Hortonworks Partnerworks Guide

Policies and Processes for
Hortonworks Partner Support Offerings

January 2016

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Introduction

Hortonworks Partnerworks Support is designed to support our partner's R&D activities related to the integration of a partner's offering with the Hortonworks Data Platform (HDP) and/or Hortonworks Data Flow (HDF). A dedicated team of Partner Solution Engineers with deep expertise in HDP and HDF provides Partnerworks Support. **Partnerworks Support is only available in connection with a partner's R&D activities and does not cover usage of HDP or HDF by our partners in a production environment.** In the event that a partner is also a customer, cases related to production usage of HDP and/or HDF will be handled via Hortonworks Support (not Partnerworks Support).

This document outlines the Hortonworks Partnerworks Support offering, defines importance levels (used to prioritize issues), and provides information on how to contact support and the rules of engagement between Hortonworks and our partners.

Hortonworks Partnerworks Support Offering

Hortonworks Partnerworks Support includes:

- Troubleshooting of specific issues: defects, errors and unexpected behaviors experienced in a R&D environment
    - These issues are generally related to: Installations, configurations, job execution, cluster administration, HDP upgrades, or performance issues.
- Application Development - Specific 'how to' guidance with application development and support of API's for applications that interface with HDP and/or HDF.
    - Support does not include advice on modifying any underlying Hadoop source code.
    - Note: The partner owns the application code, Partner Support's role is to assist with specific application development questions.

Hortonworks Partnerworks Support Details

Hortonworks Partner Support	
Term	1 Year
Named Support Contacts	There are a limited number of Named Support Contacts based on Partner Tier (as defined in Hortonworks Partnerworks Program Guide).
Support Incidents	There are a limited number of Support Incidents that can be raised based on Partner Tier (as defined in Hortonworks Partnerworks Program Guide).
Availability & Response Times	
Access	Web Only
Hours of Support[1]	Business Hours
Initial Response Time[2]	2 Business Day
Support Services Provided	
Hortonworks SmartSense	Yes
Advanced Knowledgebase	Yes
Customer Support Portal	Yes
Access to Upgrades, Updates and Patches	Yes
Diagnosis of Installation & Configuration Issues	Yes
Diagnosis of Cluster Management Issues	Yes
Diagnosis of Performance Issues	Yes
Diagnosis of Data Loading, Processing, and Query Issues	Yes
Application Development Advice	Yes
Hortonworks University Self-Paced Learning	
Learning Library[3]	Yes

[1] 8am to 5pm Monday – Friday PST, excluding Hortonworks holidays

[2] Hortonworks will use commercially reasonable efforts to provide an initial response to issues during this timeframe.

[3] Access to these libraries requires self-registration at Hortonworks University.

The following HDP & HDF components are covered under Hortonworks Partnerworks Support:

Components	Partner Support
Apache Hadoop in HDP (HDFS, YARN, MapReduce)	•
Apache Tez in HDP	•
Apache Hive in HDP	•
Apache Pig in HDP	•
Apache Sqoop in HDP	•
Apache Flume in HDP	•
Apache Mahout in HDP	•
Apache Ambari in HDP	•
Apache Oozie in HDP	•
Apache Falcon in HDP	•
Apache Knox in HDP	•
Apache HBase in HDP	•
Apache Phoenix in HDP	•
Apache Accumulo in HDP	•
Apache Atlas in HDP	•
Apache Storm in HDP	•
Apache Ranger in HDP	•
Apache Spark in HDP	•
Apache Kafka in HDP	•
Cloudbreak in HDP	•
Apache Solr in HDP	•
Apache NiFi (HDF)	•

Importance Definitions

Upon receipt of a properly submitted case, Hortonworks will prioritize the case in accordance with its importance (as indicated in the <<Importance>> field in the case). The following guidelines should be used to populate the <<Importance>> field in the case:

High	The issue impacts Product Release/Enablement that is due within the next two (2) months.
Medium	The issue impacts Product Release/Enablement due within the next six (6) months.
Low	The issue relates to advanced research in connection with a yet unknown release date.

Contacting Hortonworks Partnerworks Support

- All partners must submit cases at Hortonworks' support portal:
  https://support.hortonworks.com

Partner Support Designated Contacts

Designated contacts are the people authorized to contact the Hortonworks Partnerworks Support team with questions and issues. Your team determines these designated contacts. This arrangement helps to ensure that only people you authorize can request support or make modifications to your Hortonworks Data Platform or Hortonworks DataFlow environments.

The designated contacts should be individuals who are knowledgeable about your HDP and/or HDF environment as they will be the ones logging support cases. They must also be readily accessible to the Hortonworks Partnerworks Support team for questions and to assist in the resolution process.

It is highly encouraged that each designated contact participates in the training that is available to partners via Hortonworks University.

Adding or Changing Partner Support Designated Contacts

If you need to add, remove, or change your designated contact(s), please log an S4 severity level case titled "Support Contact Add/Drop/Change" via the Hortonworks Support Portal and provide the following information:

- The First Name, Last Name, Telephone Number and Email Address for each contact
- Specify whether the contact is to be added or removed from the list of designated contacts

The number of designated contacts that you are allowed to specify is limited and depends upon your Partner Tier as outlined in the Hortonworks Partnerworks Program Guide.

Submitting Support Cases

Information Required When Logging a Case

- **Product Type:**
  - Select the product that you are reporting an incident for (HDP or HDF)
- **Deployment Phase:**
  - Development -- independent of your choice in this field, all cases related to Partner Support are treated as "Development".
- **HDP Stack Version: (HDP only)**
  - HDP version of the cluster you are reporting on
- **Ambari Version: (HDP Only)**

- o   Ambari version installed on the cluster you are reporting on
- **Operating System:**
    - o   The operating system on which your HDP or HDF installation is installed
- **Importance**:
    - o   See Importance Level Definitions above
- **Product Component: (HDP Only)**
    - o   Product Component in which the issue is occurring (Hive, Storm, HDFS, etc.)
- **Problem Type:**
    - o   The type of issue that you are reporting (Installation, Configuration, Cluster Management, Job Execution, Upgrade, Performance, etc.)
- **Problem Statement/Question:**
    - o   A short statement of your problem or question
- **Problem Details:**
    - o   **Summary:** Describe the problem or issue, including any error messages you received, where the error is occurring (server or client side), and any URLs you used when you received the error. Also attach any relevant screenshots, log files, or configuration files associated with the error message.
    - o   **History:** When was the issue first seen?
    - o   **Frequency:** How often does this issue occur, and under what conditions?
    - o   **Reproducibility**: Can the issue be reliably reproduced under those conditions or does it occur randomly?
    - o   **Workarounds:** Are there any actions known to resolve the issue? (Ex: restarting Daemons, remounting the FS, etc.)
    - o   **Impact**: Describe how this issue impacts your development schedule
    - o   **Logs and Application code**: Provide any output or debug logs to illustrate error codes. Are there specific jobs running that cause the issue? Can that code be submitted as part of the support case?
    - o   **Problem Reproduction**: Are you able to reproduce? If so, please provide the steps to reproduce the issue.

- **System Environment (please provide as much of the following information as possible):**
    - o   **Hardware Configuration**: Include all hardware servers or appliances within your environment.
        - ▪   CPU, RAM, hard drives, NICs, etc.
    - o   **Operating System Configurations**: Include all information regarding disk configurations, volume configurations, etc.
        - ▪   Distribution, kernel, patches
    - o   **Rack Specifics**
        - ▪   Switches and configuration
        - ▪   Type and number of units within the rack
        - ▪   Ambient conditions
        - ▪   Power
    - o   **Hadoop Configuration Files**
    - o   **Cluster Size**
    - o   **Geographic Locations of Clusters**
    - o   **Dependencies Between Clusters**
    - o   **Software Configuration**: Include all software applications within your environment
    - o   **Network Configuration**:
        - ▪   Switches and rack-to-rack throughput
        - ▪   Gateways to-and-from the cluster
        - ▪   Physical distribution
        - ▪   Security/Authority/Cert Services

- Name/Directory Services
- Proxies
- Firewalls / Routers
- VLANs
- All non-Hadoop services / protocols / traffic
  - o **Storage Configuration**: Include all storage devices within your environment: JBOD/SAN/RAID controller model/firmware revisions, RAID set size, RAID stripe size.
  - o **Storage Utilization**: What percentage (%) of Hortonworks storage is currently under use?
  - o **Third-Party Systems**: Include any third-party or hosted systems in use, along with a detailed description of each such system.
  - o **Virtualization Spec**
    - Host cluster and / or grid configuration
    - VM hypervisor config
  - o **HDP Modules:** Include which HDP modules are currently implemented and the systems that interconnect with them

Problem Resolution

Hortonworks will work to resolve your problem consistent with the service levels (response times, etc.) set forth above. Once the problem is resolved, Hortonworks will contact you for to confirm problem resolution. Hortonworks will provide you the following information during the final communication prior to closing a case:

- Root cause
- Resolution
- Recommendation for preventive action (if applicable)

Case Closure

Hortonworks will work to ensure that the partner agrees that the problem is resolved prior to the closure of a case.

- If resolution is provided to the partner and a response from the partner is not obtained after three (3) attempts to contact the partner, the case can be closed.

- If there is no response from partner after extended periods of time, Hortonworks will attempt to reach out to partner at least three (3) times before the case will be closed.

Environments

You also have the ability to create and update an environment record for each of your **HDP Clusters**.   Simply go to the Hortonworks Support Portal and click on the <<Environments>> tab and create an environment record for each of your clusters.

- Update your environment records as you modify or update your clusters.
- Adding the relevant environment when submitting your case will assist us in troubleshooting your issues. This will avoid recurring questions from Hortonworks regarding your environments and will reduce the amount of information you need to provide when you log each support case.

SmartSense®

Hortonworks SmartSense® provides a collection of tools and services to proactively solve common problems and, when issues occur, quickly help resolve them. SmartSense allow users to quickly capture cluster diagnostic information into a single bundle—both for support case

resolution, and as input to a hosted analytical service that produces recommendations to improve cluster performance, security and availability.

SmartSense is available to all Hortonworks Preferred Partners at no additional charge. It is available from the <<Tools>> tab of the Hortonworks Support Portal. To use SmartSense, the partner must download SmartSense via the Support Portal and accept the license agreement that applies to its use (this is a separate agreement from your support agreement with Hortonworks).

SmartSense captures come in two forms: SmartSense Analysis and Support Case Troubleshooting. Each capture includes configuration information for the OS and all installed services, as well as JMX metrics from our master services. The Support Case Troubleshooting capture contains log files for all of our services. The log files that are collected are the .log,.log.1, and .out files for each service.

On average, the SmartSense Analysis service produces fifteen (15) highly impactful recommendations for a typical cluster. These recommendations help customers adhere to current best practices and get ahead of common problems brought on by cluster growth or changes in use.

Learn more about SmartSense® here: http://hortonworks.com/support/smart-sense/