



# ScaleCare Support FAQ

## Introduction

Our customers receive the #bestever support from Scale Computing, but what is ScaleCare Support all about? When you aren't sure, just ask. These are some of the most frequently asked questions about HC3 and support. We've got nothing to hide, just the best customer support you may not have been aware of!

## Categories

[General](#)

[Self-Help](#)

[Installation/Professional Services](#)

[Failures/Replacements](#)

## General

**Q: Is Support available 24/7/365? What's the best way to contact Support during standard hours and after standard hours?**

**A:** Yes! ScaleCare support is available by phone 24/7/365 for critical issues at 1-877-SCALE-59 (877-722-5359) in the US and (UK) +44 0808 234 0699 in Europe. Live chat, email support, and general phone support are handled Monday through Friday from 8 AM to 8 PM EDST. Phone support is always recommended for the fastest response on priority issues and the only response after standard Support hours.

**Q: What is the Scale Computing Portal? How do I access it and/or use it for Support?**

**A:** The [Scale Computing Portal](#) is your one stop for support cases, documentation, account assets, and more. There is a Customer and Partner Portal, so ensure you're selecting the right one when you log in. You must also be an official Scale Customer or Partner for access. There is a "New User?" option if you require an account.

**Q: How does Support access my HC3 system for troubleshooting?**

**A:** In order to provide near real-time support for customers on HC3, Scale Computing ScaleCare Support Engineers will sometimes provide a code and ask for a "tunnel" to be opened for support access. This code is always unique and establishes a secure connection outbound from the HC3 appliance to the Remote Support server. Access to the Remote Support server is secured by several password-protected public and private keys for each ScaleCare Support Engineer.

In the HC3 web interface the unique code can be entered to provide access to the HC3 node. Only a single code can be open at a time for each node. This code establishes an outbound SSH connection from the HC3 system to the Remote Support server using 256-bit AES encryption.

There are no inbound connections established from the Remote Support server to the HC3 system, and each node has a firewall that specifically prevents inbound SSH access. The connection to the Remote Support server can be closed at any time from the HC3 web interface and ScaleCare Support access will be disabled to the HC3 system.

**Q: If the product works so well, what does your Support team do all day?**

**A:** In reality our team of dedicated engineers works hard to ensure that our customers have the best support experience on every call; it is part of our #bestever mindset. It is not a goal but a requirement that every experience a customer has with our support team is the best they have ever had.

We spend quite a bit of our time working with customers on their on-boarding installation and services engagements to make sure that the setup process of a new HC3 system is as easy and painless as possible. Our professional services are a key part of our support and we work to make those the #bestever like everything else.

When we are not working for our customers we also try to promote education and help our engineers gain new knowledge in areas that help them improve their own technical and leadership skills as well as help our customers have a great experience with our team of experts.

We also like to play video games. We compete for a trophy, a champion wrestling belt, by challenging the current champion belt-holder in a fighting/racing/shooting video game. It's pretty serious stuff. Pretty fun too.

## Self-Help

**Q: Where do I find Support documentation and/or best practices?**

**A:** You can find white papers on [www.scalecomputing.com](http://www.scalecomputing.com) [here](#) and technical documentation [here](#). You can also find a little bit of everything by logging into the [Scale Computing Portal](#) and searching under the Support > Knowledge library. The left hand search link in the Portal also searches the Knowledge library for your convenience.

**Q: Is there any sort of forum for self-help with Support or other customers?**

**A:** Sure is! You can find us on [Spiceworks](#) and [Mangolassi](#) if you're looking for a non-biased opinion from real customers and users. We're very active in answering prospective and current customer questions. You can also find us at Scale Computing on [Youtube](#) (including some How-To videos), [LinkedIn](#), [Facebook](#), and [Twitter](#).

## Installation/Professional Services

**Q: How do I install my new HC3 system or node?**

**A:** A ScaleCare Remote Installation is included with the purchase of every node. In order to make the process as simple as possible we provide a planning form and call to ensure there will be no issues during the installation. You can complete your environment form and schedule your pre-installation call by logging into the customer portal and selecting Installations under the Support tab. Once your pre-installation call is complete you can then schedule your Installation call itself where a ScaleCare Installations Specialist will walk you through the entire process of setting up your system for first time use.

**Q: Does Scale Computing offer any Professional Services for help with my new HC3 system?**

**A:** Of course! We're happy to help with almost any aspect of your new HC3 system installation to help you get your new system off the ground quickly and knowledgeably. Contact your Scale Computing sales representative today to discuss our offerings that include options like the HC3 ScaleCare Network Configuration for assistance in optimizing your HC3 network, the HC3 ScaleCare Migration for moving existing physical and virtual machines to HC3, the HC3 ScaleCare Remote Failover disaster recovery solution as part of a complete HC3 implementation, or even the Premium Installation Service which includes everything needed for onboarding including the ScaleCare Network Configuration, ScaleCare Migration, and 4 hours of advanced training to become an HC3 expert.

## Failures/Replacements

**Q:** What do I do if I have a drive / NIC / node / RAM / CPU failure?

**A:** Due to the automated healing function of the HC3 system any hardware failure is considered a trivial matter. For example, in the event of a drive failure data will be automatically re-mirrored throughout the system to ensure high availability of all data and the failed disk “removed” from the software layers until the replacement drive is hot swapped physically.

In the event of any type of hardware failure you simply contact ScaleCare Support and an engineer will quickly assist you in shipping you a replacement part or chassis which can be hot swapped without causing any downtime.

**Q:** What kind of shipping is available for new parts? Is there any additional cost? Does anyone come onsite?

**A:** All replacements are included for the duration of your ScaleCare Support contract per the ScaleCare Support Terms and Conditions at no additional cost to you. Replacements are shipped for next business day delivery whenever possible and do not include onsite support as the HC3 system is designed for simplicity and to continue normal operations even with an entire node offline. All replacements are hot swappable in the system and should not require any VM downtime.



Corporate Headquarters  
525 S. Meridian Street  
Indianapolis, IN 46225  
P. +1 317-856-9959

[www.scalecomputing.com](http://www.scalecomputing.com)

West Coast Office  
360 Ritch Street  
Suite 300  
San Francisco, CA 94107

1-877-SCALE-59 (877-722-5359)

EMEA Office  
Saunders House  
52-53 The Mall  
London  
W5 3TA  
United Kingdom