

# Riverbed Technology Customer Support

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I've never had such a positive technical support experience. The Riverbed engineer was extremely professional and knowledgeable in numerous areas of the product. I am thoroughly impressed.

IT Director

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## Welcome to Riverbed Technology Customer Support

Riverbed Technology offers world-class support to help customers fully leverage the value of their Riverbed investment. Riverbed's trained technical support staff is available around the clock (24 hours a day, 7 days a week) to help customers and partners quickly and easily use, manage, and troubleshoot the Riverbed products in their network. In addition, Riverbed provides a wide variety of online support materials to answer most questions.

Through Riverbed support, customers receive access to:

- Assistance related to questions on the use of Riverbed products
- Assistance in identifying and verifying the causes of suspected errors
- Solutions and workarounds for identified errors or malfunctions in Riverbed products, where available
- Access to support by phone, email, or the Web

Riverbed currently provides a global support organization with locations in Amsterdam, Boston, Cary, London, New York, San Francisco, Singapore, Sunnyvale, Sydney, Tokyo, and Washington DC. Follow-the-sun support ensures that high-priority cases can be transferred seamlessly to provide continuous coverage when working to solve critical problems. By using a unified case tracking system, Riverbed support engineers know they are working with the latest details and status of each case.

Customers can open cases online through the Riverbed support website or by emailing or calling Riverbed technical support. Cases are assigned directly to technical support engineers for investigation and resolution, according to engineer skill sets and availability. Resources are prioritized for maximum response for critical issues.

All incoming customer inquiries are answered directly by Riverbed support and either handled or escalated appropriately. Customers know that their concerns are heard directly by Riverbed, with escalation channels readily available.

This document is intended to provide an overview of Riverbed's support offerings. The terms and conditions of the Riverbed support contract are set forth at <http://www.riverbed.com/supportservicedescription> or as otherwise mutually agreed in writing between Riverbed and the customer. Customers must purchase a Riverbed support plan in order to receive support for a specific product.

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## Riverbed Support Team

Riverbed world-class technical support engineers (escalation engineers) are experts on the Riverbed product lines and related technologies. Escalation engineers have completed extensive training, both internally and externally, and possess a high degree of problem—solving skills. Many escalation engineers are certified in an IT specialty or have an advanced degree (such as MS or PhD). Skills and certifications include CCIE, CCNP, CCNA, CCSP, CCD, CCND, CCSA, MCP, MCSE, Netcache, CISSP, ISSAP, InfoSEC, Brocade SAN designer, SUN Admin, and FCNE.

Escalation engineers have full accountability for the resolution of an assigned case, acting as a single point of contact and coordinating the efforts of other support team members, specialists in remote support organizations, and engineering teams. The teams seamlessly work together to provide the excellent support customers require. The technical support organization works very closely with the quality assurance (QA) and engineering organizations to expedite resolutions and provide customer feedback on product issues. Through the team approach, Riverbed aspires to offer the highest degree of technical knowledge possible.

Customer care analysts are also positioned globally to work directly with customers that require assistance with the Riverbed support website, software licensing support, and Return Materials Authorization (RMA) fulfillment—related questions.

With detailed knowledge regarding software licensing across all product lines, this team can provide guidance in software activation, license expiration or extensions, and software and license downloads. With expert Riverbed support website knowledge, the team resolves user access problems and software download issues, and they can assist with asset management. Additionally, the customer care analyst team proactively tracks all hardware RMA fulfillment and assists customers with hardware and license replacements, providing real—time updates regarding in—process RMAs.

Riverbed advanced services engineers (ASEs) are designated technical champions for all Riverbed support matters. ASEs possess an in-depth knowledge of their assigned customer network and case history as part of Riverbed Advanced Services (RAS). ASEs accelerate case resolution through direct access to engineering staff with 24 x 7 global resources. Your ASE provides ongoing proactive communication for case reviews and change control management, while also providing architecture, methodology, and support documentation. For more information, see “Riverbed Advanced Services” on page 7.

At any time throughout the day, an experienced Riverbed support engineer is available to respond directly to customer questions and resolve technical issues. English is the primary language for communication on support cases; however, select members of the support team can also speak many other languages such as Arabic, Armenian, Cantonese, Czech/Slovak, Dutch, Farsi, French, German, Gujarati, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Mandarin, Polish, Portuguese, Russian, Spanish, Thai, Turkish, Ukrainian, and Vietnamese.

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## Riverbed Support Resources

Riverbed offers a wide variety of support resources designed to enhance the value of your Riverbed deployment. These resources and tools provide several approaches to find solutions and solve problems.

### Support Website

Riverbed provides customers with an authorized account to access the Riverbed support website, available at <https://support.riverbed.com>. Riverbed provides the following resources through the Riverbed support website:

- Product software releases and release notes
- Extensive product documentation, including deployment, usage, and troubleshooting guides
- Knowledge Base detailing known issues and solutions, error messages, and configuration—specific issues
- Technical Notes providing in-depth explanations to common questions
- Trouble Ticket/Case reporting
- Account information, including assets, contracts, and account contacts
- Riverbed forum to share ideas, questions, and solutions with the Riverbed community
- System Dump Analyzer to help identify potential problems with your appliance and configuration.

Once you purchase a Riverbed support plan, you can register on the Riverbed support website to set up your user name and password by visiting [support.riverbed.com](https://support.riverbed.com).

### Telephone Support

Direct hotline support lets customers contact support at any time, 24 hours a day, 7 days a week.

## Hardware Support

### Maintenance

Riverbed uses reasonable efforts to repair or replace defective hardware components, subject to certain exclusions such as if the component has been damaged, mishandled, mistreated, or maintained or stored outside the specifications and Riverbed instructions. The type of support plan determines the speed of replacement.

See the “Support Plans” and “Return Material Authorization” sections for more information.

### AutoSupport

SteelHead appliances provide an AutoSupport feature that recognizes critical failure conditions and generates an email containing detailed status information about the failure. This email is delivered to the Riverbed support team and the condition is remotely analyzed and debugged. The result is a potentially faster path toward problem resolution.

## Software Support

### Software Updates

Riverbed provides software maintenance releases and updates as they are made generally available without additional charge. The contents of all maintenance releases and updates are determined by Riverbed. Customers can download the updates from the Riverbed support website. Customers are notified by email when updates are available.

### Error Corrections

Riverbed uses reasonable efforts to correct any reproducible programming error in the product software attributable to Riverbed with a level of effort commensurate with the severity of the error. Customers should notify Riverbed of such errors and should provide Riverbed with enough information to reproduce an error. Riverbed is only responsible for errors that are attributable to Riverbed and reproducible by Riverbed on unmodified product software as delivered to the customer.

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## Special Services

Customers can request additional maintenance and support services not included in Riverbed's standard support offering. Riverbed uses reasonable efforts to meet these requests directly or through our extensive network of partner relationships. If provided, any such services are subject to additional fees, terms, and conditions.

## Riverbed Authorized Support Partner

Riverbed has an extensive partner network with numerous partners certified as a Riverbed Authorized Support Partner (RASP).

As a RASP, the partner has invested in training and certification and demonstrated its support practice meets the requirements to get authorized. The authorized partner is also continually measured to ensure it continues to meet or exceed the program requirements.

The RASP support team has a close relationship with Riverbed support, spending time in our support locations for additional training and mentoring.

When working with a partner that has been authorized by Riverbed as a support partner, the customer has the option to select partner support as its support strategy. With partner support, the customer contacts the partner support team, which provides the first levels of support.

With partner support selected, the authorized support partner reviews its call process and procedures with the customer to explain how to create a case, escalate a case, or close a case. The partner also reviews any additional resources it offers, including any Web - based portals.

In the event an authorized support partner is unable to solve a case on its own, the partner escalates to Riverbed support for final resolution.

## Riverbed Advanced Services

Riverbed Advanced Services (RAS) provides a higher level of support for mission-critical environments. RAS provides a dedicated or designated support engineer to partner with your organization to achieve maximum uptimes and return on your investment in Riverbed products. Your RAS support engineer ensures you extract maximum value from your entire Riverbed portfolio, addresses continuous improvement opportunities for your operations and business processes, and is a designated advocate inside your organization and at Riverbed to accelerate progress, improve visibility, and sustain success.

Key benefits include:

- Single point of contact who understands your needs for all support issues
- An engineer who is already familiar with your network and accelerates problem resolution
- Expedited escalations to product specialists for critical issues, reducing downtime
- Priority phone and Web queues to minimize wait times
- Assistance with the evaluation and justification of new Riverbed features and technologies
- Notification of software updates and new features for upgrade planning
- Avoid common pitfalls by leveraging Riverbed's proven methodologies, tools, and expertise
- Reporting—monthly case review, and annual onsite business review

RAS is an additional packaged service available with either a dedicated or designated support engineer. The service duration is based on an annual agreement. RAS services are predominantly delivered remotely with occasional preplanned onsite visits. For pricing information and terms, or to create a customized RAS engagement, contact your Riverbed sales representative.

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## Support Plans

Customers need to have an active support plan to access support resources beyond the basic product warranty. With a Riverbed support plan, customers can be assured that they will limit expensive downtime while maintaining the high level of performance expected from their Riverbed product deployment.

Riverbed offers a choice of several support levels—Software Only, Silver, Gold, Gold Plus, and Platinum—so customers can choose the program that fits their specific requirements, IT needs, and business goals. This flexibility also means that customers can easily adjust their support levels as their business grows and evolves. Support plans cover a one year period.

The type of plan you have determines the features available.

### Software Only Support

For software only products, customers receive the following services:

- **24 x 7 access to website, phone, and email support**
- **Software support, including maintenance releases and major upgrades**

Software Only Support is not available for appliance—based products. Riverbed appliances must have one of the following hardware support plans.

### Silver Level Support

With Silver Level Support, customers receive the following services:

- **24 x 7 access to website, phone, and email support**
- **Software support, including maintenance releases and major upgrades**
- **Hardware support.** In the event of a hardware failure, Riverbed will repair or replace the hardware through ground delivery, after Riverbed receives the failed unit. See the “Return Material Authorization” section for more information regarding the return process for defective units.

### Gold Level Support

With Gold Level Support, customers receive the following services:

- **24 x 7 access to website, phone, and email support**
- **Software support, including maintenance releases and major upgrades**
- **Hardware support.** Advance replacement. Replacement requests confirmed by 2:00 PM local time of the nearest supporting depot during a normal business day are shipped for next business day delivery. Additional time may be required for special configurations or non-US destinations. See the “Return Material Authorization” section for more information regarding the return process for defective units.

### Gold Plus Level Support

With Gold Plus Level Support, customers receive the following services:

- **24 x 7 access to website, phone, and email support**
- **Software support, including maintenance releases and major upgrades**
- **Hardware support.** In the event of a hardware failure, Riverbed will deliver a replacement product to the applicable installation location within four hours. This service is dependent on the geographic location of the deployed hardware. Some locations require a delivery time of more than four hours. Check with your sales representative for coverage. See the “Return Material Authorization” section for more information regarding the return process for defective units.



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## Platinum Level Support

With Platinum Level Support, customers enjoy the highest level of customer service available from Riverbed, including the following services:

- **24 x 7 access to website, phone, and email support**
- **Software support, including maintenance releases and major upgrades**
- **Annual service review**
- **Hardware support.** In the event of a hardware failure, Riverbed will provide a field engineer within four hours to perform onsite hardware repair or replacement and set up the IP address for full appliance replacements. This service is dependent on the geographic location of the deployed hardware. Some locations may require an onsite response time of more than four hours. Check with your sales representative for specific location coverage. See the “Return Material Authorization” section for more information regarding the return process for defective units.

Note that Riverbed field engineers do not perform the following tasks:

- Bring replacement parts to the site.
- Upgrade or downgrade the software or provide onsite diagnosis or repair of software or configuration issues. Riverbed delivers software support remotely as the fastest way to resolve software issues.
- Replacement part identification. The support engineer performs this task before the visit so the field engineer has a high probability of fixing the issue in a single visit.
- New installations or requests for a one—time repair for a fee.

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## Partner Support Customers—Problem Escalation and Resolution

Customers who purchase partner support from a Riverbed partner (such as a distributor, reseller, service provider or system integrator) need to call the partner’s support team if they encounter a problem. The partner provides the initial levels of support.

If the partner is unable to solve the problem, the partner will escalate to Riverbed support. Riverbed works with the partner and provides the final level of support for issues requiring an engineering—level response.

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## How to Work with Riverbed Support

Riverbed’s trained technical support staff is committed to providing world-class expertise and assistance. With a Riverbed support plan in place, customers can be assured that they will limit expensive downtime while maintaining the high level of performance expected from their Riverbed product deployment.

### Customer Contacts

Each customer designates two individuals to act as support liaisons and ensures that these people are properly trained in the operation and use of the product.

Riverbed is not required to provide support or maintenance services to any other individuals. To avoid any interruptions, notify Riverbed support if you transfer support responsibilities to another person. Customers must provide reasonable access to necessary personnel to answer questions about any problems reported by the customer regarding a product.

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## How to Work with Riverbed Support

Customers can contact Riverbed support online or over the phone.

The preferred way is to open a case on the Riverbed support website at <https://support.riverbed.com>. An online case provides the fastest access to Riverbed support representatives. Once you create a case, your request will be routed to the appropriate person, and that person will get in touch with you as soon as possible.

Riverbed also provides phone support.

Country/Region	Toll Number	
Global Support	+1 415.247.7381	
Country/Region	Toll Free Number	Toll Number
Australia	0011.800.4.782.3822 (0011.800.4.RVBD.TAC)	1300.007.823
China	00.800.4.782.3822 (00.800.4.RVBD.TAC)	400.882.2065
Denmark	00.800.4.782.3822 (00.800.4.RVBD.TAC)	
France	00.800.4.782.3822 (00.800.4.RVBD.TAC)	
Germany	00.800.4.782.3822 (00.800.4.RVBD.TAC)	
Hong Kong	001.800.4.782.3822 (001.800.4.RVBD.TAC)	
India	000.800.001.6524	
Japan	00.800.4.782.3822 (00.800.4.RVBD.TAC)	
Malaysia	00.800.4.782.3822 (00.800.4.RVBD.TAC)	
Singapore		65.6508.7422
Thailand	001.800.4.782.3822 (001.800.4.RVBD.TAC)	
United Kingdom	00.800.4.782.3822 (00.800.4.RVBD.TAC)	
United States	1-888-RVBD-TAC (1-888-782-3822)	+1 415.247.7381
Vietnam	120.11.071	

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## Collecting Case Information

When you report a problem to Riverbed, be prepared to provide the following information:

- **Customer name and location**
- **Problem summary**—Make this description as specific as possible, such as: “Chicago SteelHead shows status ‘critical’ and does not optimize” or “London Flow Gateway is not sending information.”
- **Serial number**—SteelHead product serial numbers are in the form S120004ABCD. You can find the serial number in the Support tab of the Management Console interface, using the show info command on the command line, or physically examining the label on the appliance.

SteelCentral NetProfiler and NetShark serial numbers are in the form Z59QG040A00C. You can find the appliance serial number in the Help > About section of the user interface or by physically examining the label on the appliance.

- **Software version**—Such as RiOS 8.6.1 or SteelCentral NetProfiler 10.6.1
- **Model name**—Such as SteelHead CX1555 or SteelCentral Flow Gateway.
- **IP address information**—For a SteelHead, provide the primary and in-path interfaces.

## Defining the Problem

Be prepared to describe the problem and provide the following information:

### Problem priority

- P1 - Critical: Severe Impact to Business Operations
- P2 - High: High Impact with Disruption to Normal Business Operations
- P3 - Minor: Medium to Low Impact to Normal Business Operations
- P4 - Informational: Minor Problems, Request for Information

See “Technical Support Priority Levels and Response Goals” on page 13 for more details.

### Problem symptoms

- For example: “The SteelHead shows critical status for the last 4 days and the ‘show stats alarm’ command shows ‘bypass alarm.’”
- When the behavior first was observed and if this coincides with any other relevant activity.
- If this was a previously stable environment, explain what changed within the network or specific application prior to this behavior.

### Attempts to troubleshoot and rectify

- For example: “Tried to restart the service at 17:23 but this failed.”

### Network diagram and deployment information

- Provide information about your network design, where the Riverbed product appears, and the way it is deployed (such as in-path, out-of-path, or clustered).

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## Problem details

Provide as much information as you can about the problem. For example:

### What do these messages mean, and do they affect the performance of the appliance?

```
Jul 20 21:55:36 SH-2 sport[655]: [disk.CRIT] - {- -} Disk I/O error.
```

```
Jul 20 21:55:36 SH-2 sport[655]: [segstore/read_op.CRIT] - {- -} I/O error on segstore read
```

```
Jul 20 21:55:36 SH-2 sport[655]: [segstore.NOTICE] - {- -}Initiating shutdown.
```

```
Jul 20 21:55:36 SH-2 sport[655]: [segstore.ALERT] - {- -} HALT Disk I/O error detected in segstore. Sport will be shutdown. Restart with clean store option.
```

```
Jul 20 21:55:36 SH-2 sport[655]: [segstore/page.WARN] - {- -} read ahead failed due to potential memory deadlock
```

## Collecting Initial Troubleshooting Information

For the most up-to-date information about how to collect initial troubleshooting information for your Riverbed product, see this article in the Riverbed support knowledge base:

Collecting Initial Troubleshooting Information  
<https://supportkb.riverbed.com/support/index?page=content&id=S17193>.

## Uploading Files for Analysis

After you collect troubleshooting files, you can upload the files to existing cases through the Riverbed support website.

You can also package them as a ZIP file, provide a unique name that easily identifies them (we recommend including your support case number in the file name), and upload the files to the Riverbed support FTP Site at: <ftp://ftp.riverbed.com/incoming>.

When you open or discuss the case with support, reference the uploaded file.

For more information about uploading files, refer to this knowledge base article on the Riverbed support website: <https://supportkb.riverbed.com/support/index?page=content&id=S13970>.

## Remote Web Sessions

For many support cases, the Riverbed support engineer will ask to initiate a remote Web session. This session lets the support engineer connect to your work environment through a Web browser and experience the issues directly instead of requiring a verbal description. Most commonly, the support engineer uses the session to collect traces and examine network activity. This feature lets the Riverbed support team rapidly diagnose problems and find solutions.

Remote Web sessions are conducted through <https://riverbed.webex.com>. Work with Riverbed support to establish a session.

## Closing a Case

Upon completion of a case, the support engineer will follow up with the customer for approval before closing a case. If the engineer does not hear from customer for a period of time, they will close the case but can reopen it at any time based on a customer request.

Customers can request closing a case by adding a comment to a case from the Riverbed support website.

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## Reopening a Case

If the same problem reoccurs after a case is closed, customers can reopen the case within 30 business days or submit a new case.

You may reopen a case by sending an email to [support@riverbed.com](mailto:support@riverbed.com) or by viewing the case details online and adding a new comment to the case. A new comment changes the case status from Closed to Needs Attention and alerts the case owner.

If the case is older than 30 business days, Riverbed recommends you open a new case and reference your old case number in the description. Support management will requeue the case. If possible, the original case engineer will accept the case and follow—up with the customer, since the engineer is already familiar with the case history. If the original engineer is not available, the next available engineer will accept the case.

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## Technical Support Priority Levels and Response Goals

Riverbed works with customers to assign a priority setting to submitted problems. The priority level defines the targeted time frames for resolution goals and escalation potential. This process assists the appropriate resources within Riverbed to resolve problems quickly and efficiently according to their priority level.

All cases are prioritized according to their impact to the customer—Priority 1 (P1) through Priority 4 (P4)—with P1 being the most important and urgent. The case priority can change, being upgraded or downgraded, depending on troubleshooting progress. Riverbed uses reasonable efforts to provide the service level responses included in the following sections.

### Priority 1 - Critical

Priority 1 cases severely impact the customer's ability to conduct business. This may mean that the systems are down or not functioning and no procedural workaround exists. The objective is to get the customer back online within 24 hours and to downgrade the problem severity accordingly.

Riverbed initially responds to a Priority 1 case within one hour. Alarm notifications are sent to members of the support team if a P1 case has not been responded to after 45 minutes.

Continuous efforts are made to isolate, diagnose, and deliver a solution or repair. When the severity level has been changed to Priority 2 or Priority 3, the support team follows the appropriate guidelines.

### Priority 2 - High

Priority 2 cases are high-impact problems that disrupt the customer's operation but there is capacity to remain productive and maintain necessary business-level operations. The problem may require a fix on the customer's system prior to the next planned commercial release of the applicable Riverbed product software.

Riverbed will initially respond within four hours following receipt of a P2 case. The Riverbed support team makes continuous efforts to isolate, diagnose, and deliver a workaround or solution during normal Riverbed business hours.

### Priority 3 - Minor

Priority 3 issues are medium-to-low impact problems that involve partial loss of noncritical functionality. The problem impairs some operations but allows the customer to continue to function.

Riverbed will initially respond within eight hours following the receipt of a P3 case. Riverbed support responsive action will be reasonably appropriate to the nature of the case.

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## Priority 4 - Informational

Priority 4 issues include minor problems and all other errors. The inconvenience is slight and can be tolerated.

Riverbed will initially respond the next business day following the receipt of a P4 case during normal Riverbed business hours or within two business days for a call or

trouble report received outside of normal Riverbed business hours. Riverbed support responsive action will be reasonably appropriate to the nature of the case.

Riverbed measures its business performance and makes an effort to regularly exceed these goals.

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## Escalation Commitments

Riverbed provides systematic escalation management to customers with current support plans. The Riverbed escalation process notifies levels of management throughout the life cycle of the technical issue. This process assists the appropriate resources to resolve outstanding technical problems as efficiently as possible.

Severity	Notifications		
	Escalation Engineer	Local TAC Manager	Regional Support Director and Above
Priority 1 - Critical	Within 1 Hour	1 Hour	4 Hours
Priority 2 - High	Within 4 Hours	8 Hours	24 Hours
Priority 3 - Minor	Within 8 Hours	Weekly	—
Priority 4 - Informational	Within 24 hours	—	—

Customers can escalate a case based on the Riverbed response to their support request.

To escalate a case, email [support@riverbed.com](mailto:support@riverbed.com) or call 1-888-RVBD-TAC. A case follows this escalation path: support escalation engineer to local TAC manager to regional support director to director of support operations to VP support. Engineering, sales, and the executive team may be involved in the escalations, as needed.

There is a duty manager on call 24 hours a day, 7 days a week. At any time if a case is not escalated as needed, a customer can request to be connected to a duty manager while on a call.

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## Return Material Authorization

In some cases, you may need to return hardware to Riverbed for replacement. Before returning any hardware, contact Riverbed support. If Riverbed support verifies that the product is defective, Riverbed issues a Return Material Authorization (RMA) number and provides a return address to send the defective unit for repair or replacement. The RMA number ensures proper tracking and handling of the returned material.

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## Shipping

Riverbed cannot accept any returned product without an RMA number on the package. Customers must deliver the defective product along with the RMA number to the shipping address designated by Riverbed in issuing the RMA, as Riverbed offices are unable to accept RMA returns. If the customer ships the product on its own account or without fully complying with Riverbed's RMA procedures, the customer assumes the risk of damage or loss in transit. The customer must use the original container (or the equivalent) and may be required to pay the return shipping charge. The Riverbed support team may be able to advise customers on shipping charges based on their support plan and location.

## Asset Registration

As a best practice, Riverbed recommends that you register the installation address of each of your Riverbed assets through the Riverbed support website. Providing an up-to-date address helps streamline the repair and replacement process if you encounter any problems with the hardware. Additionally, registering the location helps Riverbed ensure the appropriate replacement parts are stocked in a nearby location for speediest replacement service.

You can view and update installation locations at:

[https://support.riverbed.com/content/support/my\\_riverbed/assets.html](https://support.riverbed.com/content/support/my_riverbed/assets.html)

## Frequently Asked RMA Questions

### How do I return the failed hardware to Riverbed?

Use the shipping materials from the original or replacement hardware (or the equivalent) to package the failed components. Include all accessories, such as power cords and bypass cards, with the shipment. Be sure to clearly identify the RMA number on the outside of the box with your returned hardware.

Customers that receive an advance replacement unit under their support plan are responsible for returning the failed hardware to Riverbed within 30 days after the replacement has been shipped.

If the defective unit is not returned within this time, Riverbed will invoice the customer for the list price of the replacement unit.

### Why doesn't the replacement unit exactly match the failed unit?

Whenever possible, replacement systems match the failed unit exactly. For speedier replacement, occasionally the replacement model may have slightly different options, but will always be of equal or superior functionality. This happens when the replacement is ordered from a supply depot with limited inventory. In these cases, the decision is made that it is more important to have a similar replacement unit shipped right away than to wait several days to get an exactly configured replacement manufactured and shipped.

If you receive a replacement unit that does not exactly match your failed unit, consider one of these options:

- If you require different power cords for your region, use the power cords from the failed unit.
- If you require a different type of network card, use the card from the failed unit. See the Network Card Installation Guide on the Riverbed support website for instructions.
- If you require a different version of the software, download the desired version from the Riverbed support website. If you do not see the version you want, contact Riverbed support for download instructions.

### Will Riverbed help install the replacement hardware?

Customers with Platinum Level Support receive onsite support for replacements. Other customers are responsible for replacing their own hardware. The Riverbed support website provides documentation about installing and configuring Riverbed appliances and related components.

### What happens to the data on the failed unit?

Hardware returned to Riverbed will be analyzed to understand the cause of the failure and, if possible, remanufactured and restored to its original state. During this process, references to your data are completely erased.

## Riverbed Support Accolades



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You can find a full list of awards on the Riverbed corporate website: <http://www.riverbed.com/about/awards/>

### Riverbed Technology

680 Folsom Street  
San Francisco, CA 94107  
Tel: +1 415 247 8800  
Fax: +1 415 247 8801  
[www.riverbed.com](http://www.riverbed.com)

### Riverbed Technology Pte. Ltd.

391 A Orchard Road,  
#22-06/10  
Ngee Ann City Tower A  
Singapore 238873  
Tel: +65 6508-7400

### Riverbed Technology Ltd.

One Thames Valley  
Wokingham Road,  
Level 2 Bracknell  
Berks RG42 1NG  
Tel: +44 (0) 1344 401900

### Riverbed Technology K.K.

6F Unosawa Tokyu Building  
1-19-15, Ebisu, Shibuya-ku  
Tokyo 150-0013, Japan  
Tel: +81 3 5423 6777

### About Riverbed

Riverbed, at more than \$1 billion in annual revenue, is the leader in application performance infrastructure, delivering the most complete platform for the hybrid enterprise to ensure applications perform as expected, data is always available when needed, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed's 26,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at [riverbed.com](http://riverbed.com).