

**Hitachi Vantara**

# Support Website Portal Guide

## Step 1

### Get Acquainted

Get acquainted with the new Support Connect Portal.  
Learn about the layout, key features, and how to navigate your dashboard and services.

Visit the Home Page

Understand the Site Navigation

Use the Search Feature

Set Up Subscriptions

## Step 2

### Own Your Experience

Take ownership of your portal experience

My Sites

My Products

My Cases

Portal Cases

## Step 3

### Drive and Grow

Drive efficiency and grow with Support Connect as a dedicated tool for

Downloads

Training

Community

Leave us Feedback


### Step 1: Get Acquainted

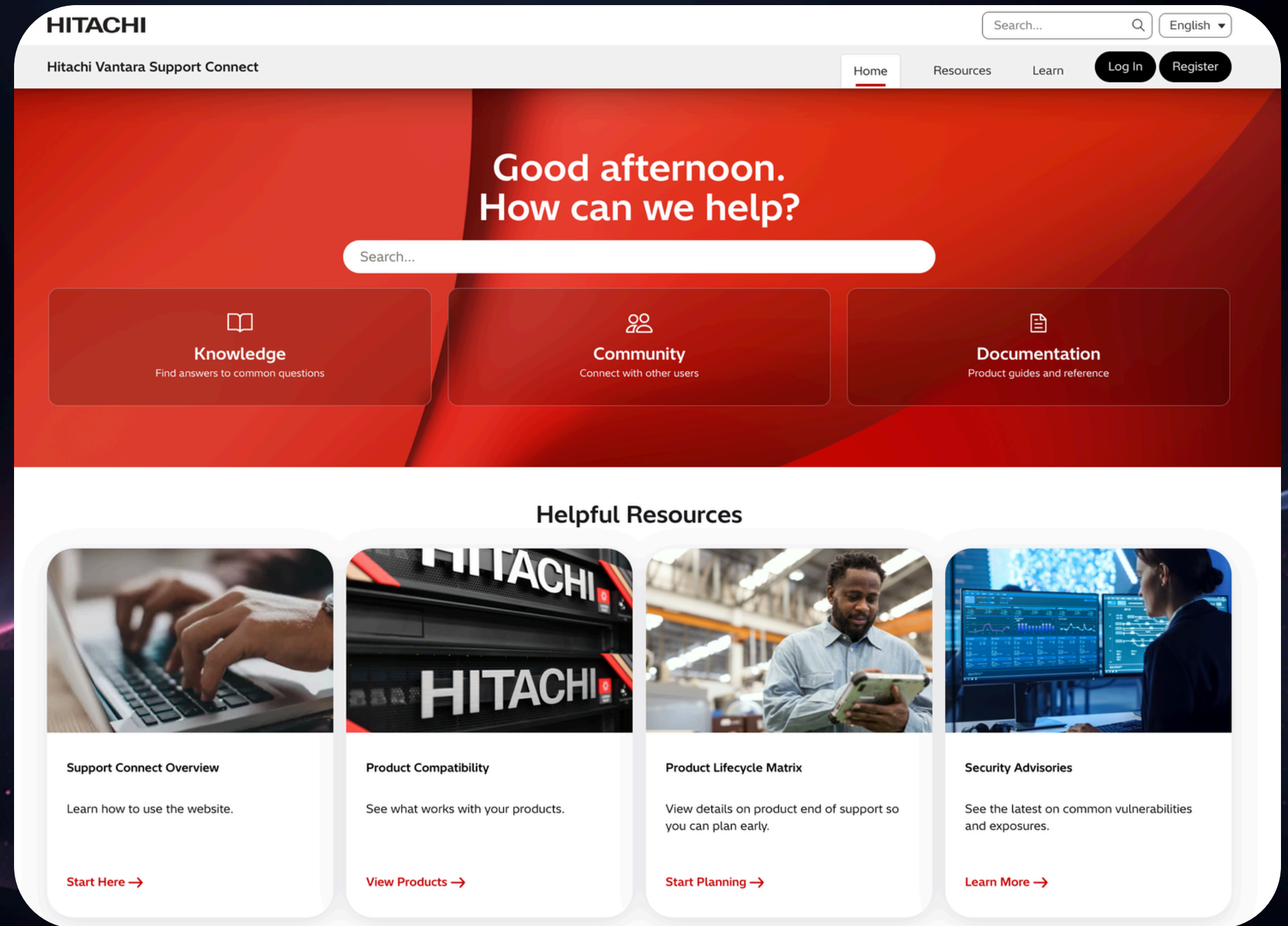
# VISIT THE HOME PAGE

Learn how to navigate the Home Page of the Support Connect Portal. Explore the layout, key sections, and quick-access features available from your dashboard.

#### What you'll find on the Home Page:

- Search bar for quick access to support topics
- Knowledge, Community, and Documentation hubs
- Helpful Resources with guides on Support Connect Overview, Product Compatibility, Product Lifecycle Matrix, and Security Advisories

 **Tip:** Log in to **Support Connect** see content tailored to your products and role.



## Step 1: Get Acquainted

# UNDERSTAND THE SITE NAVIGATION

Learn how to use the site navigation to quickly find what you need. Understand the menu structure, breadcrumbs, and shortcuts available throughout the portal.

### Key navigation features:

- Top menu bar with Home, MyAccount, Resources and Learn
- Breadcrumb trail to track your location in the portal
- Quick-access links to Knowledge, Community, Documentation, and Downloads
- Language selector for multilingual support

The screenshot displays the Hitachi Vantara Support Connect website. At the top, the Hitachi logo is on the left, and a search bar and language selector (English) are on the right. Below the logo, the text 'Hitachi Vantara Support Connect' is visible. A navigation bar includes links for 'Home', 'My Account', 'Resources', and 'Learn'. The main content area features a large red banner with the text 'Good morning, Customer. How can we help?' and a search bar. Below the banner are four quick-access buttons: 'Knowledge' (Find answers to common questions), 'Community' (Connect with other users), 'Documentation' (Product guides and reference), and 'Downloads' (Get the latest software). The 'Technical Bulletin' section lists five items: three alerts and two tech tips, each with a date and time. The 'Learning and Training' section shows 'Training in progress' and a 'View All Trainings' link.

**HITACHI** Search... English

Hitachi Vantara Support Connect Home My Account Resources Learn

Good morning, Customer. How can we help?

Search...

**Knowledge**  
Find answers to common questions

**Community**  
Connect with other users

**Documentation**  
Product guides and reference

**Downloads**  
Get the latest software

**Technical Bulletin**

<b>Alert</b> 13/05/2026 02:33 am (Technical Alert) Data Inconsistency Risk on Secondary Volumes in PPRC Multi-Target Configurations	<b>Alert</b> 07/05/2026 05:46 am (Technical Alert) Data inaccessible due to multiple CTLs blockage	<b>Alert</b> 07/05/2026 05:37 am (Technical Tip) Storage Navigator fails to launch if Storage Device List (SDL) is launched without...	<b>Tech Tip</b> 04/05/2026 02:12 am (Technical Tip) Summary of VSP Storage Systems Auto Dump Basic Specification	<b>Alert</b> 27/04/2026 06:51 am (Technical Alert) Data inconsistency after Thin Image Advanced pair split
---	--	--	--	--

Manage Subscriptions View All

**Learning and Training**  
Training in progress View All Trainings →

## Step 1: Get Acquainted

# USE THE SEARCH FEATURE

Learn how to use the Search feature to quickly find articles, documentation, and support resources across the entire portal.

### How to use Search:

- Click the search bar at the top of any page
- Enter keywords related to your issue or product
- Refine Results panel on left with category filters
- Filter options: Knowledge, Community, Docs, My Cases, Publish Data.

The screenshot displays the Hitachi Vantara Support Connect search interface. At the top, the navigation bar includes 'Home', 'My Account', 'Resources', and 'Learn'. The search bar contains the text 'VSP 5000' and a 'Clear' button. Below the search bar, the 'Refine Results' panel is visible, showing filters for 'Sources' (Hitachi Vantara, Community, Knowledge, Technical Bulletin, Product Documentation, My Sites, My Products, My Cases) and 'Publish Date' (All time, Past 24 hours, Past week, Past month, Past year). The main search results area is titled 'Search results for VSP 5000' and features an 'AI Overview' section. This section includes a disclaimer: 'This is an experimental feature. AI-generated content may contain inaccuracies. Always verify important information from authoritative sources.' The overview text states: 'This document provides information about the microcode and firmware for Hitachi Virtual Storage Platform (VSP) 5000 series, including new features and functions, fixed problems, and user documentation updates. It is intended for customers and Hitachi Vantara partners who license and use VSP 5000 series storage systems.' It also mentions that the VSP 5000 Series Release Notes detail differences between firmware versions, listing updates for SVOS RF, DKCMAIN, and SVP. A 'Sources' section at the bottom lists 'Product Documentation: VSP 5000 Series Release Notes SVOS RF 9.8.7, DKCMAIN 90-09-25-00/00, SVP 90-09-25/00'.

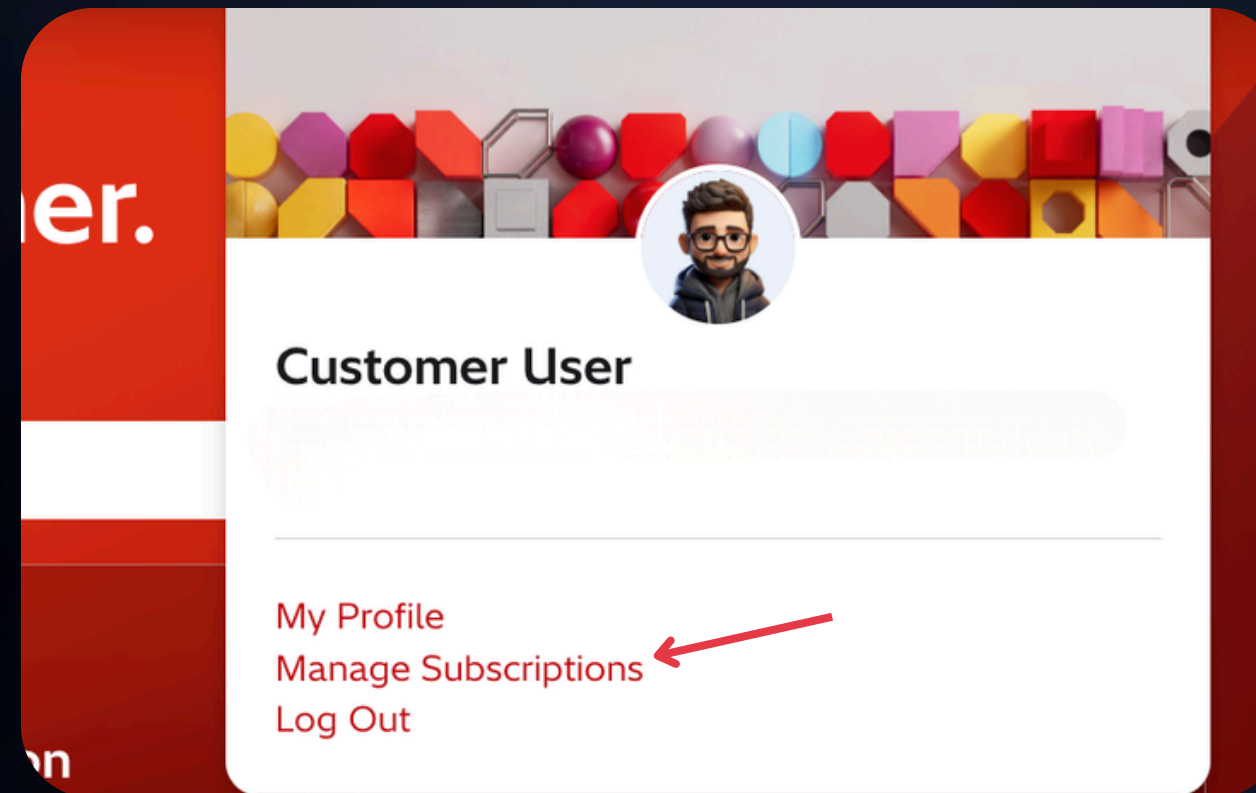
## Step 1: Get Acquainted

# SET UP SUBSCRIPTIONS

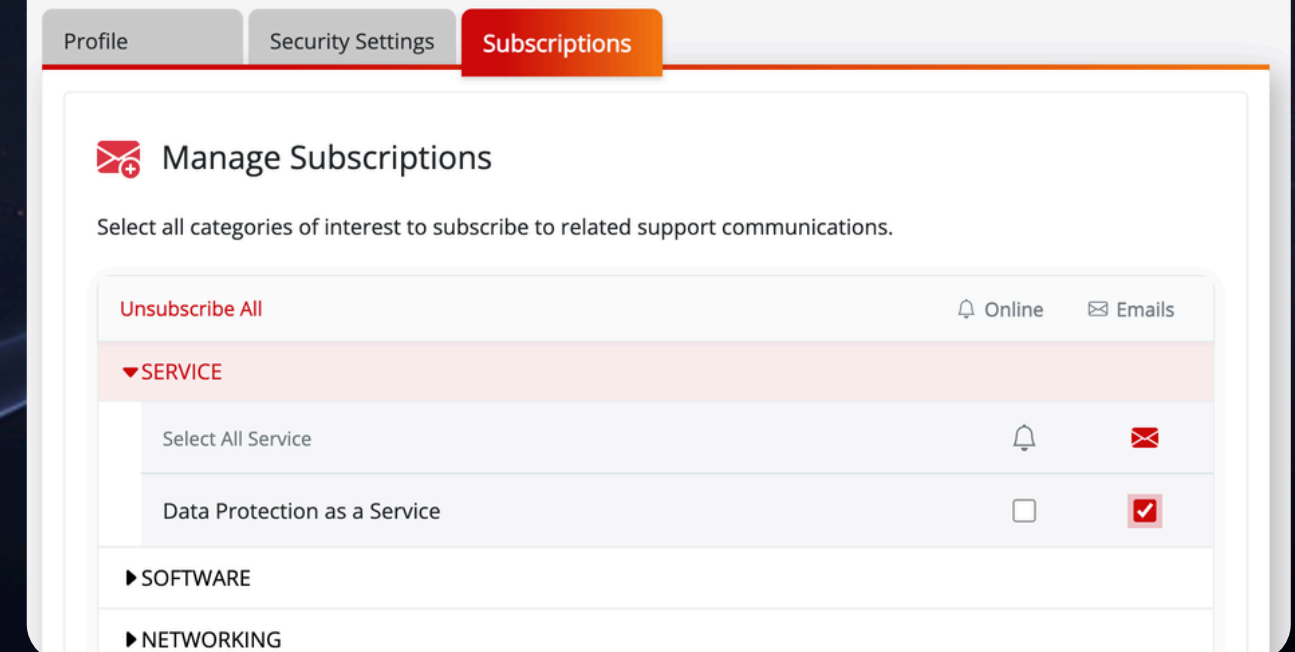
Learn how to set up subscriptions so you receive timely notifications about product updates, security advisories, and support articles relevant to your environment.


### How to set up Subscriptions:

- Navigate to your Profile or Technical Bulletins
- Select the products and topics you want to follow
- Choose your notification preferences (email, online)
- Save your preferences to start receiving updates



On this page, you can easily view and edit your profile details and personalization settings. You can also securely update your password.



 **Tip:** Subscribe to Hitachi Vantara products to stay informed about critical alerts and tips related to your products.

Step 2: Own Your Experience

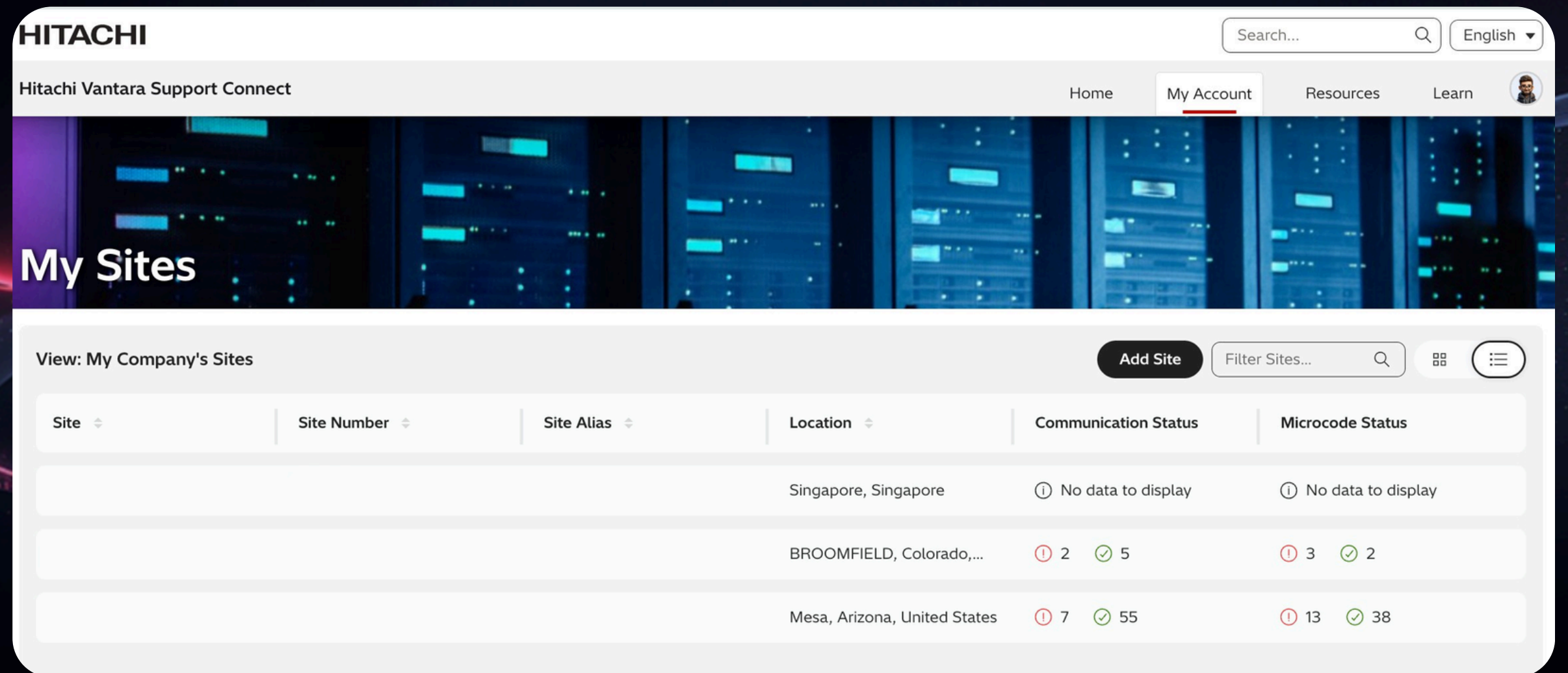
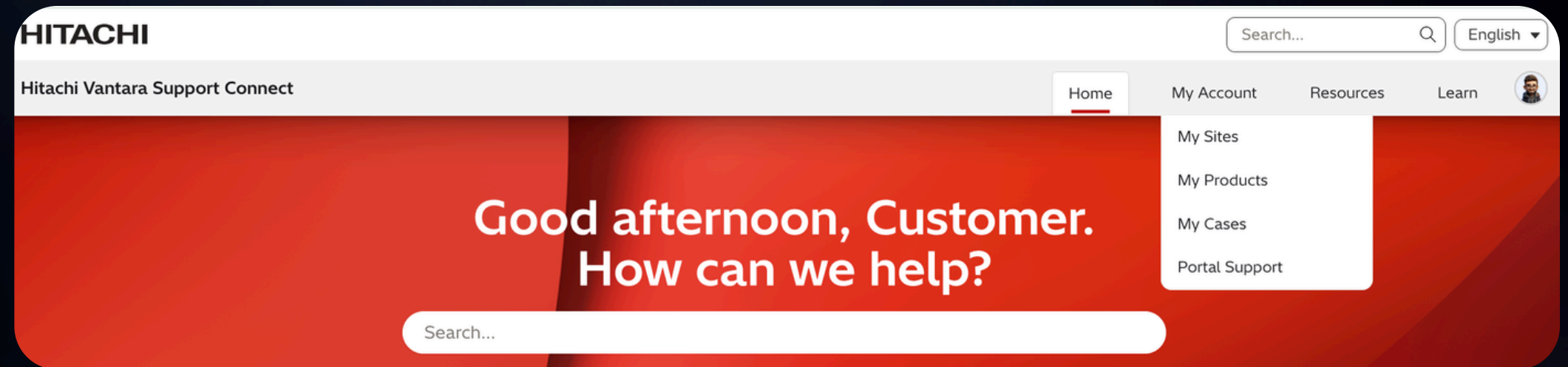
# MY SITES

Learn how to view and manage your registered sites. The My Sites section lets you see all locations associated with your account and their support entitlements.

**What you can do in My Sites:**

- The Support Connect portal with the My Sites tab selected
- A table view listing your company's registered sites
- Columns for Site Number, Site Alias, Location, and Status
- Options to Add Site, filter, and switch between list/grid views
- Communication and Microcode status indicators for each site

**Tip:** Keep your site information up to date to ensure accurate support coverage and faster case routing.



Step 2: Own Your Experience

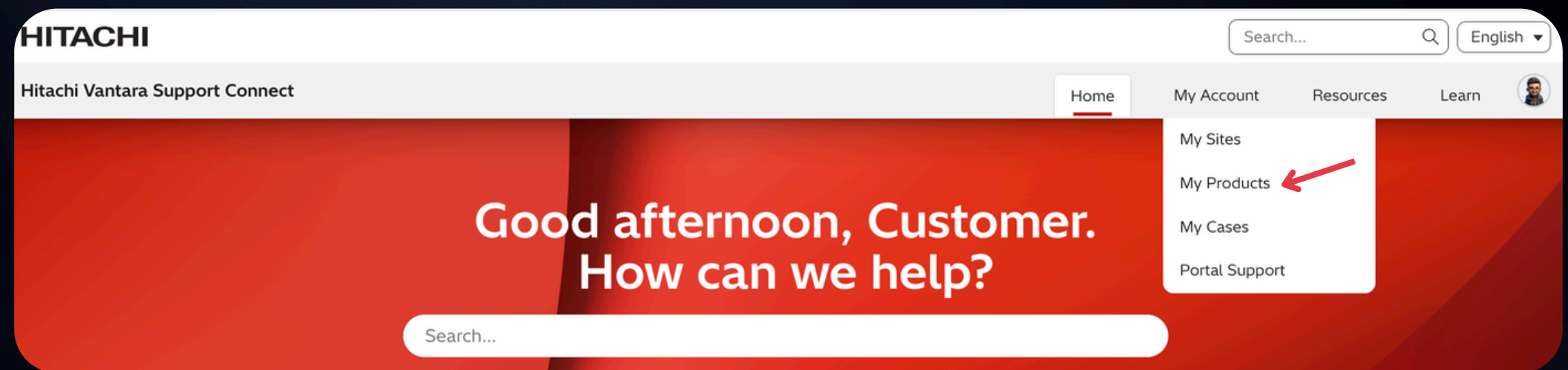
# MY PRODUCTS

View and manage all products registered to your account. The My Products section gives you visibility into your licensed solutions and their support status.

What you'll see in My Products:

- Products table with Serial Number, Product name, Site, and Status columns
- Filter by Site Number or Product using dropdown menus
- Entitlement start/end dates, Communication, and Microcode Status per product
- Status indicators – Validated, Installed, or Discontinued
- Toggle between 'My Company's Products' and filtered views

**Tip:** Keep your product list current to receive relevant alerts and ensure accurate support coverage.



## Products

View : My Company's Products

Filter Serial Number..Q -- Select Site Number-- -- Select Product --

Serial Number	Product	Site	Status	Entitlement	Entitlement End	Communication...	Microcode Status
	VSP G1X00 and VSP...		Installed	Expired	2026-03-31	N/A	N/A
	Brocade		Installed	-	N/A	N/A	N/A
	Brocade		Installed	-	N/A	N/A	N/A
	Basic Operating...		Discontinue...	-	N/A	N/A	N/A

4 of 170 rows 1 / 43

### Step 2: Own Your Experience

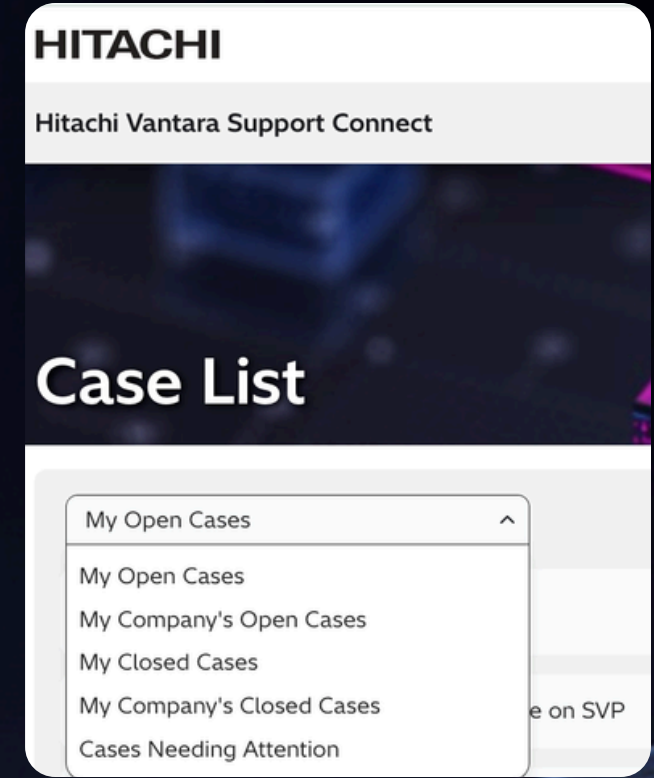
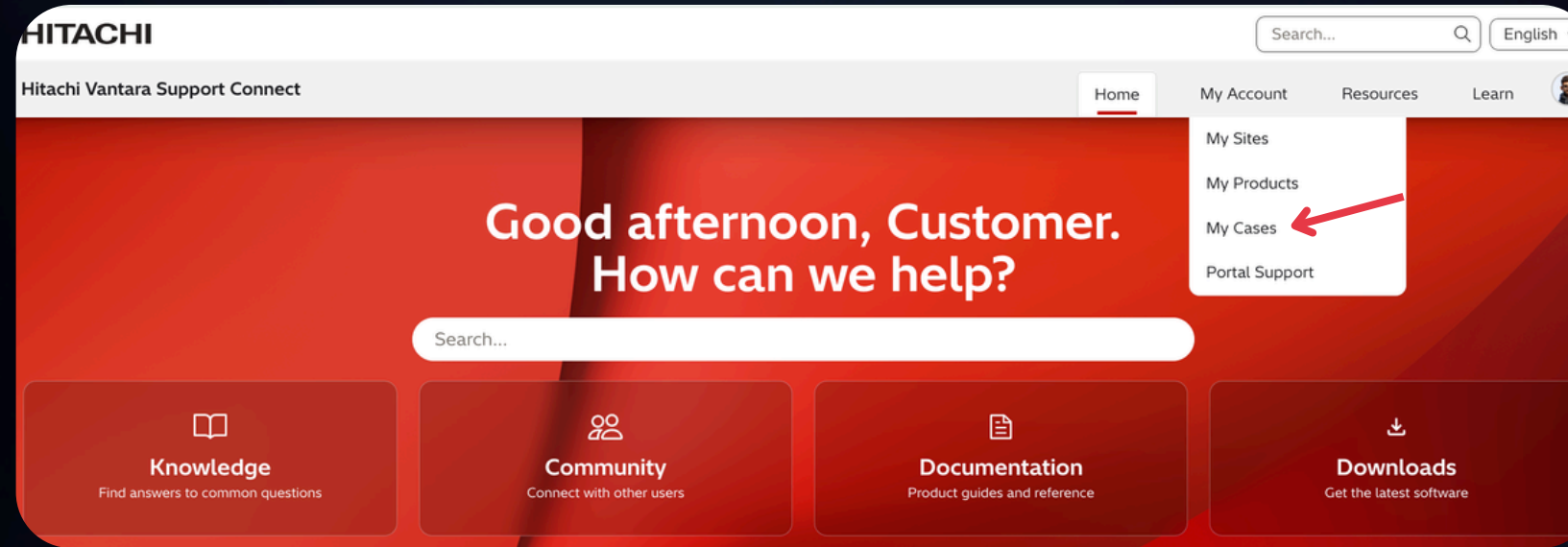
# MY CASES

Learn how to view, manage, and track your support cases. The My Cases section gives you full visibility into open, pending, and resolved issues.

#### What you'll see in My Cases:

- Case List view – your central hub for tracking all open, pending, and resolved support interactions
- Dropdown filters to switch between My Open Cases, Company Cases, Closed Cases, and Cases Needing Attention
- Each row shows Case Number, Summary, Product, Serial Number, Severity, and Status
- Real-time status indicators (Customer Update, Granted, Pending Customer) so you know what action is needed
- 'New Case' button to submit a support request with pre-filled site and product details

**Tip:** Use filters to quickly find cases by status or product for faster follow-up.



## Case List

My Open Cases

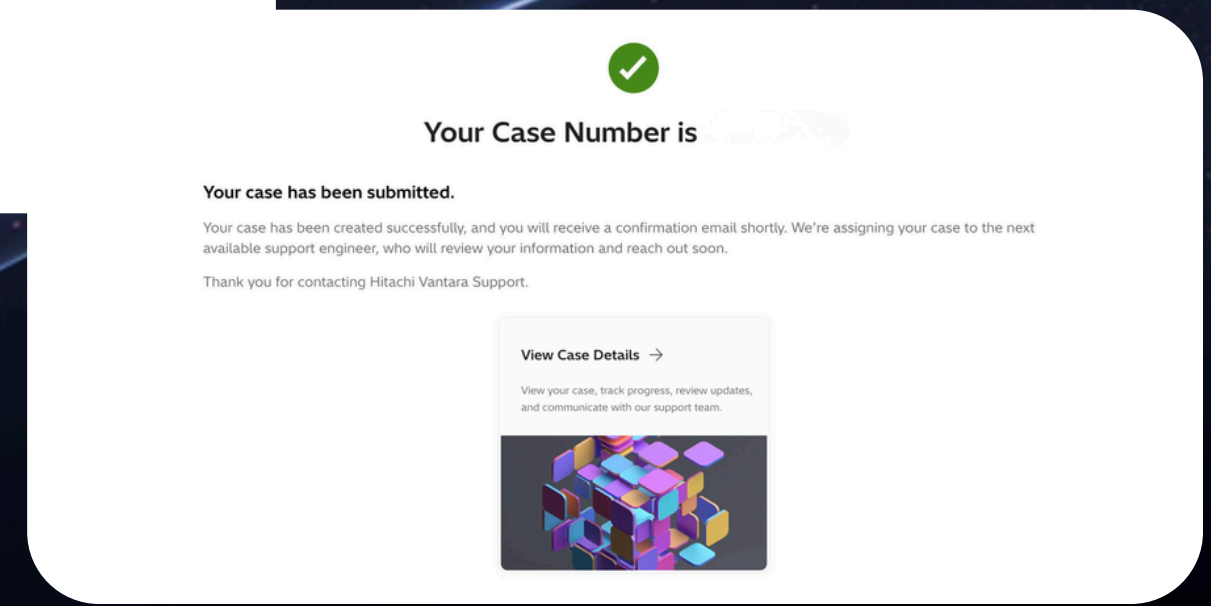
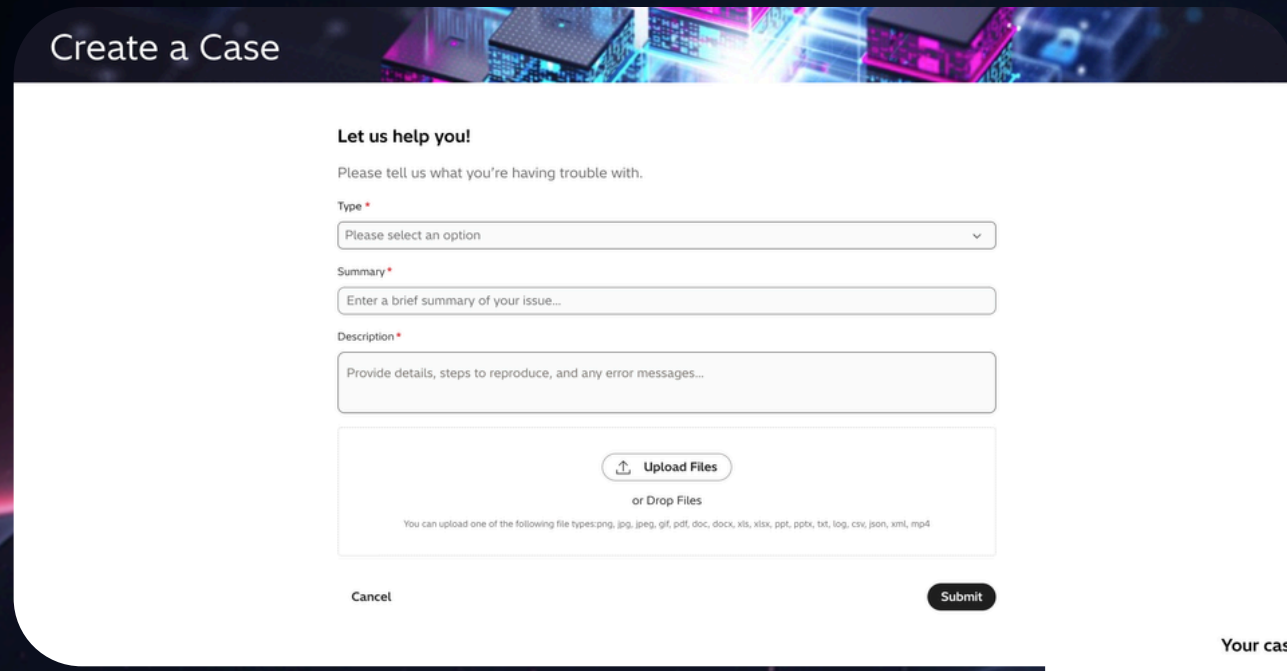
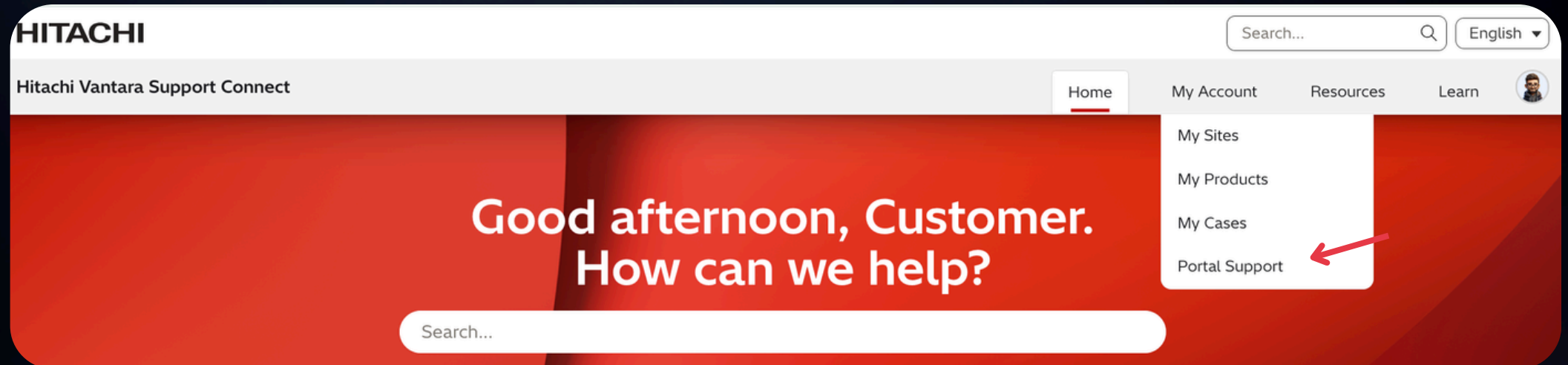
New Case

Case Number	Summary	Product	Serial Number	Severity	Status	Date/Time Opened
		VSP 5000 Series		2-Severe Restriction	Customer Update	6/1/2026 11:18 AM
		VSP 5000 Series		3-Minor Restriction	Queued	5/26/2026 10:54 AM
		VSP 5000 Series		3-Minor Restriction	Pending Customer	5/21/2026 12:01 PM
		VSP 5000 Series		4-Circumvented	Queued	5/20/2026 08:13 AM

### Step 3: Drive and Grow

# PORTAL CASES

Portal Cases allow you to create a new case with any issues you may encounter with the Support Portal.



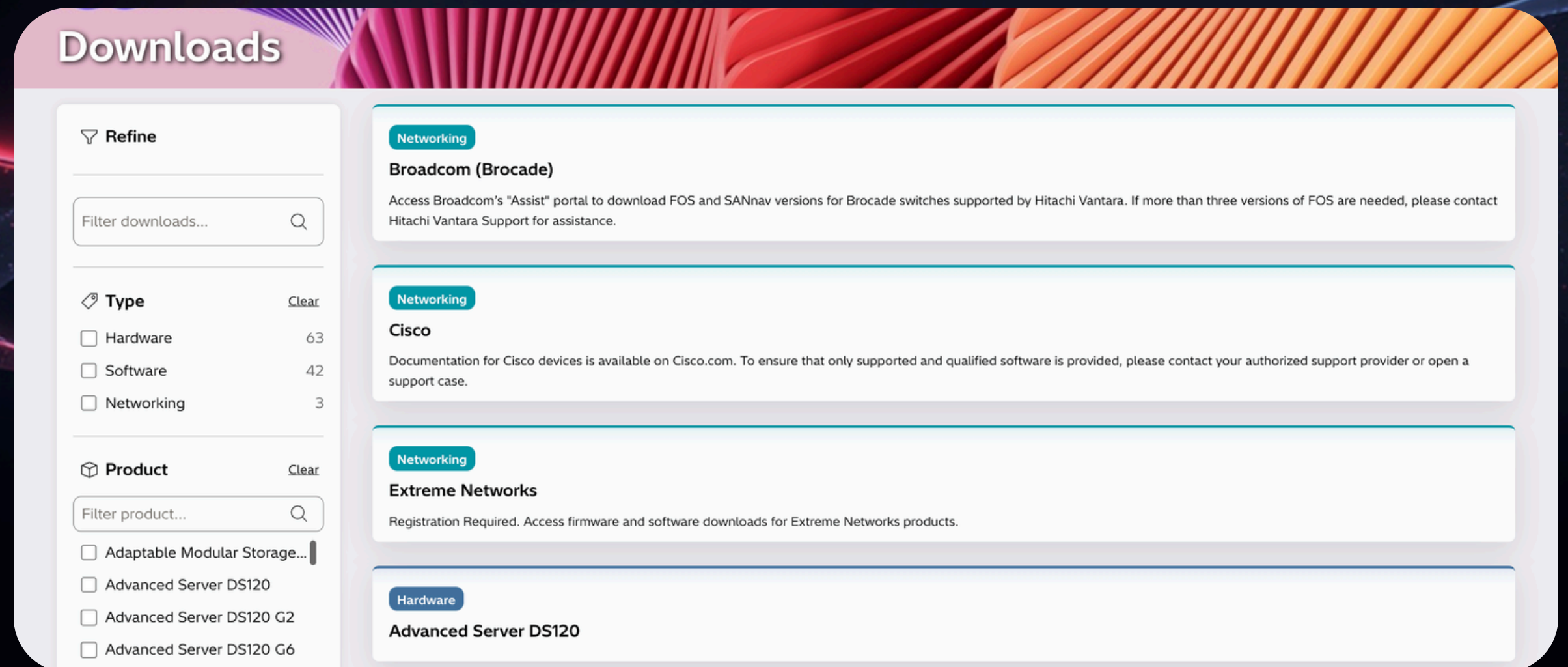
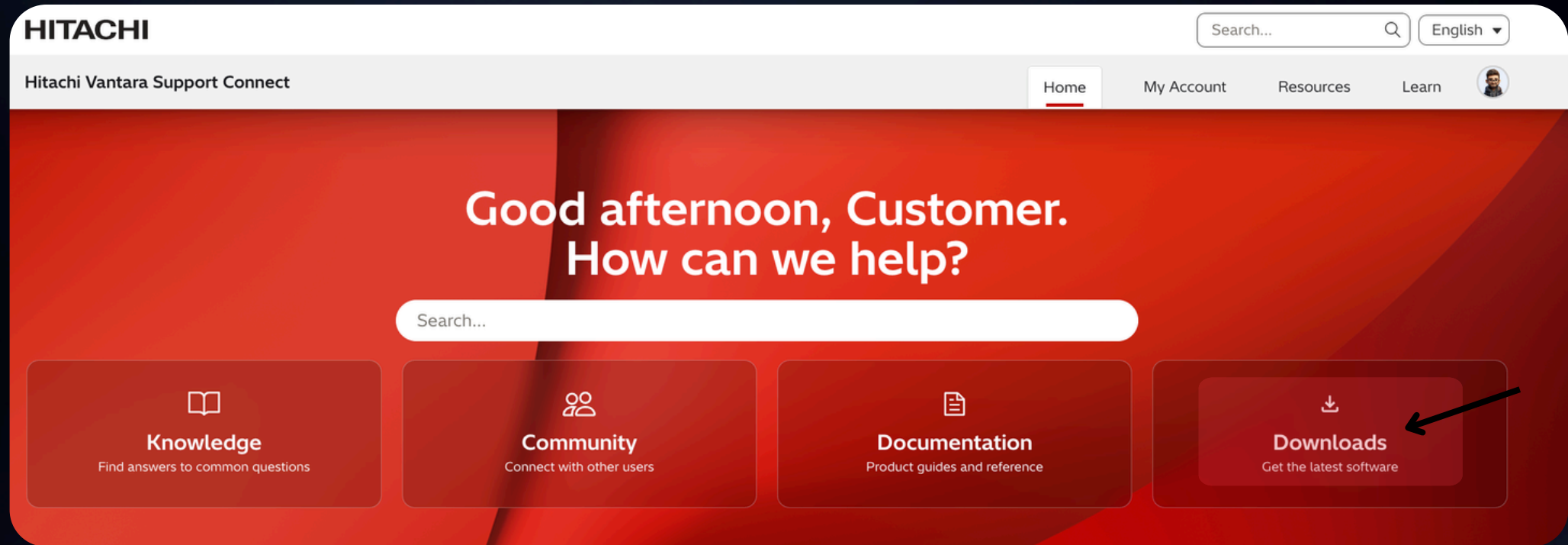
### Step 3: Drive and Grow

# DOWNLOADS

Access software downloads, patches, and firmware updates for your registered products. Stay current with the latest releases.

#### What you can do in Downloads:

- Download software updates and patches
- Access firmware and driver packages
- Filter downloads by type and product




### Step 3: Drive and Grow

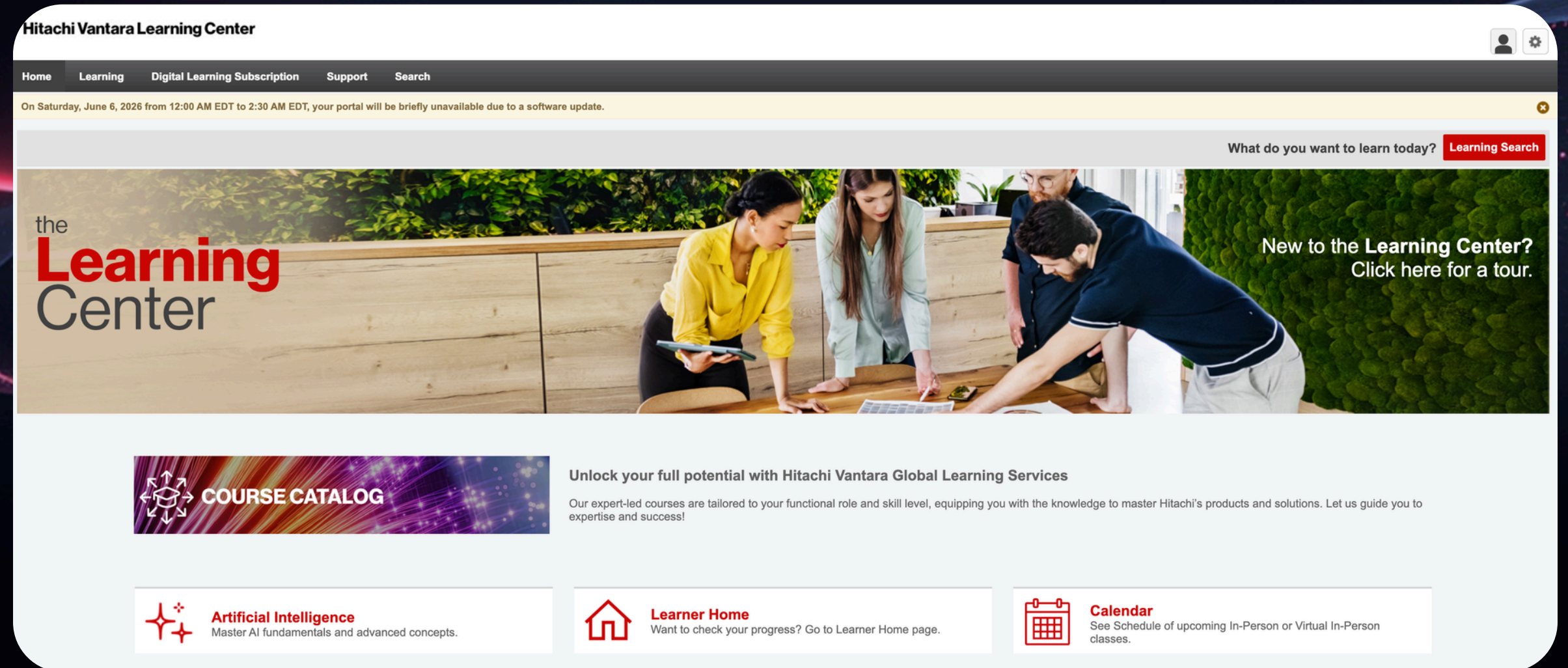
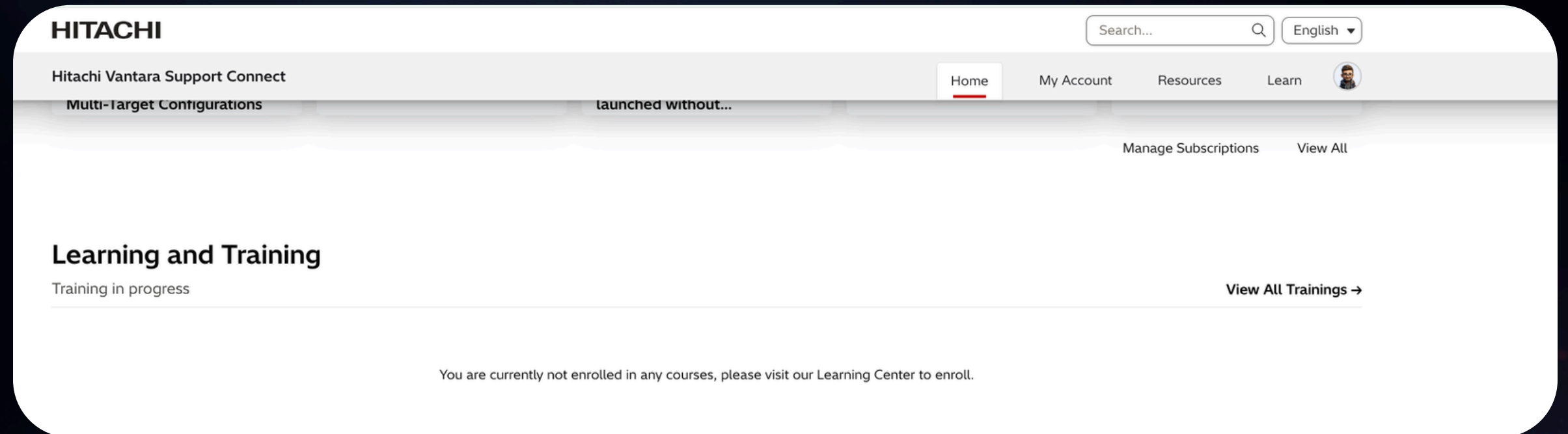
# TRAINING

Explore training resources to build your skills and get the most out of the Hitachi Vantara Learning Center. Access courses, certifications, and learning paths.

#### What you can do in Training:

- Browse available courses and learning paths
- Enroll in instructor-led or self-paced training
- Access training materials

 **Tip:** Check for new courses regularly as training content is updated.




Step 3: Drive and Grow

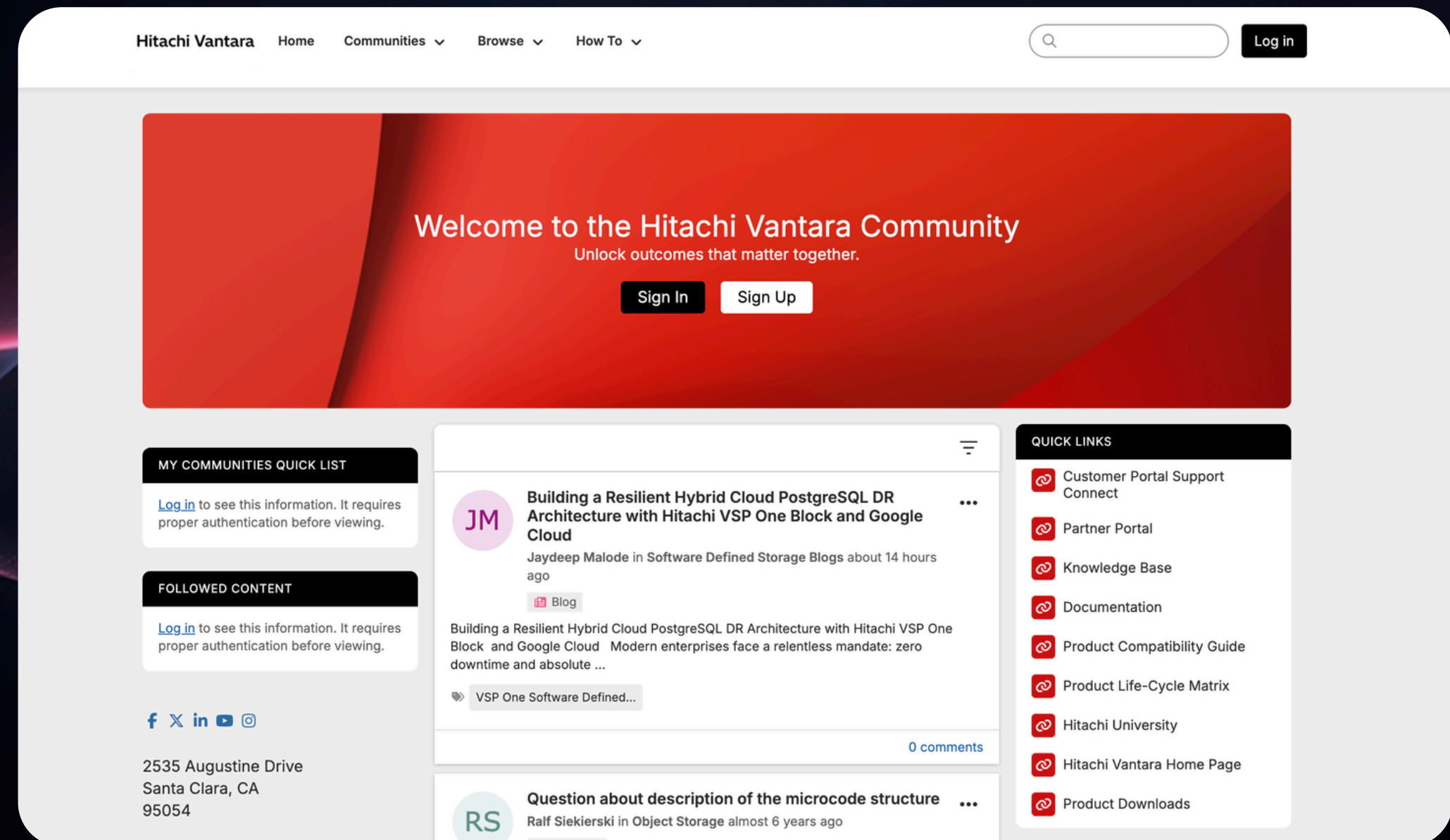
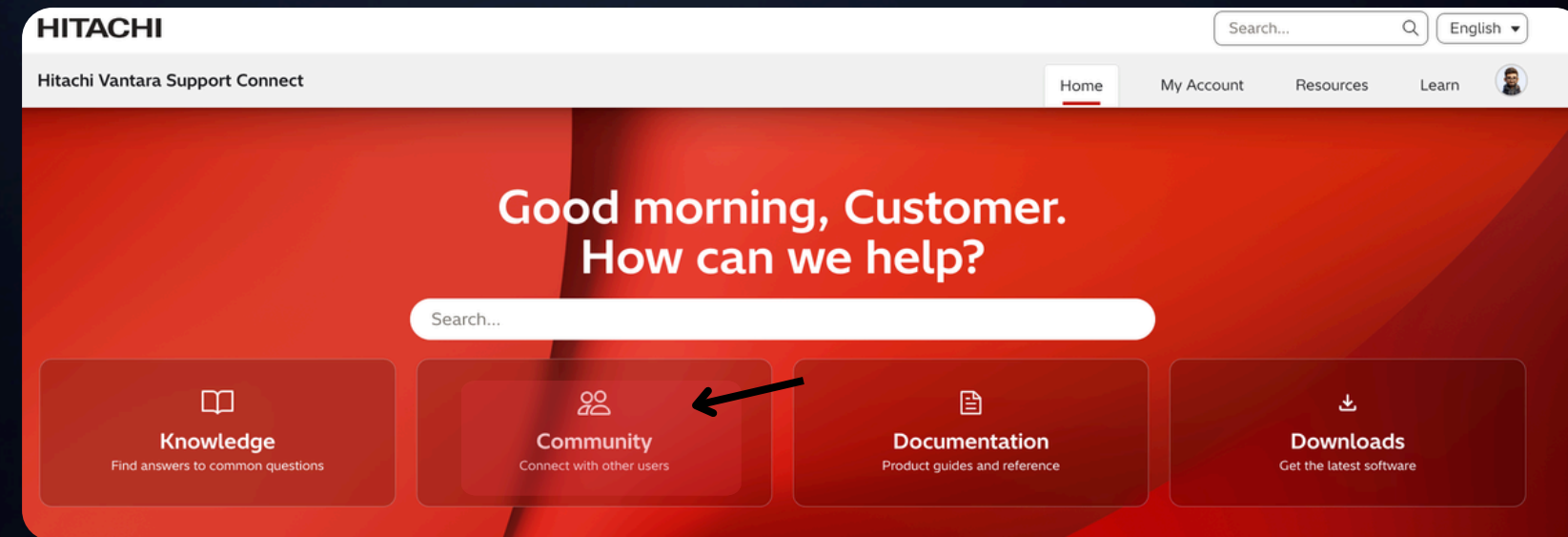
# COMMUNITY

Connect with other Hitachi Vantara users, share knowledge, and get answers from the community. Collaborate and learn from peers and experts.

**What you can do in Community:**

- Ask questions and get answers from peers
- Share best practices and tips
- Join discussion groups by product or topic
- Stay informed on product news and events

 **Tip:** Follow topics relevant to your products to get notified of new discussions and solutions.




### Step 3: Drive and Grow

# LEAVE US FEEDBACK

Help us improve your experience by sharing your feedback. Let us know what's working well and where we can do better.

#### What you can do with Feedback:

- Fill out our Survey
- Submit suggestions for portal improvements on Community
- Share ideas for new features or content
- Help shape the future of Support Connect

 **Tip:** Your feedback is reviewed regularly and directly influences portal updates and enhancements.

Good afternoon, Customer.  
How can we help?

Search...

**Knowledge**  
Find answers to common questions

**Community**  
Connect with other users

**Documentation**  
Product guides and reference

**Downloads**  
Get the latest software

### Technical Bulletin

- Alert**  
13/05/2026 02:33 am  
(Technical Alert) Data Inconsistency Risk on Secondary Volumes in PPRC Multi-Target Configurations
- Alert**  
07/05/2026 05:46 am  
(Technical Alert) Data inaccessible due to multiple CTLs blockage
- Alert**  
07/05/2026 05:37 am  
(Technical Tip) Storage Navigator fails to launch if Storage Device List (SDL) is launched without...
- Tech Tip**  
04/05/2026 02:12 am  
(Technical Tip) Summary of VSP Storage Systems Auto Dump Basic Specification
- Alert**  
27/04/2026 06:51 am  
(Technical Alert) Data inconsistency after Thin Image Advanced pair split

Manage Subscriptions View All

### Learning and Training

Training in progress

View All Trainings →

You are currently not enrolled in any courses, please visit our Learning Center to enroll.

By providing answers to survey questions, you are providing your consent for Hitachi Vantara to collect your information for purposes of improving Hitachi Vantara's services.

Did you find what you were looking for?

- Yes, easily
- Yes, eventually
- No