Enterprise Support and Services User Guide

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Provides information for using NVIDIA Enterprise Support and Services. This document is intended for NVIDIA's potential and existing enterprise customers. This User Guide is a non-binding document and should be utilized to obtain information for NVIDIA Enterprise branded support and services.

1. About this User Guide

2. NVIDIA Enterprise Support Overview

2.1 - Enterprise Support

NVIDIA Enterprise Support provides support for enterprise customers of designated NVIDIA branded solutions when purchased from NVIDIA or an NVIDIA authorized reseller. Support services may include:

- Technical support for NVIDIA hardware and software solutions to customers with active support entitlements
- Access to NVIDIA expertise through the NVIDIA Enterprise Support Portal, webform, phone, or chatbot
- Access to files, knowledge base, best practices, and documents
- Access to NVIDIA License Systems
- Access to NVIDIA GPU Cloud (NGC)
- Return Material Authorization (RMA)
- Access and alerts for software updates and bug fixes

2.1.1 - Obtaining Enterprise Support

Enterprise Support entitlements may be included in your NVIDIA solution initial purchase. If entitlements are not included, NVIDIA Enterprise Support may be available for purchase from authorized NVIDIA Enterprise Partners. For more information on initial purchases, contact your authorized NVIDIA Enterprise Partner or NVIDIA sales team.

2.1.2 - Support Level Agreements

NVIDIA Enterprise Support typically provides customers with several support agreement options to meet customers' expectations and needs. Customers may purchase various

support entitlements through an authorized NPN reseller, OEM, or NVIDIA, as available for the NVIDIA solution, in the geography, and based on other factors. Excluding the limited standard warranty on NVIDIA hardware, customers are not entitled to support unless they have purchased a support contract and have an active support entitlement.

Local Business Hours are designated by the location where the NVIDIA solution is deployed.

2.2 - Enterprise Support Levels

· Enterprise Business Standard Support

· Enterprise Business Critical Support

2.2.1 - Enterprise Business Standard Support

NVIDIA's foundational support level is Enterprise Business Standard Support. It provides end-to-end enterprise support for designated NVIDIA branded solutions. The Business Standard service level is designed to deliver the best value and optimal use of NVIDIA solutions. In addition, customers may supplement this service with Value Add Services to meet their business needs. If broader and faster support is required, customers may select Enterprise Business Critical Support.

2.2.2 - Enterprise Business Critical Support

The Enterprise Business Critical Support service level is NVIDIA's premium support service level. It is designed for mission-critical deployments where a small downtime may cause a significant business impact. The Business Critical Support service provides 24x7 support and a one-hour response time for Severity Level 1 cases. The Business Critical Support service is available for designated NVIDIA offerings. For complete coverage, Enterprise Business Critical support needs to be purchased for all NVIDIA offerings being deployed with the solution.

Table 1 – NVIDIA Enterprise Support Level Agreement Coverage

		SUPPORT LEVELS	
Service Component		**Business Standard**	**Business Critical** Select Products
Technical Support Access		Local Business Hours	24x7
Severity 1 Initial Response Times		4 Business Hours	1 Hour
Severity 2 Initial Response Times		4 Business Hours	2 Hours
Severity 3 Initial Response Times		1 Business Day	4 Business Hours
Severity 4 Initial Response Times		2 Business Days	1 Business Day
Access to Customer Portal		24x7	24x7
Web		24x7	24x7
Phone		Local Business Hours	24x7
Product Coverage		Hardware / Firmware / Software / Cloud	Hardware / Firmware / Software / Cloud
NVIDIA Networking RMA and Onsite Options – Hardware Only*			
Advanced RMA	Next Business Day (NBD) Shipping	**Included**	**Included**

	4 Hours	Not Available	Option Available Select products
Onsite Engineer Arrival**	Next Business Day (NBD)	Option Available	Option Available
	4 Hours	Not Available	Option Available 24x7

NVIDIA DGX RMA and Onsite Options – Hardware Only*

Advanced RMA	Next Business Day (NBD) Delivery	**Included**	**Included**
With Onsite Engineer Arrival**	4 Hours	Not Available	Option Available 24x7
Business Critical Plus***	Labor Onsite Customer Replaceable Units (CRU)	Not Available	Option Available
	Onsite Troubleshooting for Hardware Only		
	Off Business Hour Labor Onsite by Request Only		

*Available in selected countries. Minimum volume purchase required. RMA needs to be approved before cutoff time to meet the SLA. Contact NVIDIA Sales for details.

**Onsite Engineer is dispatched once replacement part is in possession of the customer

***Arrival Times for Business Critical Plus Onsite labor may differ from Onsite Engineer

3. NVIDIA Enterprise Support Details

3.1 - Support Entitlement

Enterprise Support is validated through support entitlements. Each support entitlement has an entitlement date, a term, a start date, an end date, and a Product Activation Key (PAK ID). This information is provided to the customer by email (Figure 1), including the Entitlement Certificate (Figure 2 and Figure 3) at order fulfillment. Customers need to follow the vendor's process and allow sufficient time to receive the entitlement certificate via email. If there is an issue after completing the vendors process, customers can contact NVIDIA enterprise support. See Contacting NVIDIA Enterprise Support. Support entitlements are tied to the company and not an individual, are non-transferable, are non-assignable and may be terminated when the product is transferred to another party. It is recommended that customers register their Entitlement Certificate prior to installation.

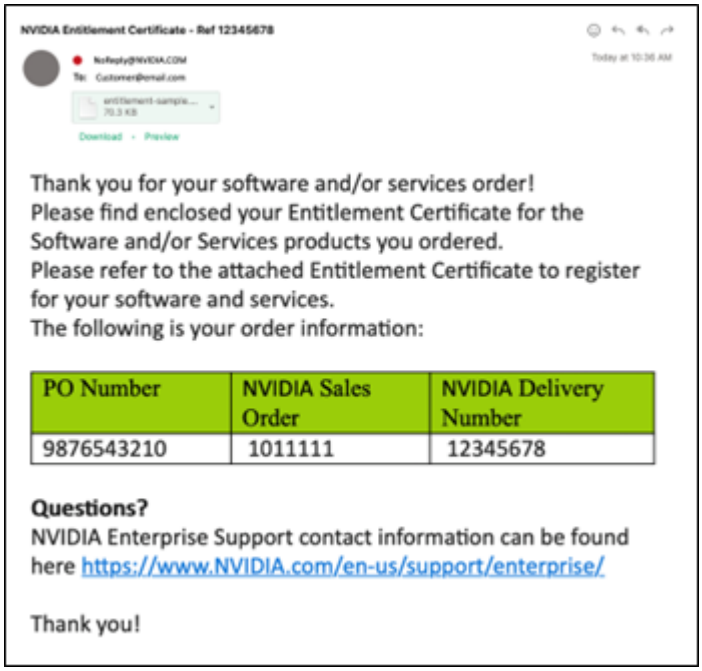
The Support Entitlement is used to:

· Verify the eligibility of the support service coverage, including service level agreements.

· Identify the account, product information, and serial number when applicable.

· Enable tracking of updates and patches for the products and license, as well as Hardware, RMA, and Software license eligibility.

Figure 1 NVIDIA Entitlement Certificate Email SAMPLE



NVIDIA Entitlement Certificate - Ref 12345678

Thank you for your software and/or services order!
Please find enclosed your Entitlement Certificate for the Software and/or Services products you ordered.
Please refer to the attached Entitlement Certificate to register for your software and services.
The following is your order information:

PO Number	NVIDIA Sales Order	NVIDIA Delivery Number
9876543210	1011111	12345678

Questions?
NVIDIA Enterprise Support contact information can be found here https://www.NVIDIA.com/en-us/support/enterprise/

Thank you!

Figure 2 Entitlement Certificate PDF Attachment

NVIDIA

NVIDIA Corporation
2788 San Tomas Expressway
SANTA CLARA CA 95051
USA

NVIDIA® Entitlement Certificate
This certificate serves as evidence that NVIDIA has entitled you for the following product(s).

End Customer (7777777)
ABC Enterprise

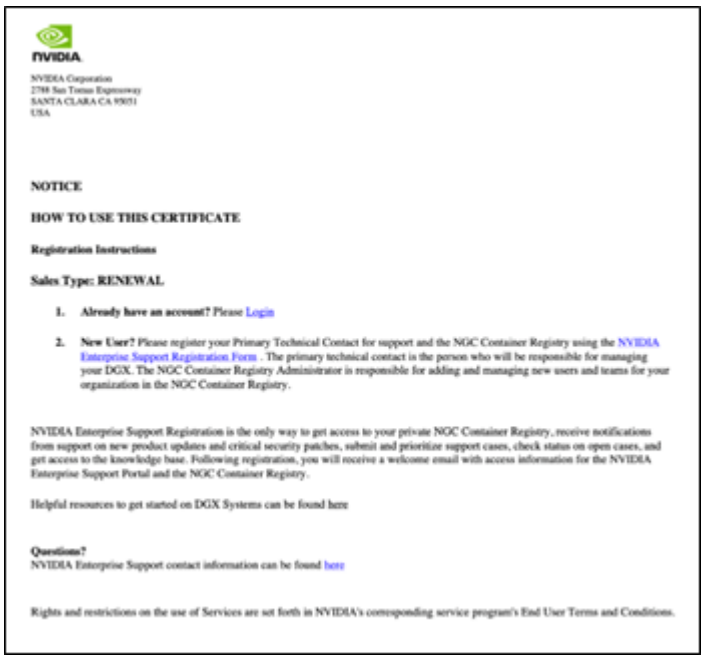
NVIDIA Delivery	12345678
Entitlement Date	01 JAN 2023
PO Number	9876543210
NVIDIA Sales Order	1011111

No	Entitlement Description	Quantity	Sales Type	Term	Start Date	End Date
1	DGX Station DL WS 4V100/256GB 32G Support	1 EA	Renewal	12 Months	01 JAN 2023	31 DEC 2023

Please follow the instructions provided in the following section to register your entitlements.

Thank you!

Figure 3 Entitlement Certificate Instructions



NVIDIA

NVIDIA Corporation
2788 San Tomas Expressway
SANTA CLARA CA 95051
USA

NOTICE

HOW TO USE THIS CERTIFICATE

Registration Instructions

Sales Type: RENEWAL

1. **Already have an account?** Please Login
2. **New User?** Please register your Primary Technical Contact for support and the NGC Container Registry using the NVIDIA Enterprise Support Registration Form . The primary technical contact is the person who will be responsible for managing your DGX. The NGC Container Registry Administrator is responsible for adding and managing new users and teams for your organization in the NGC Container Registry.

NVIDIA Enterprise Support Registration is the only way to get access to your private NGC Container Registry, receive notifications from support on new product updates and critical security patches, submit and prioritize support cases, check status on open cases, and get access to the knowledge base. Following registration, you will receive a welcome email with access information for the NVIDIA Enterprise Support Portal and the NGC Container Registry.

Helpful resources to get started on DGX Systems can be found here

Questions?
NVIDIA Enterprise Support contact information can be found here

Rights and restrictions on the use of Services are set forth in NVIDIA's corresponding service program's End User Terms and Conditions.

3.2 - Access to NVIDIA Enterprise Support

Customers may contact NVIDIA Enterprise Support through the following methods. For high-severity cases, use the Enterprise Support Portal or Phone. For tips on submitting requests, see section 6.2 Using the NVIDIA Enterprise Support Portal

Support contact information can be found on the Enterprise Support webpage

- Enterprise Support Portal **Preferred Method**
    - This is the preferred method for submitting Enterprise Support cases
    - For details on how to log in, use the portal, and create a support case, use the Quick Start Enterprise Support Guide for New Users
    - Cases can be submitted 24x7
    - Response time will be based on the entitled service level
- Phone
    - Regional and toll-free numbers are available
    - Phone support hours of availability will be based on the entitled service level
- Webform Case Submission

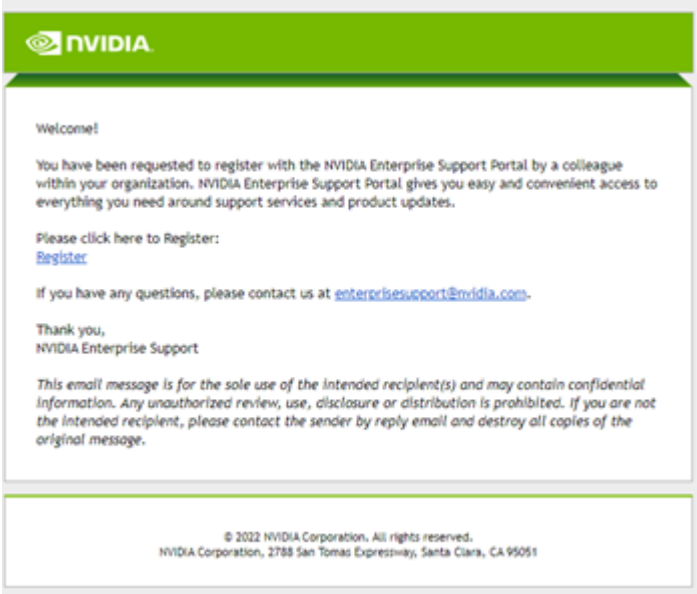
    - This method should be used for warranty submissions
    - This method may be used when customers are not able to log in to the NVIDIA Enterprise Support Portal
    - Cases can be submitted 24x7, but responses times will vary
- Networking Support Chat

    - For support requests related to NVIDIA Networking solutions only
    - Various support responses can be provided 24x7 through a chat interface found on the NVIDIA Enterprise Support Portal
    - Cases can be submitted by clicking on the case icon in the top right of the chat window 24x7, but response time will be based on the entitled service level
    - See Figure 4 for an example
- Email

    - Registers users with validated email addresses may communicate with NVIDIA Enterprise Support via email
    - Once a support case is created, customers may utilize email to communicate by selecting email to case.
    - Upon registration requests, users will receive a message with email details See Figure 5 Enterprise Support Portal Register User Request Form
    - Cases can be submitted 24x7, but response times will vary.

Figure 4 Support Chat Bot Example

Figure 5 Enterprise Support Portal Register User Request Form



3.3 - Support Case

A support case is created when contacting NVIDIA Enterprise Support through the channels listed above. A support case records the customer's request for support from the NVIDIA Enterprise Support team.

For more information on creating and reviewing cases, use the Quick Start Enterprise Support Portal Guide for New Users.

For each support case, there is an identification number called a "Case Number." This number helps NVIDIA Support and the customer track and monitor each case efficiently. Each case opened is automatically associated with the customer's account contract.

Each support case requires certain customer information. Customers can follow the steps outlined in 6.2.1 Determine the Nature of the Problem and 6.2.2 Tips for Logging a Support Case to improve responses.

3.4 - NVIDIA Enterprise Support Portal

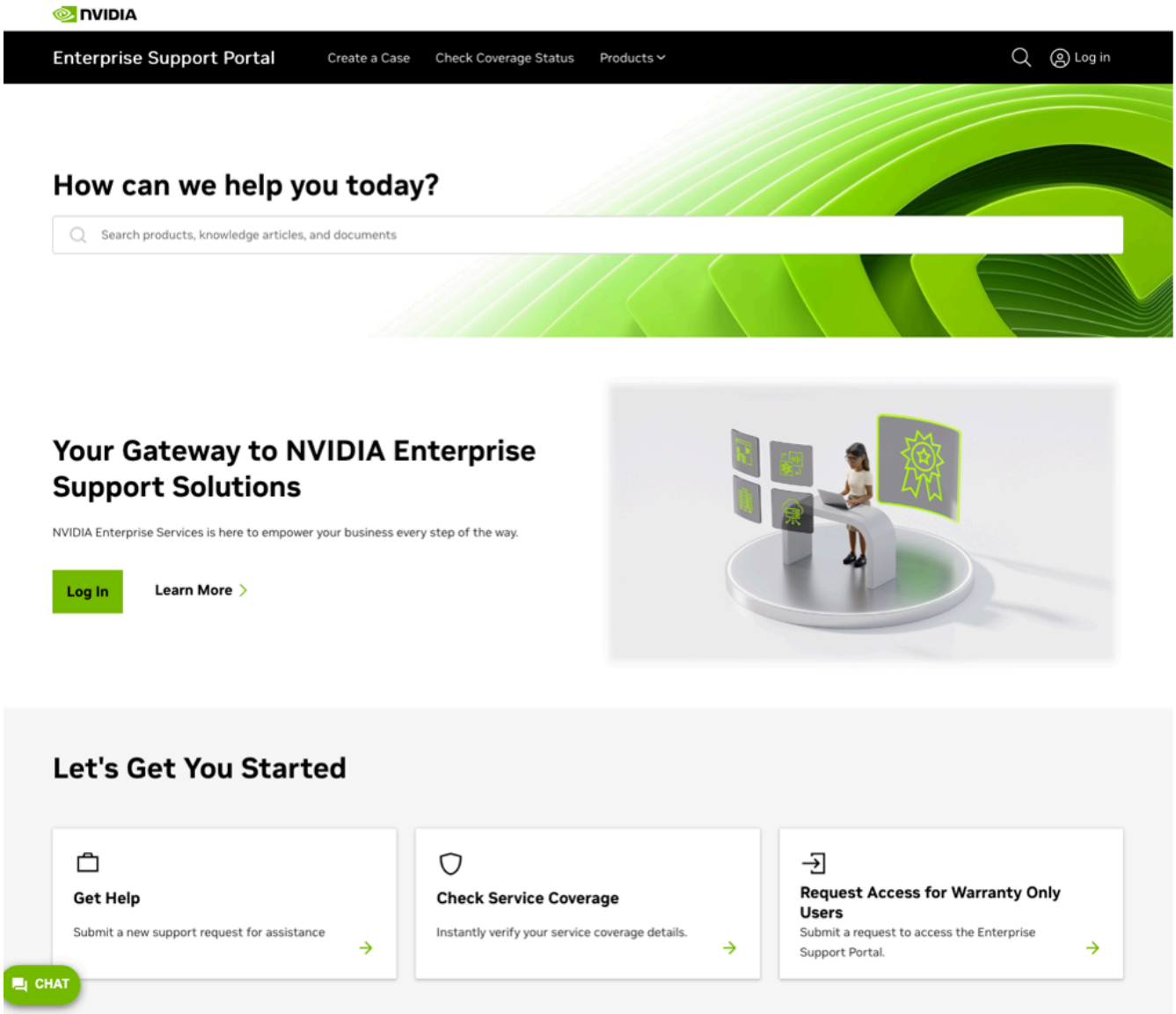
Purchasing any support entitlement allows access to the powerful NVIDIA Enterprise Support Portal.

The NVIDIA Enterprise Support Portal (Figure 6) is a comprehensive online tool to manage customer's support issues in one place and from anywhere that suits the customer. The online customer support portal provides the following benefits:

- Complete case management, including reporting support issues and tracking their progress
- A searchable knowledge database to find solutions, best practices, and worthy information
- Easy access to documentation and drivers, firmware, and software downloads
- Subscription to automatic proactive alerts when new releases are available
- RMA requests can be created and tracked

For details on using the Support Portal, use the Quick Start Enterprise Support Portal Guide for New Users.

Figure 6 Enterprise Support Portal



3.5 - Severity Levels and Support Response Times

Support response times are based on the service level entitlement, as shown in the table below.

Table 1 – Severity Level Definitions and Support Response Times

		Business Standard	Business Critical
Severity Level	**Definition**	**Initial Response Time**	**Initial Response Time**
Catastrophic Severity 1	•The situation has halted your business. •The service or critical functions are unavailable or unusable and no workarounds exist.	4 Business Hours Local Business Hours	**1 Hour 24/7**
Severe Severity 2	•The situation has impacted your business. •The service or important functions are not working as expected or require workarounds, and no procedural workaround exists.	4 Business Hours Local Business Hours	**2 Hours 24/7**
Moderate Severity 3	•Non-critical issues that is intermittent or can be addressed using workarounds, but business continues to function.	4 Business Hours Local Business Hours	4 Business Hours Local Business Hours
Minor Severity 4	•Cosmetic or other minor issues that do not cause any significant detrimental effects. •Incremental feature requests.	1 Business Day	1 Business Day

Each support case opened by the customer is assigned a severity level. In cooperation with the customer, NVIDIA Enterprise Support will determine the severity level associated with each case accordingly. For eligible support contracts, NVIDIA is committed to providing support until the issue is resolved or if useful progress can be achieved. The customer is responsible for supplying NVIDIA Support with a contact person, either on site or by pager, to assist with data gathering, testing, and implementation of solutions. The customer is also expected to request higher case severity for issues with extreme care so valid and justified resources can be allocated accordingly.

The different severity levels as defined by NVIDIA are shown in Table 2 – Severity Level Definitions and Support Response Times.

3.6 - Advanced Return Material Authorization (ARMA)

A support case must be created to initiate any request for RMA. For networking RMA requests, the customer can submit an online support RMA Request through NVIDIA Enterprise Support Portal and select RMA request.

Only after an NVIDIA Support Engineer has confirmed the support entitlement and the need for RMA through troubleshooting will an RMA be started. Once an RMA is processed, the customer will receive an RMA notification, and the progress can also be tracked in the NVIDIA Enterprise Support Portal.

RMA Service Level Agreements (SLAs) are based on NVIDIA entitlement and the hardware

product. For designated NVIDIA hardware, NVIDIA offers Value Add expedited RMA options with rapid worldwide hardware replacement to secure customers' environment uptime. See below section 4.1.4 NVIDIA Global Expedite RMA Service for a description of the various types of RMAs available.

Enterprise Support may vary by location, and when relocating entitled NVIDIA solutions, customers must notify NVIDIA Enterprise Support of changes. To meet the Next Business Day (NBD) Service Level Agreements (SLAs) for shipments, a correct address for the hardware entitlement is needed.

For ARMA, NVIDIA is responsible for shipping costs from the customer to NVIDIA and from NVIDIA to customer as long as the NVIDIA approved carrier is used and the goods are cleared for export. The customer is not charged for repairs. Equipment being return to NVIDIA must be shipped within in 10 days of the arrival of the replacement equipment.

For RMA information regarding NVIDIA Cables and Adapter covered by the Limited Warranty refer to section 5.1.9.

4. Value Add Support Services

4.1 - Technical Account Manager (TAM)

This is a Value Add Support option that can be added to existing support entitlements for designated NVIDIA offerings. For more information, see Technical Account Manager Datasheet.

A Technical Account Manager is an NVIDIA service relationship manager who understands a customer's business and works remotely to personally collaborate with staff and management.

4.2 - Onsite Customer Engineer Hardware – 4-Hour

This is a Value Add Support option that can be added to existing support entitlements or upgraded in case of Networking support services for designated NVIDIA offerings.

NVIDIA engineers are strategically located to respond to customer support calls quickly. They specialize in promptly and adequately replacing NVIDIA hardware at customer sites.

Onsite response is within four hours ("4HR"), after the diagnostic test is complete, some exceptions may apply.

Onsite support with 4HR response time is only available in certain regions. Contact local sales to find out about availability in your area.

For onsite support and services beyond hardware replacement, including debugging and analysis of software and hardware configurations, customers can contact NVIDIA Enterprise Services.

4.3 - Onsite Customer Engineer Hardware - Next Business Day

This is a Value Add Support option that can be added to existing support entitlements for designated NVIDIA Networking Solutions.

NVIDIA engineers specialize in promptly and adequately replacing NVIDIA hardware at customer sites during local business hours.

Diagnostic tests and identification of any required replacement part(s) must be completed by 3 PM local time to schedule the next business day onsite support. Diagnostic tests completed after 3 PM local time will result in replacement with two (2) business-day lead time. If the replacement part is not onsite, NVIDIA will dispatch prepared engineers as soon as the parts arrive.

For onsite support and services beyond hardware replacement, including debugging and analysis of software and hardware configurations, customers can contact NVIDIA Enterprise Services.

4.4 - Global Expedite RMA Service

This is a Value Add Support option that can be added to existing support entitlements or upgraded in the case of designated Networking support services.

NVIDIA RMA Service offers an expedited RMA option with rapid worldwide hardware replacement to secure customers' environment uptime.

With NVIDIA Global Expedite RMA Service, customers get NVIDIA’s best-in-class 24x7 Business Critical Software and Hardware Support along with replacement of faulty

hardware within 4 hours, some exceptions may apply. This enables NVIDIA customers to resume an operational state as quickly as possible, avoiding costly production disruptions and delays. This is made possible by the coverage of over 50 NVIDIA service centers in various regions, with more being added regularly across the globe.

Some services are limited by location and should be verified with NVIDIA before purchasing or moving solutions. Establishing new onsite services may require up to 8 weeks and should be confirmed before purchasing.

NVIDIA is responsible for shipping costs from the customer to NVIDIA and from NVIDIA to customer as long as the NVIDIA approved carrier is used and the goods are cleared for export. The customer is not charged for repairs. Equipment being return to NVIDIA must be shipped within in 10 days of the arrival of the replacement equipment.

4.5 - Site Reliability Engineer

This is a Value Add Support option that may be added to existing support entitlements for designated NVIDIA DGX SuperPOD solutions. For more information, see Site Reliability Engineer Datasheet.

A Site Reliability Engineer (SRE) is an NVIDIA DevOps engineer who works remotely to train customer staff to manage and maintain their NVIDIA DGX SuperPOD cluster. An NVIDIA SRE provides guidance on cluster management and offers expert insight into MLOps (Machine Learning Operations) deployment.

4.6 - Media Retention Service

This is a Value Add Support option that may be added to existing support entitlements for designated NVIDIA DGX and Networking solutions. For more information, see Media Retention Service Datasheet.

Media retention services allow customers to keep eligible components that they cannot relinquish during a return material authorization (RMA) event due to the possibility of sensitive data being kept within their system memory.

Media Retention Services for NVIDIA include:

- NVIDIA Solid State Drive Media Retention (SDMR) Service – DGX Only
- NVIDIA Comprehensive Media Retention (CMR) Service – DGX and Networking switches

4.7 - DGX Onsite Spares

This is a Value Add Support option that may be added to existing support entitlements for designated NVIDIA DGX solutions. For more information, see Onsite Spare Datasheet.

NVIDIA DGX customers may purchase DGX spares from DGX distributors and authorized DGX NVIDIA Partner Network (NPN) solution providers as available. The customer will manage the onsite spares.

5. References and Guidelines

5.1 - References to Terms and Conditions

Here are links to terms and conditions (T&C) and Scope of Coverage:

· NVIDIA Enterprise Support Policy

· Services for DGX Products - Terms and Conditions

· Networking Enterprise Support – Terms And Conditions

· HPC Compiler Support Services Supplement

· vGPU Services Supplement

· Enterprise Professional Services - Terms and Conditions

· NVIDIA Training Services – Terms and Conditions

· Base Command Manager - Scope of Support Coverage

5.2 - References to End-user License Agreements

Here are links to end-user license agreements (EULA):

· Software License Agreements

· vGPU – End-user License Agreement

· NetQ – End-user License Agreement

Each of NVIDIA's products and associated software components have term limitations on software maintenance. NVIDIA generally provides software maintenance on all generally

available (GA) latest versions and one previous version. Exceptions are addressed by specific contracts only.

5.3 - Enterprise Services Datasheets

Here are links to Enterprise Services datasheets:

· Enterprise Support and Services for NVIDIA AI Enterprise Datasheet

· Enterprise Support and Services for NVIDIA DGX Datasheet

· Enterprise Support for NVIDIA Networking Datasheet

· Enterprise Support and Services for NVIDIA Omniverse Enterprise Datasheet

· Business Premium Support Datasheet

· NVIDIA Infrastructure Services Datasheet

5.4 - Support Throughout Product Lifecycle

NVIDIA solutions will be in one of the following support states:

· Supported - NVIDIA will patch or provide upgrades to components with bugs or security vulnerabilities. NVIDIA will also address support tickets filed against supported solutions according to the SLAs of the relevant support agreement.

· Deprecated - Typically refers to a specific API or function available in NVIDIA software. NVIDIA recommends against using a deprecated function as it will be removed in a near-future update. NVIDIA will address support tickets filed against deprecated software according to the SLAs of the relevant support agreement. Deprecated software components are listed in the release notes for those components.

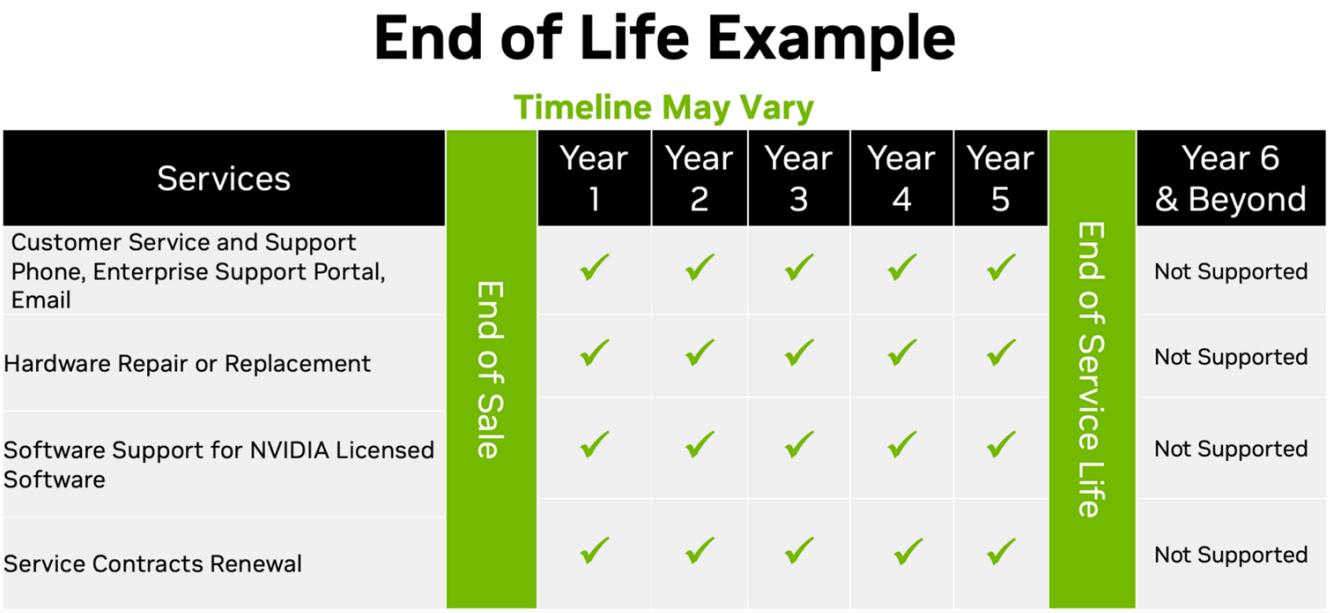
· End of Life (EOL) – The entire process that guides the final business operations associated with the NVIDIA Product Life Cycle. The EOL includes the End of Sale (EOS) and End of Service Life (EOSL). The EOL process consists of a series of technical and business

milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, improved, maintained, or supported. See Figure 7 End of Life Example Timeline

· End of Sales (EOS) - The product is no longer offered for sale after this date. The EOS is the last date to order the product through NVIDIA point-of-sale mechanisms. Note that once a product is announced as “EOS,” the typical service obligation is for NVIDIA to service that NVIDIA branded solution for five years unless noted otherwise.

· End of Service Life (EOSL) – The last day a service contract will be honored; no formal service or support is available for that product after the EOSL date. There are no support or services renewals beyond the EOSL date.

Figure 7 End of Life Example Timeline



5.5 - Software Policy

Each of NVIDIA’s products and their associated software components have term limitations on software maintenance. NVIDIA generally provides software maintenance on all GA latest versions and one previous version. Exceptions are addressed by specific contracts only.

All of NVIDIA's software has runtime requirements. Certain NVIDIA software also has certified hardware requirements. NVIDIA will support software deployed according to applicable runtime and hardware requirements. Software deployed with runtimes or hardware that does not meet the specified requirements risks not being supported.

5.6 - Networking Switch Support

NVIDIA Networking switches come with multiple "Network Operating Systems (NOS)". NVIDIA Hardware and Software Support is available for various networking switch configurations. Spectrum Switch hardware support will be provided by relevant NVIDIA Enterprise support SKUs. Linux Switch NOS is open source, we do not guarantee support and there is no SLA.

See table below for NVIDIA Switch Support offerings. For OEM product support please contact the OEM provider

Table 2

Support Product	**Networking Operating System - NOS**	**Hardware Support Included**	**NOS Software Support Included**
InfiniBand Switch – Managed with NOS	MLNX-OS / NV-OS	Yes	Yes
InfiniBand Switch – Unmanaged - Firmware only	Firmware only	Yes	Limited InfiniBand Unmanaged Switch software support is limited to the Switch Firmware

NVIDIA Spectrum Ethernet Switch	Cumulus Linux	Yes	Yes
	Onyx	Yes	Yes
	ONIE	Yes	No
	Linux Switch NOS	Yes	No* Community Only
NVIDIA Ethernet Switch with SONiC	SONiC	Yes	Limited Only for interfaces between SONiC and NVIDIA Ethernet switch hardware
Cumulus Linux Software used with non-NVIDIA Hardware**	Cumulus Linux	No	Yes

* Linux Switch NOS related questions will be directed to internal NVIDIA community support alias, which includes engineering and other Linux Switch Experts. Responses to the customer support questions are on best effort basis.

**Customers who purchase Cumulus Linux Software for use with non-NVIDIA HW need to provide proof of support when opening support cases. The proof of support can either be the PAK-ID (unique identifier) or the Entitlement Certificate. OEM Ethernet Switch with Spectrum ASIC (HPE, Lenovo, other), or non-NVIDIA Ethernet Switch based on Broadcom ASIC (support through December 2025 - see Cumulus Linux Hardware Compatibility List and Support Policy for details).

5.7 - Software Updates

NVIDIA continually enhances its products to meet production challenges. Customers should regularly update NVIDIA solutions to ensure maximum protection and performance. Updating software minimizes the possibility of encountering an issue that

has already been addressed in a previous version.

To check for available software updates including patches and upgrades, the customer can go to NVIDIA Enterprise Support Portal and the NVIDIA Licensing to check for updates.

Some NVIDIA software products may notify customers via release notes on product updates that require customers to perform an upgrade.

Some NVIDIA software products offer long-term support (LTS) for customers with use cases that require API (Application Programming Interface) and ABI (Application Binary Interface) stability over an extended period of time, in addition to support on feature bugs and security vulnerabilities. Contact your NVIDIA representative for LTS details on NVIDIA solutions.

5.8 - Enterprise Support and Services for Cloud Offerings

NVIDIA Enterprise Support and Services are available for NVIDIA cloud offerings.

· DGX Cloud

o DGX Cloud Webpage

· NVIDIA AI Enterprise through marketplace

o AWS Marketplace - NVIDIA AI Enterprise

o Google Cloud Marketplace - NVIDIA AI Enterprise

o Microsoft Azure Marketplace - NVIDIA AI Enterprise

· Omniverse Cloud

o Omniverse Cloud Webpage

5.9 - Limited Hardware Warranty – Networking Switches, Adapters, Cables, and Transceivers

A limited hardware warranty applies to NVIDIA branded networking switches, adapters, cables, and transceivers when the product does not have an active support service entitlement. This one-year limited warranty consists of factory Return Material Authorization (RMA) for the customer's hardware, and no other services. If the hardware under warranty encounters issues for which there is warranty, NVIDIA will assist the customer remotely to determine if an RMA is needed.

If NVIDIA determines the hardware needs an RMA, a Factory RMA will be issued. For Factory RMA, the customer returns the defective hardware to NVIDIA and upon receipt of hardware NVIDIA will ship the replacement hardware.

For Factory RMA under the limited hardware warranty and upon approval of RMA.

· NVIDIA will arrange and pay for shipping of defective hardware from customer to NVIDIA as long as the NVIDIA approved carrier is used and the goods are cleared for export.

· Customer will arrange and pay for shipping of replacement hardware from NVIDIA to Customer.

· The customer is not charged for repairs.

For further details, please refer to the applicable terms and conditions documents or reach out to your NVIDIA Account manager or NPN partner.

If the NVIDIA branded networking switches, adapters, cables, and transceivers under the limited hardware warranty is determined unfixable by NVIDIA within 90 days of shipment from NVIDIA, NVIDIA will process the replacement as Advanced RMA, see section 3.1.6. NVIDIA is then responsible for shipping costs from the customer to NVIDIA and from NVIDIA to customer as long as the NVIDIA approved carrier is used and the goods are cleared for export. The customer is not charged for repairs.

If the NVIDIA branded networking cables or adapters are under an active support service entitlement, and an RMA is approved, NVIDIA is responsible for shipping costs from the customer to NVIDIA and from NVIDIA to customer as long as the NVIDIA approved carrier is used and the goods are cleared for export. The customer is not charged for repairs.

To submit a support case for a limited warranty, customers can use the Webform Case Submission link as covered in Section 3.1.2 Access to NVIDIA Enterprise Support.

5.10 - Extended Warranty – ConnectX Adapters, Cables, and Transceivers

The Extended Warranty program is now limited to NVIDIA Networking ConnectX adapters, cables, and transceivers sold to Enterprise Customers. This warranty is tailored for system administrators that are self-sufficient in supporting their NVIDIA Networking ConnectX adapters, cables, and transceivers, but who would also like to augment support for hardware troubleshooting and replacement for hardware components in a timely manner. The Extended Warranty entitles customers to hardware support with Advanced RMA only. It does not include software support.

5.11 - Third Party Products

NVIDIA Enterprise Support does not include warranty, repair service, support, or any other services for third-party products, with the exception of qualified non-NVIDIA products under NVIDIA Coordinated Support Service. NVIDIA Support Services may at times act as a problem handover facilitator between the customer and the vendor to obtain the third-party service or support that the customer may be entitled to receive under their agreements with those vendors. It is the customer's responsibility to buy and pay for warranty or service contracts for third-party products. NVIDIA is not responsible for the performance of other vendors' products and services, and NVIDIA is not responsible for any service claims related to those third-party products.

5.12 - Support Coverage and Limitations

NVIDIA Enterprise Service Entitlement indicates the parameters of the services provided and the period of support coverage. When moving the physical location of NVIDIA equipment, the customers must confirm that the support entitlement and services are available at new location. Customers are responsible for moving and ensuring that equipment is in working condition at the new location. Damages incurred due to physical movement of NVIDIA equipment will not be covered by Enterprise Support.

5.13 - OEM and Consumer Support

Use the NPN Partner finder for partner and OEM (Original Equipment Manufacturer) support.

Use the Consumer Support webpage for NVIDIA Consumer Support.

5.14 - Language

All support and other services will be provided in English unless otherwise specified. All related documents will be provided in English.

6. Support Resources and Requests

6.1 - Online Enterprise Service Resources

NVIDIA Enterprise customers have direct access to NVIDIA Enterprise Support for any technical queries or issues. The customer can contact NVIDIA support through one of the methods described above in section 3.1.2. The below sections provide suggestions and tips on steps that should be taken by the customer before contacting NVIDIA Support.

6.1.1 - NVIDIA Enterprise Support Portal

The purchase of any Enterprise support entitlement allows access to the powerful NVIDIA Enterprise Support Portal.

The NVIDIA Enterprise Support Portal provides a comprehensive online tool to manage customer support issues in one place and from anywhere that suits the customer. The online customer support portal provides the following benefits:

- Complete case management, including reporting support issues and tracking their progress
- A searchable knowledge database to find solutions, best practices, and worthy information
- Easy access to documentation and drivers, firmware, and software downloads
- Subscription to automatic proactive alerts when new releases are available
- RMA requests can be created and monitored

6.1.2 - NVIDIA License Portal (NLP)

NVIDIA License System serves licenses to licensed NVIDIA Enterprise software products, including NVIDIA vGPU software. Like the legacy NVIDIA vGPU software license server, it serves licenses from a pool of floating licenses obtained from the NVIDIA Licensing Portal. It is designed to replace the legacy NVIDIA vGPU software license server, which is

approaching end of life. A user login is required to access the NLP.

- NVIDIA License System Documentation
- NVIDIA License System FAQ
- NVIDIA License System Quick Start Guide
- NVIDIA License System User Guide

6.1.3 - NVIDIA GPU Cloud (NGC)

NVIDIA NGC™ is the cloud platform offering fully managed services, including NeMo LLM and NVIDIA Riva for NLU and speech AI solutions. AI practitioners can take advantage of the NGC Private Registry for securely sharing proprietary AI software. NGC also hosts a catalog of GPU-optimized AI software, SDKs, and Jupyter Notebooks that help accelerate AI workflows and offers support through NVIDIA AI Enterprise. A user login is required to access the NGC.

- Registering and Activating a New NGC
- NGC Overview
- NGC Catalog
- Email Support

6.1.4 - Online Knowledge Base

The customer can review, read, and check for online solutions and relevant information by simply using the search bar and the "KNOWLEDGE" tab in the Enterprise Support Portal. NVIDIA Knowledge holds online solutions, FAQs, configuration procedures, common errors, advisories, troubleshooting and more. Customers should search for relevant info online to save valuable time and effort before contacting NVIDIA Support.

6.1.5 - NVIDIA Forums

NVIDIA Forums are free and open forums where customers may find technical solutions, resources, and discussions regarding NVIDIA products and related technologies. The customer may also ask questions, exchange ideas, and open discussions using the unique features and options at the forum.

6.2 - Using the NVIDIA Enterprise Support Portal

For detailed information on how to use the Enterprise Support Portal to do the following items, please see the Quick Start Enterprise Support Guide for New Users.

- Support portal registration
- Support entitlement setup
- Log in to the portal
- Reset password
- Create a support case and an RMA Case
- Review open support and RMA cases
- Close a case

6.2.1 - Determine the Nature of the Problem

It is highly recommended that each customer properly investigates their issue before submitting a case. Once the problem is determined as related to a supported NVIDIA solution, the customer should provide detailed information about the observed problem. The customer may refer to the following sample queries:

- What is the expected performance vs. the currently observed performance?
- When was the last time the solution was functioning properly?
- Were there any changes/updates in the solution recently?
- Can the observed issue/problem be reproduced?
- To what extent does the issue affect your business?

6.2.2 - Tips for Logging a Support Case

When logging a case with Technical Support, all pertinent information should be in hand to expedite case resolution. The below Technical Support Checklist can be used:

- What is the product number, serial number, entitlement, or PAK ID?
- What is the version number and service pack level?
- What messages were displayed when this situation occurred?
- Has this happened before?
- Can it be re-created?
- How long has this been going on?
- What are the operating system and patch level?
- When did this happen?
- Were there any changes before or around the time this occurred?

6.2.3 - Case and RMA Online Management

To create, monitor, and track the status of Service Requests (cases) and RMAs, the customer can log in to NVIDIA Enterprise Support Portal and check the “Cases” or "RMA" tab.

The portal allows the customer to:

- Create a Service Request and or submit a Networking RMA request
- Request a severity level when creating a case
- Upload attachments such as log files, screen captures, and network diagrams
- Update requests with comments
- Receive proactive email notifications on open service requests
- Change email settings and update account information in tickets
- Track the status of service requests / RMAs
- View details for a specific service request by clicking on it
- See comments added by Support or add information that may help resolve the issue

6.2.4 - Remote Support Assistance

With the customer's permission, NVIDIA engineers may also open a remote console connection to view the customer's desktop and work directly, in cooperation with the customer, to resolve the issue.

6.2.5 - Resolving a Case

When reaching out, NVIDIA Enterprise Support will verify the customer support entitlement and coverage, case details, and priority. Resolving a case during the initial call/email will not always be possible. Additional information and tests may be required to handle and address the issue. NVIDIA Support may require additional expertise to resolve the customer's case and may transfer the case to an engineer that specializes in the specific product.

6.2.6 - Escalating an Existing Case

If an escalation needs to be processed immediately, please call NVIDIA Support on the phone for prompt attention, or if a phone call is not possible, please submit a new case and provide the following information:

- Reference the escalated case number
- Describe the new business impact

Severity 1 Catastrophic escalations should be reserved for outages of production solutions.

If the business impact of a situation changes, the customer should request the

corresponding severity change via a case update in the Enterprise Support Portal.

If customers are not completely satisfied with the progress on resolving support requests, they may call our Enterprise Support Line, or contact their NVIDIA Account Manager.

6.2.7 - Closing a Case

A case may be resolved and closed by the following actions:

- The resolution is provided by NVIDIA Support, including (but not limited to) a workaround, fix, or other response to the issue. NVIDIA does not commit to a specific resolution.
- The customer informs NVIDIA Support that the case is no longer an issue
- The customer and NVIDIA Support agree that the issue is a result of a problem that cannot be isolated or is related to third-party products
- Repeated unanswered attempts for status queries by NVIDIA Support

6.2.8 - Customer Satisfaction Survey

Upon closing a case, the customer will receive a customer satisfaction survey from NVIDIA. The request for the web-based survey will be delivered via an email invitation. The information in the survey is confidential and is used only for serviceability improvements and to ensure that the customer is satisfied with the service they received.

6.3 - Service Request Handling Process

Escalation Process

Service Request escalation policy is a series of guidelines designed to resolve critical-impact service situations classified as having the highest degree of "urgency" as viewed by the customer entitled to that level of support. The guidelines for S1 are followed by NVIDIA Field Sales, Support and Product Engineering, to resolve the customer's case efficiently, effectively, and promptly. For steps on escalating existing cases, see section 6.2.6.

Figure 8 -Service Handling Process

Service Handling Process (1397x777, AR: 1.80)

7. NVIDIA Support Contract Renewal

NVIDIA Support Contract Renewal

Upon purchasing NVIDIA solutions, the customer may choose the service and support contract they find suitable for their needs, or in some cases, designated services are mandatory for a period of time. Each contract has an expiration date as indicated in the entitlement or the contract terms and conditions.

Renewing the support contract ensures the protection of the customer's investment and continued access to software releases and technical support. The customer may consider upgrading their contract to get the most from NVIDIA services and support.

The customer must ensure that their contact details are correct for NVIDIA to notify the customer 90 days before the contract expiration date.

7.1 Renew Enterprise Support Contract

To renew an Enterprise Support contract, follow either of these options:

1. Email information to the support renewals contract team
    1. Networking solutions Networking-contracts@nvidia.com
    2. GPU, Software, and Compute solutions RenewalSales@nvidia.com
2. Contact an NVIDIA Reseller or use the Partner Locator to find an OEM Partner

7.2 Important Notes about Contract Renewal

- The customer must provide a purchase order (PO) to their NVIDIA Reseller or OEM Partner upon each renewal/upgrade contract request
- At the end of a contract, the customer can upgrade by contacting the NVIDIA Renewal team

    - It is recommended to renew contracts at least three to four weeks before expiration to ensure continuous access to support and updates
    - Renewal contracts are a minimum of one year
- If the contract expires without renewal, the customer may no longer have access to the Enterprise Support Portal, software downloads, security updates, and customer support
- Contracts renewed after expiration will be backdated to the expiration date of the last service period
- If the customer has multiple support contracts with different support expiration dates, the customer may renew the support contracts for all the products so that all the products will have the same support expiration date

For any other queries related to a customer's existing contract, the customer can contact the NVIDIA Contracts department directly at

- Networking-contracts@nvidia.com for Networking solutions
- RenewalSales@nvidia.com for GPU, Software, and Compute solutions

8. NVIDIA Enterprise Services

8.1 - Infrastructure and Advisory Services

NVIDIA Infrastructure and Advisory Services enable the customer to focus on their core business while NVIDIA does the heavy lifting. These Services are available for all NVIDIA Enterprise Solutions and delivered onsite and remotely. These services are available in most regions. These services improve the customer's system performance, saving the customer valuable time and money overall and increasing the customer's ROI.

With a wide range of data center infrastructure and AI data science workload knowledge and experience, the NVIDIA Infrastructure Specialist (NVIS) team provides custom solutions to maximize product performance and reduce costs and time to production.

NVIDIA offers services for every stage of the customer's journey. These services include the following:

· Best practices for AI, Professional Visualization, HPC, and infrastructure

· Benchmarking and performance tuning optimizations

· Fabric management configuration and validation assistance

For more information on all Infrastructure and Advisory Services purchases, contact your authorized NVIDIA Enterprise Partner or NVIDIA sales team.

8.1.1 - Data Center Installation and Deployment

NVIDIA Data Center installation and deployment services help customers with hardware integration and software configuration of designated NVIDIA solutions before, during and after deploying equipment in their data center.

NVIDIA Professional Services are flexible and can be tailored to the customer’s needs. Customers can save money and reduce the time-to-production by working with NVIDIA experts who use best practices, advanced tools, and experience. NVIDIA Professional Services works hand-by-hand with NVIDIA local partners.

NVIDIA Professional Services deliver:

- Pre-deployment design review
- Infrastructure physical installation
- System logical configuration
- End-to-end project management
- Deployment risk assessment
- Benchmark running
- Performance tuning
- Post-deployment services including data center maintenance, periodical health checks, official system validation and more

8.2 - Education Services

NVIDIA offers high-quality technical training to ensure customers' IT organizations are fully prepared to leverage their investment in NVIDIA solutions. Education Services cover topics such as installation, deployment, optimization, management, troubleshooting. It is offered in a variety of formats including instructor-led workshops, both virtual and in-person, and self-paced courses. View complete list of course on NVIDIA Academy.

NVIDIA offers proctored certifications exams accompanied by validated digital badges to recognize and reward knowledge and skills in areas such as InfiniBand or AI.

To learn more, please visit the NVIDIA Academy.

9. Appendix

9.1 - Document History

Version

Version	Date	Authors	Description of Change
1.1	6-26-23	Neal Armstrong	Updated various sections. Added new sections for datasheets, networking switch support, NVIDIA cloud offerings, and DGX Cloud Kickstart.
1.2	9-29-23	Neal Armstrong	Updated RMA details, Revised DGX Business Critical details, revised Professional Services sections, added End of Life Figure
1.3	12-15-23	Neal Armstrong	Added Networking Support Terms and Conditions. Updated links for DGX. Clarified Factory RMA definition. Updated switch support table.
1.4	3-12-25	Neal Armstrong	Updated links

9.2 - Abbreviations and Terms

Abbreviation/Term	Meaning/Definition
24x7	24 hours a day, seven days a week, 365 days a year.
4HR	Onsite response or delivery within four hours

ARMA	Advanced Return Materials Authorization
DOA	Dead On Arrival
EOL	End of Life
EOS	End of Sale
EOSL	End of Service Life
ESP	NVIDIA Enterprise Support Portal
EULA	End User License Agreement
GA	General Availability
MLOps	Machine Learning Operations
NBD	Next Business Day
NGC	NVIDIA GPU Cloud
NLP	NVIDIA License Portal
NVD	U.S. National Vulnerability Database. See also CVE.
PO	Purchase Order
PSIRT	NVIDIA Product Security Incident Response Team
RMA	Return Materials Authorization
SLA	Support Level Agreement

SR	Service Request
SRE	Site Reliability Engineer
TAM	Technical Account Manager

9.3 - Related Documentation and References

For additional information, see the following documents and references:

- NVIDIA Enterprise Service and Support
- NVIDIA Enterprise Support Portal
- Enterprise Support Guide for New Users
- Enterprise Support Website
- Enterprise Support Phone Numbers
- NVIDIA Dev Forums
- NVIDIA Consumer Support – NVIDIA Shield, GeForce, GeForce NOW
- NVIDIA Academy
- Partner Locator
- NVIDIA Security

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