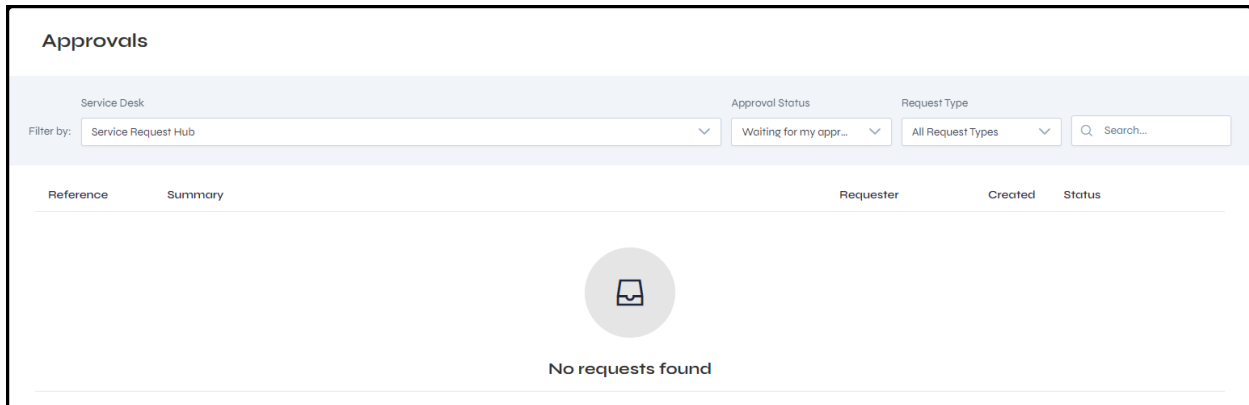


Figure 9.2. The Approvals page.

9.3 A Request's Details

A request's page shows the request in full. A breadcrumb at the top, such as “Service Request Hub > SR-2946”, leads to the Service Request Hub page (see 6.3).



Figure 9.3. A request's detail page.

The main area shows the request's description and priority, then its activity: comments and status notes such as “Your request status changed to Pending Customer Action, 3 days ago”. A comment can carry an attached file, shown as a paperclip and the file name above the comment text. When a request has many comments, a **Load remaining N activities** button loads the rest.

To add a comment, click **Add a comment....** To send a file to VDURA after a request is raised, click **Add Attachment** in the comment editor, choose the file, and click **Post comment**. The file appears on your comment and in the **Attachments** panel.

All phone conversations, case updates, emails, and remote troubleshooting sessions are documented using the SR process. You receive an email copy of all updates, and you can review the entire case history at any time in the portal.

The panel on the right shows:

Item	What it shows
Status	The request's current state. Long names are cut off with an ellipsis, such as PENDING CUSTOMER ACTI...
People involved	Everyone on the request. The person who raised it is labeled CREATOR , and others are labeled PARTICIPANT .
Created	How long ago the request was created, and, once it has changed, how long ago it was last updated.
Attachments	The files attached to the request, including files attached to comments. It is a list only; it has no upload button.

10. Service Advisories, Release Notes, and Product Documentation

The bottom of the home page has three sections, each with a button that opens a page of files.

Section	What its page holds
Service Advisories	Service advisory PDFs.
Release Notes	Release note PDFs, one per release.
Product Documentation	Product guides, such as installation and service guides, command reference guides, user guides, and end-of-availability notices.

Service Advisories	
Service Advisories. Files are attached below.	
File	Modified
>  VDURA_Impact_of_CVE-2026-31431_Service_Advisory_2026-05-01-FINAL.pdf	Oct 08, 2026 by 
>  VDURA_Ultra_Upgrade_Service_Advisory_2026-001-2026-01-30.pdf	Oct 08, 2026 by 
 Download All	

Figure 10.1. The Service Advisories page.

Release Notes	
Release Notes. Files are attached below.	
File	Modified
>  release_notes_10.1.1.b.pdf	Oct 08, 2026 by 
>  release_notes_10.1.1.pdf	Oct 08, 2026 by 
>  release_notes_10.2.0.a_rev1.pdf	Oct 08, 2026 by 
>  release_notes_10.2.0.c_rev1.pdf	Oct 08, 2026 by 
>  release_notes_10.2.0_v2.pdf	Oct 08, 2026 by 
>  release_notes_11.5.0.a.pdf	Oct 08, 2026 by 
>  release_notes_11.5.0.pdf	Oct 08, 2026 by 
>  release_notes_11.5.1.pdf	Oct 08, 2026 by 
 Download All	

Figure 10.2. The Release Notes page.

Product Documentation	
Product Documentation: Files are attached below.	
File	Modified
> End_of_Availability_ULTRA_Product_Line_2026-01-30.pdf	Oct 08, 2026 by
> ISG_10.2.0.pdf	Oct 08, 2026 by
> ISG_11.5.0.pdf	Oct 08, 2026 by
> PanCLI_Ref_Guide_10.2.0.pdf	Oct 08, 2026 by
> PanCLI_Ref_Guide_11.5.0.pdf	Oct 08, 2026 by
> UG_10.2.0.pdf	Oct 08, 2026 by
> UG_11.5.0.pdf	Oct 08, 2026 by
> VDURA_ActiveStor_10.1.0_Installation_Service_Guide.pdf	Oct 08, 2026 by
> VDURA_ActiveStor_10.1.0_PanCLI_Ref_Guide.pdf	Oct 08, 2026 by
> VDURA_ActiveStor_10.1.0_User_Guide.pdf	Oct 08, 2026 by
Download All	

Figure 10.3. The Product Documentation page.

Each row shows a file's name, as a link, and when and by whom it was last changed. A **Download All** link sits under the table. The file lists change as VDURA publishes new material, so the files you see may differ from the figures. To leave a file list, click **Service Request Hub** in the top bar, which opens the Service Request Hub page (see 6.3).

10.1 Service Advisories

Periodically, VDURA Global Services publishes Service Advisories to notify users regarding specific product, software version, or customer-wide usability issues that need rapid dissemination. Check the **Service Advisories** page from time to time.

10.2 Release Notes

Always review the release notes in detail before beginning any type of storage upgrade, to ensure you are aware of any issues for that specific release.

10.3 Product Documentation and End of Availability Notices

The **Product Documentation** page lists customer-facing VDURA product documentation. VDURA End of Availability (EoA) announcements are also posted there. Customers and partners should periodically check this page for product EoA announcements (see 15.1).

11. Searching

11.1 Search the Portal

1. Click the search icon in the top bar.
2. Type a word or phrase.
3. Choose a tab: **Pages** or **Raise a Request**.

The drop-down at the top right of the pop-up sets where to search.

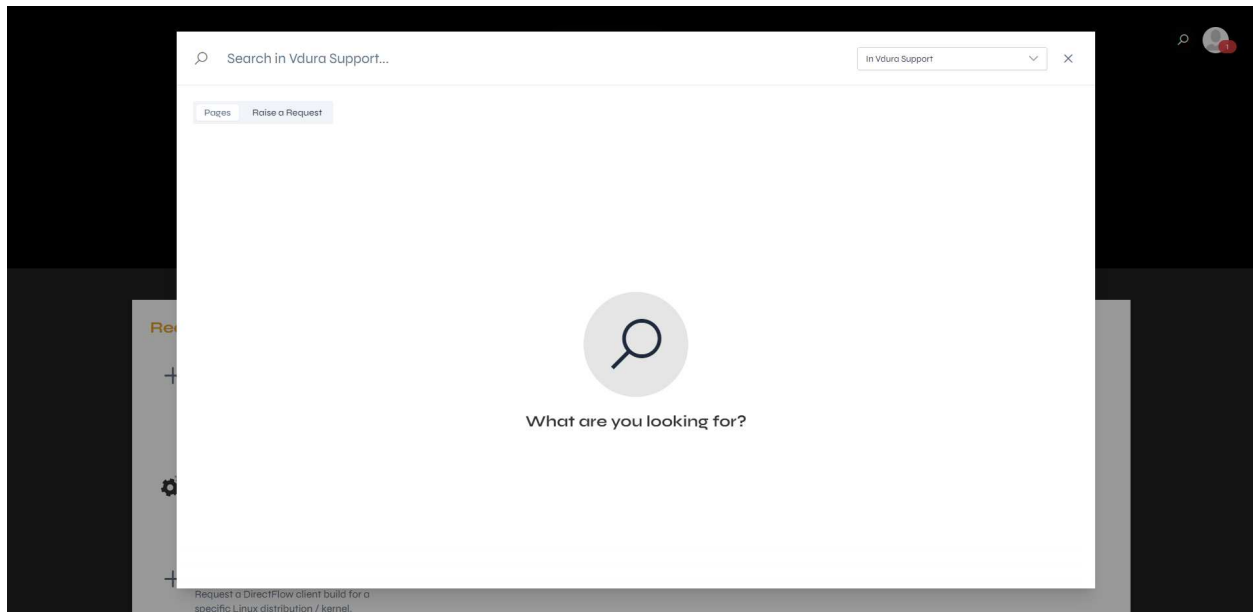


Figure 11.1. The search pop-up.

The **Raise a Request** tab lists matching request types, with your search word in bold in their descriptions.

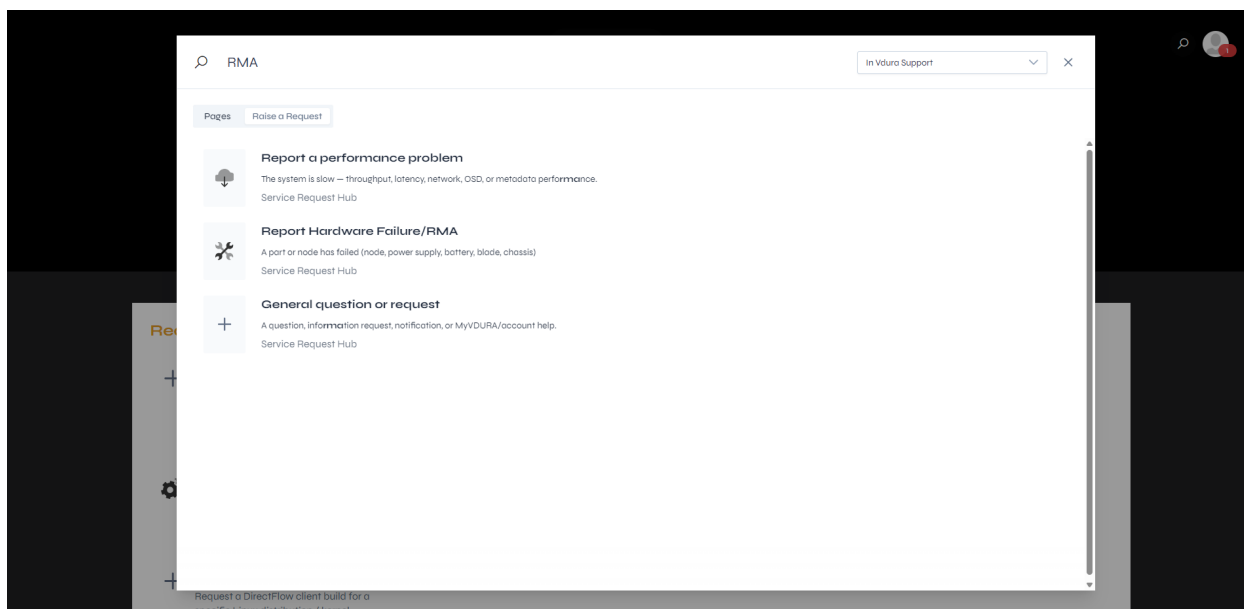


Figure 11.2. The Raise a Request results for “RMA”.

Search matches letters inside words as well. At the time of writing, searching for “RMA” found nothing under **Pages**. Under **Raise a Request** it found three request types: **Report Hardware Failure/RMA**, **Report a performance problem** (“performance” contains the letters), and **General question or request** (“information” does too).

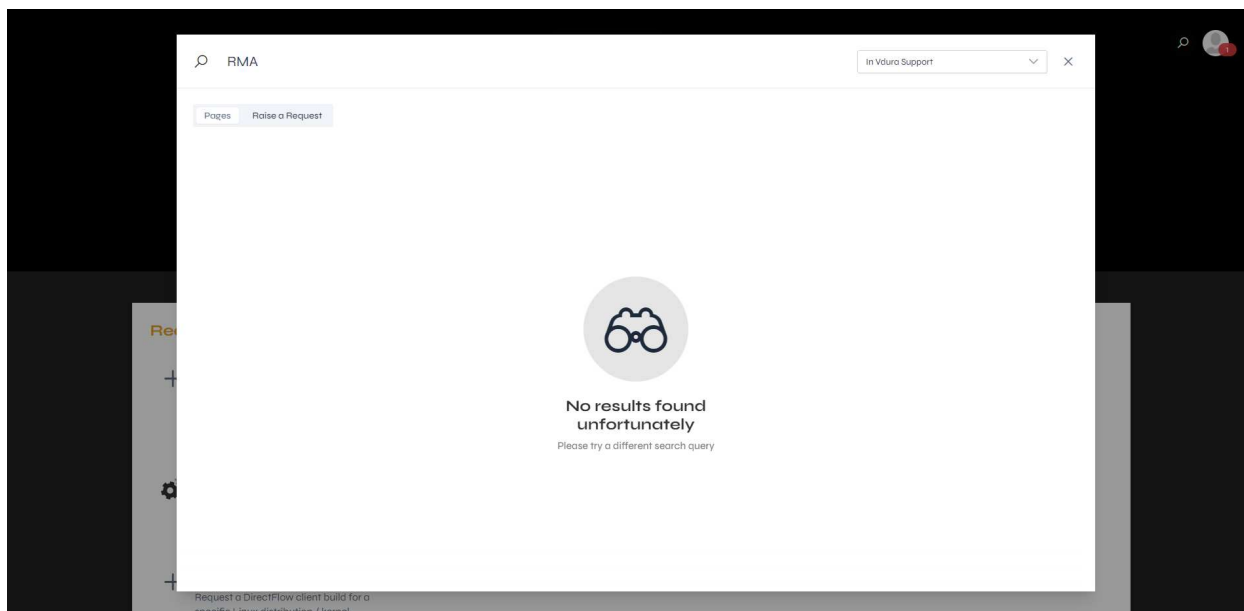


Figure 11.3. The Pages tab with no results.

12. Your Account

12.1 The Account Menu

Click the account icon in the top-right corner to open the account menu. When there are requests for you to review, the icon carries a small red badge with their number.

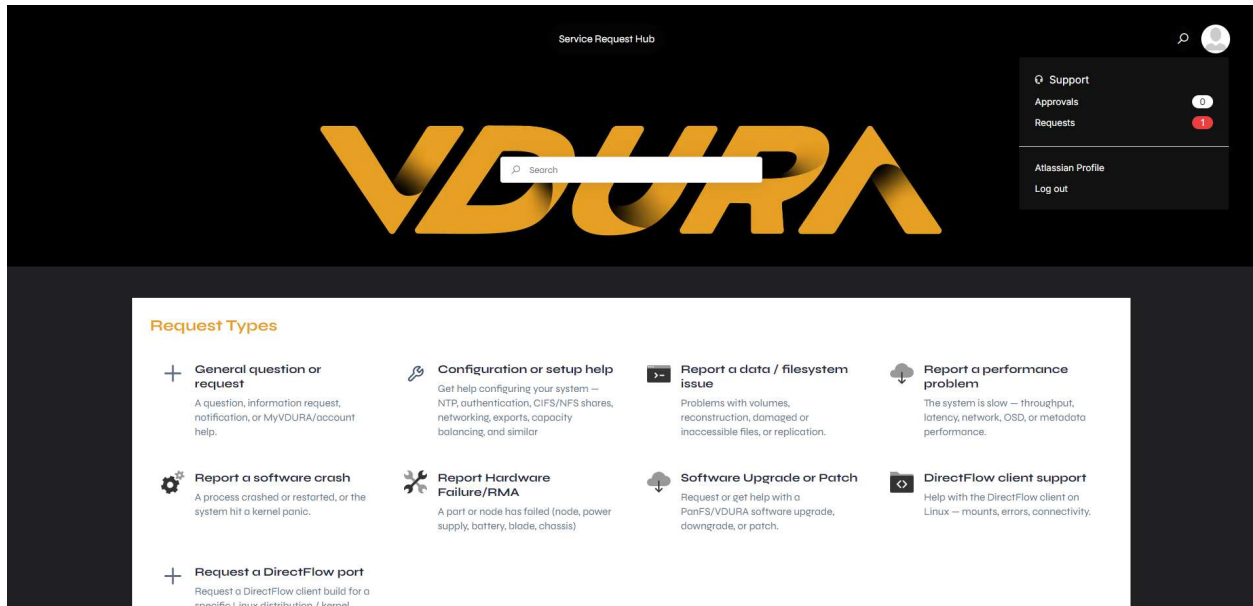


Figure 12.1. The account menu.

Item	What it does
Approvals	Opens the Approvals page (see 9.2). The badge counts approvals waiting for you.
Requests	Opens the Requests page. The badge counts your requests.
Atlassian Profile	Opens your profile (see 12.2).
Log out	Signs you out.

12.2 Your Profile

Atlassian Profile opens a **Profile** page. It is titled “Vdura Support Portal / Profile” and has its own look, which differs from the rest of the portal. A blue note says: “Your changes may take up to five minutes to appear. If you log in with single sign-on, your name will be automatically updated to match the single sign-

on provider.”

Figure 12.2. The Profile page.

Section	Field	Notes
Personal details	Name	You can edit it.
Personal details	Email	Shown as text.
Personal details	Password	Change password changes your password.
Language and time zone	Language	Required. It starts on automatic detection of your browser’s language.
Language and time zone	Time zone	Required. Two drop-downs, a region and a zone, for example “America” and “(GMT-04:00) New York”.

Save is greyed out until you change something.

To change your time zone:

1. Open **Atlassian Profile** from the account menu.
2. Under **Time zone**, choose a region and then a zone.
3. Click **Save**.

13. Service Request (SR) Handling and Escalation

13.1 Case Handling

VDURA addresses all customer and partner related technical questions for products under valid entitlement and/or current support contracts using our SR process.

- TSEs open and update SRs, while you use the Support Portal or the toll-free phone support line.
- All phone conversations, case updates, emails, and remote troubleshooting sessions are documented using the SR process. You receive an email copy of all updates and can review the entire case history at any time using the portal.
- Once VDURA and the customer or partner agree the issue is resolved, we will close the case.

SR Resolution Flow

1. You submit a new SR through the Support Portal or by calling the toll-free phone number. Both are available 24x7.
2. VDURA Customer Service creates the SR and performs the initial triage and assignment. A Level 2 TSE does this for direct customers, and a Level 1 partner does this for customers supported through a partner.
3. A Level 2 TSE troubleshoots the issue with you.
4. If needed, a Level 3 TSE provides advanced troubleshooting for internal technical escalations. Level 2 and Level 3 TSEs work together.
5. If the issue requires it, Level 4 hardware and software engineering gets involved for SRs that need bug fixes, and a Solution Architect is dispatched for onsite troubleshooting.
6. VDURA and you update the SR, or VDURA issues an RMA.
7. When the issue is resolved, we close the SR.

At any point, you can ask for an escalation, which brings in more senior staff on a set schedule (see [13.4](#)).

13.2 Priority Levels

The priority you set when you open an SR reflects the impact of the issue on your environment. The levels and their descriptions are in [8.4](#).

13.3 Response Times

After an SR has been submitted to VDURA, the next steps are directed by VDURA service level response commitments. Our commitments are designed to help the Customer Service team drive SRs to a prompt conclusion. The first objective is either to answer the initial call immediately or provide a call back within 15 minutes. Should you submit an SR through the portal, you should expect immediate confirmation that the case was successfully logged into our case management system. Our follow-on service level responses, timeliness of the initial technical contact, SR update frequency, and troubleshooting efforts are dependent on the SR priority and SR status categories below:

SR priority	Initial technical contact	SR update frequency (status = Assigned)	Troubleshooting effort
Priority 1: Critical	Less than 1 hour	Every 12 hours	Continuous 24x7
Priority 2: Major	Less than 4 hours	Every 1 business day	As needed
Priority 3: Minor	Less than 1 business day	Every 5 business days	As needed
Priority 4: Information Request	Less than 2 business days	Every 30 business days	As needed

13.4 Service Request Escalations

Should you feel that an SR is not progressing in a reasonable fashion towards closure for either technical or case management reasons, you may request an escalation of the case.

- Escalation of SRs can be done through the portal or by calling the Customer Service phone line. Once an escalation occurs, the event is logged into the case and the VDURA management team will contact you to develop a detailed plan of action to drive the SR to closure.

- When a customer initiates an SR escalation, the SR is updated to reflect this fact and the following processes are followed:

Escalation level	Event	Escalation point	Response time	Action
1	Customer requests initial escalation	Sr. Support Engineer	Within 2 hours	Action plan developed and agreed upon
2	Second escalation	Service Manager/Director	Within 4 hours	Revised action plan developed and agreed upon with the customer's executive team
3	Third escalation	Director/VP Engineering	Within 8 hours	Service Request resolution plan

13.5 Gathering Troubleshooting Information

There are two main commands VDURA Technical Support uses to gather initial troubleshooting information: `sysstat all` and `collect_logs`. Both of these commands are issued using PanCLI, the VDURA Command Line Interface. Both commands also have equivalents in the VDURA Management Console GUI.

- **`sysstat all`** : Provides an overall VDURA system summary. Examples of output include director node CPU utilization, OSD disk and CPU utilization, node status, bladeset information, volume information, network configuration, gateway services, and current warnings and errors.
- **`collect_logs`** : Gathers a set of debugging data for a single node, a subset of nodes, or the entire system, if required. The data is automatically combined into a single file (.tar) and compressed (.zip). This single file can then be uploaded to VDURA Technical Support for analysis. If the `collect_logs` command is issued on an RM repset member node, it will automatically generate and include a `sysstat all` output and logs/cores for the last seven days. As it contains powerful filtering capabilities, issuing `collect_logs ?` at the `[pancli]` prompt will list all available options for this command.

Any single log file or `sysstat all` output can be attached to your SR, as long as the file is under 5 MB in size. Any file greater than 5 MB in size must be uploaded to our uploads logs server. Available protocols for upload are SCP, FTP, and HTTPS. Our TSEs will provide you all the information needed (server names,

login names, and passwords) to access the uploads server. This is a “jailed environment”, therefore simple commands will not work if used (for example, `ls` and `cat`). Since `collect_logs` uses the realm name and a timestamp in the resulting logs filename, giving the logs a custom name is usually not necessary.

Details for each of these file transfer methods are available in the knowledge base article “How Do I Upload Large Files?” (article 244198).

13.6 Feature Requests

On occasion, a Service Request will turn into a customer’s desire for a new product feature. At this stage, VDURA will change the SR status to Feature Request and it will be forwarded to our Product Management team for evaluation. VDURA will then update the Service Request, close it, and contact the requestor if the feature will be included in a future release. We would ask that the requestor provide as much detail as possible to help the evaluation and possible implementation of the new feature. VDURA strives to add small feature requests with each release so that we can be as responsive as possible to the needs of our valued customers.

13.7 Service Request Statuses and Meanings

Service Requests can be in one of a variety of statuses depending on what has been done and what the next step is.

Status	Meaning
3rd Party Action Required	VDURA and/or the customer is waiting on a third party to perform a specific action. (Rare)
Assigned	VDURA has the next action and owes the customer a response.
Bug Fixed - Pending Release	A Jira issue has been opened and fixed, but the fix has not been included in a release yet.
Closed - Pending Part Return	The issue is resolved and can be closed when VDURA receives the failed part back.
Engineering	VDURA Engineering has the next action and owes Technical Support a response.
Field Dispatch	VDURA is sending someone on-site. There is no action until someone arrives. (Rare)
Pause	There is nothing to do for VDURA or the customer until an agreed-upon date has arrived.
Pending Bugfix	A Jira issue has been opened but has not been corrected yet.
Pending Customer Action	The customer owes VDURA the next action or response. Should a Service Request remain in this state for more than 5 days without an update or agreed-upon next contact date, it should be moved to "Resolved - Customer Verify".
Pending RMA	VDURA owes the customer an RMA.
Resolved - Customer Verify	VDURA believes that this Service Request has been resolved and is awaiting confirmation from the customer.
RMA Blocked Pending Customer Action	VDURA cannot issue an RMA until the customer provides some information or action.
Unassigned	The Service Request has no owner. (Usually occurs only when a new Service Request is opened.)

14. Return Material Authorization (RMA)

A Service Request must be opened to engage the VDURA Technical Support team. For a failed part, use **Report Hardware Failure/RMA** (see [chapter 8](#)).

14.1 RMA Process

If hardware is identified as failed, VDURA will issue an RMA for the failed part if it is either covered by warranty or is under a valid service program. All shipping costs (both ways) are covered by VDURA for warranty and service program customers. To process an RMA, customers must provide VDURA with the failed part's serial number and confirm the delivery address.

- **Continental Europe:** All customers in continental Europe will be sent replacement parts from Veldhoven, Netherlands. Notwithstanding customs issues, customers located in the European Union generally receive their parts on the next business day, if RMAs are submitted before 10:00 AM US Eastern Time. Countries not part of the EU are shipped "best effort"; parts usually will be delivered in one to three business days, depending on customs delays.
- **United Kingdom:** All customers in the UK will be sent parts from Basildon. RMAs for the UK must be submitted prior to 8:00 AM US Eastern Time to be delivered next business day. Again, customs issues may impact delivery times.
- **United States and the rest of the world:** All other (non-European) customers will receive replacement parts from the United States. Customers in the United States will receive their parts next business day if their RMA is submitted before 4:00 PM US Eastern Time.

All deliveries and returns are usually trackable when shipping information becomes available, after approximately 12 to 24 hours. You can find the shipping details on the Service Request or RMA in question.

14.2 RMA Return Process

RMAs will be kept open in our CRM system until the failed parts are returned. Failed parts must be returned to VDURA within 30 days for US customers and 60 days for non-US customers. Return of failed parts helps keep our costs low and allows us to identify any specific hardware failure trends. Additionally, we do failure analysis by request.

Customers that fail to return parts may be invoiced for the list price of that part, or VDURA may suspend RMA service for customers that continuously fail to return failed parts in a timely fashion.

14.3 Third-Party Product RMAs

VDURA uses several third-party products, such as switches, in our storage solutions. RMAs for these products are usually stocked by the manufacturers of that product. If an RMA is required for one of these products, and service has been purchased for them, then VDURA will initiate the RMA with the equipment manufacturer, who will drop ship the replacement to the customer.

14.4 Secure Media and Hardware Disposal Options

Customers that cannot return non-volatile hardware components containing user data can upgrade their VDURA service contracts with the following two support subscriptions for secure media/hardware disposal. Both programs are available on a per-node basis.

- **HW-Support-NBD-NR-MEDIA:** This plan is a support subscription option that provides next-business-day support and allows customers to remove NVMe and SATA drives from Director and Storage Nodes after an authorized RMA has been issued. Once the items have been removed according to support procedures, the customer reassembles and returns the node(s) in a manner similar to a regular RMA.
- **HW-Support-NBD-NR-NM:** This plan is a support subscription option that provides next-business-day support and allows customers to destroy Director and Storage Nodes after an authorized RMA has been issued. Note that HW-Support-NBD-NR-NM includes the services described in HW-Support-NBD-NR-MEDIA.

14.5 Statement of Volatility

VDURA realizes that attention to detail is critical for secure environments to be successful and therefore provides a detailed Statement of Volatility for all component hardware that is shipped.

For legacy hardware, ask VDURA Customer Support for the most up-to-date Statement of Volatility document. For V5000 hardware, please contact VDURA for further assistance.

15. VDURA Product Lifecycle and Policies

15.1 End of Availability (EOA) Policy

Definitions

Term	Definition
Announcement Date	The date that VDURA announces to its customers and partners that a product is no longer available for purchase. This date is 60 days prior to the End of Availability Date.
End of Availability Date	The last date on which VDURA will accept a purchase order for newly manufactured hardware and newly developed software.
Last Ship Date	The last date on which VDURA will ship hardware and software for which a purchase order has been placed. This is typically for 60 days beyond the End of Availability Date.
End of Continuing Hardware Support Date	The last date that VDURA will provide hardware replacements (RMAs) for hardware sold by VDURA. This is typically for 3 years beyond the Last Ship Date.
End of Continuing Software Support Date	The last date that VDURA will provide software updates for VDURA software sold by VDURA. This is typically for 18 months beyond the Last Ship Date.
End of Technical Support Date	The last date that VDURA will provide phone and web support for hardware and software sold by VDURA. This is typically for three years beyond the Last Ship Date.

Policies

- Hardware repair or replacement will occur for all defective field replaceable units (FRUs) for three years after EoA is declared for a particular product. Eligibility for this support is contingent upon a customer being under a support contract for a continuous three-year period after the EOA date is announced. Products must currently be under warranty or a service agreement.
- VDURA reserves the right to substitute functionally equivalent components should a product not be replaceable or repairable.

- VDURA will test and qualify new maintenance and/or patch releases on hardware for 18 months following EoA declaration for a particular product.
- VDURA will patch the last valid maintenance release for EoA hardware.
- Support for EoA products beyond 18 months following EoA notification is at the discretion of VDURA.
- Only customers covered under warranty or by a current service agreement are eligible for the software subscription program (software upgrades).
- Software releases are in the format of <major>.<minor>.<maintenance>.<patch> . VDURA policy is to support the current software release plus two previous versions of software at the <minor> level. For example, if the current version is 10.1.0.x, the previous versions supported are 10.0.1.x and 10.0.0.x.
- For a major or minor release, the full feature set of each new release will be supported on the EoA platform to the extent of the technical limitations of the platform.
- VDURA EoA announcements are posted for all customers on the Support Portal, on the **Product Documentation** page (see [10.3](#)).

16. Remote Support

VDURA Technical Support Engineers may remotely and securely connect to your VDURA storage cluster and/or clients, if permitted. Typically, VDURA will use SSH access, WebEx remote support (via HTTPS session), Microsoft Teams, or any other form of remote login capability provided.

17. PanActive Link

PanActive Link® is currently not available. This guide will be updated if that changes.

18. Release Notes and Documentation

You can find VDURA customer documentation, such as guides and release notes, at www.VDURA.com/resources/documentation . Copies can also be found on the Support Portal in the **Release Notes** and **Product Documentation** pages (see [chapter 10](#)).

19. Training

VDURA Global Services currently offers training and certification for our customers and partners through the “System Administrator Training and Certification” course. This course provides a Systems Administrator or similar IT team member the knowledge to install, configure, and maintain a VDURA storage cluster.

This instructor-led online course delivers a complete introduction to the PanFS parallel file system delivered on VDURA storage appliances. Upon successful completion of this course, the student will earn a certification as a VDURA System Administrator. The course provides the Systems Administrator or IT team member with the knowledge to configure and maintain a VDURA system. Topics covered include reference architecture, the PanFS storage operating system, and the DirectFlow protocol. Each student will gain a firm understanding of the configuration, operation, maintenance, and diagnosis of basic alerts related to the VDURA suite of products.

The redundant and field-replaceable components of the appliances are discussed and reinforced with lab exercises. Object-based file system theory, software upgrades, and configuration scenarios will also be covered. The instructor will focus on the fundamentals of the PanFS storage operating system, the DirectFlow Client access software for Linux, the VDURA storage virtualization model, and the VDURA Management Console GUI and PanCLI interfaces. Students will be introduced to the features available when deploying a VDURA storage system and how to best configure it to obtain optimal redundancy and performance.

Course detail	Value
Course Title	PanFS System Administration Certification
Course Number	EDU-SYSADM-WEB
Delivery Method	Instructor-led
Location	Online
Content	Training book, hands-on labs
Duration	Ten half-day sessions
Price	Contact your VDURA account executive for pricing
Min. Students per Class	4
Max. Students per Class	12

19.1 Prerequisites

All attendees must have a basic understanding of:

- General IP networking
- Disk storage concepts
- File system usage
- Unix and/or Linux

Students are responsible for complying with all prerequisite material. Students who demonstrate a gap in prerequisite knowledge may be requested to limit questions during class time, so as to not impede the overall progress of the class.

19.2 Equipment

Each student participates in hands-on lab exercises using VDURA equipment with a VDURA-supplied VPN client. Students are required to have a computer with network capability and an SSH client installed (such as PuTTY).

19.3 Target Audience

- Storage administrators
- Storage network engineers
- Storage specialists
- Data center operators

19.4 Instructor-Led Training

Courses are taught via the Internet through a web-conferencing platform. In addition, VDURA offers training at customer sites, provided specific accommodations are made for equipment and facilities. Regardless of location, all training classes are facilitated by VDURA personnel with diverse, hands-on technical backgrounds. VDURA equipment is used with course content directly developed by the VDURA Global Services team.

To learn more about the training programs and options available, email us at training@VDURA.com.

19.5 Student Cancellation Policy

Individual training registrants cancelling a scheduled class should notify VDURA of the cancellation as soon as possible. Registration may be transferred to another student, provided the student possesses adequate knowledge of the prerequisite course material.

19.6 Customer Site Training Session Cancellation

Customers can cancel or reschedule customer site training without penalty up to 14 calendar days prior to the course start date. Full charges will apply if a cancellation is made fewer than 14 calendar days before the course start date.

19.7 Course Cancellation Policy

VDURA requires a minimum of four students per class for training delivered via the Internet. VDURA reserves the right to change course schedules, modify course content, or cancel a class when necessary. If VDURA elects to cancel a class, we will make every effort to notify all registrants a minimum of 14 days prior to the scheduled start date.

19.8 Class Participation

Attendance is the responsibility of the registrant. To successfully complete a course, 100 percent attendance is required. If a registrant fails to appear for a scheduled class or fails to complete the entire course, certification is not guaranteed.

19.9 Confirmation

VDURA will send you a confirmation letter upon registration. We recommend that you save it for the class to confirm class attendance eligibility.

19.10 Certification

Successful completion of the VDURA System Administrator course ensures that your staff has been trained in daily system operation, configuration, and maintenance. Students who attend all presentation material, pass the final exam, and complete all practical application exercises are awarded a certificate of completion by VDURA Global Services.

19.11 Contact

To learn more about the training programs and options available, email us at training@VDURA.com.

19.12 Training Schedule

Day	Topics
Day 1	PanFS Overview; V5000 Storage; V5000 Director; OOB Configuration; OOB Configuration Lab; VDURA Management Console GUI
Day 2	Adding Enclosures; Adding Enclosures Lab; Object-based RAID; Realm Managers; Repset Configuration Lab; GUI Lab
Day 3	Volumes; Volumes Lab; PanCLI; PanCLI Lab; Network Connectivity; Network Connectivity Lab
Day 4	DirectFlow Client; DirectFlow Ports; DirectFlow Lab
Day 5	Volume Quotas/Available Space; Volume Quotas/Available Space Lab; Volume Services; Volume Services Lab; OSDFS/Dynamic Data Acceleration
Day 6	System Monitoring; System Monitoring Lab; Troubleshooting Nodes; Troubleshooting Nodes Lab; Upgrading PanFS OS; Upgrading PanFS OS Lab
Day 7	Snapshots; Snapshots Lab; Reconstruction; Reconstruction Lab
Day 8	OSD Drain; OSD Drain Lab; Replacing Hardware; Capacity Balancing; Replacing Hardware/Capacity Balancing Lab
Day 9	DirectFlow Exports; Name Resolution; User/Group Quotas; Name Resolution/User Quotas Lab; Exports Lab
Day 10	Shutting Down the Realm; External Network Connectivity; Working with Technical Support; Content Demonstration of the Support Portal

20. Custom Ports for DirectFlow Clients for Linux

To request a custom port for the DirectFlow Client for Linux, raise a **Request a DirectFlow port** request (see [chapter 7](#)). Our knowledge base contains two articles relevant to this:

- **Article 301274, “Which DirectFlow port should I use?”:** Explains the basics of DirectFlow ports.
- **Article 140062, “How do I request a new DirectFlow port?”:** Explains how to download and execute the `pan_custom_port.sh` custom port script, which collects the details VDURA needs to build a DirectFlow specification.

21. Thank You for Choosing VDURA!

Thank you for taking the time to review our Customer Support Guide. We hope you found the information helpful and insightful. At VDURA, we are committed to providing you with the highest level of service and support to ensure your success.

21.1 Your Satisfaction Is Our Priority

We appreciate your trust and are dedicated to exceeding your expectations. Should you have any questions, need assistance, or require additional resources, please do not hesitate to reach out to our support team. Your feedback is invaluable to us and helps us continually improve our offerings.

21.2 Stay Connected

To stay updated on the latest news, product updates, and best practices, we invite you to:

- **Visit our website:** www.VDURA.com for the latest information and resources.
- **Follow us on social media:** Connect with us on LinkedIn, X, and YouTube for updates and community engagement.

21.3 Looking Ahead

We are excited about the future and the opportunities that lie ahead. Together, we can achieve remarkable results and drive innovation.

Once again, thank you for choosing VDURA. We look forward to supporting you every step of the way.

Warm regards,

Your VDURA Team