



Support Overview

Avi Technical Reference (v17.1)

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This article discusses the support options available for Avi Vantage customers.

Knowledge Base

Click on [Avi Documentation](#) to access knowledge base articles on product architecture, product features, release notes, and guides for installation, configuration, DataScript, and REST API.

Avi Customer Portal

If you have credentials to the customer portal click on www.avinetworks.com/portal to download software, licenses, and to open or track support cases. For information on customer portal registration, click on [Customer portal self-registration](#). Refer to [Using the Avi Customer Portal](#) for complete information on the portal. For specific information, click on the links below:

- [Download Software](#)
- [Search Support Case](#)
- [Create Support Case](#)

Support Personnel

24 x 7 Telephone Support

Dial into the following options available to contact the support personnel:

- +1 408 628 1020 in the US
- +44 20 3617 1055 in the UK

Alternatively, you can send an email to support at avinetworks dot com .

The following table lists the support case severity levels and the associated information:

Severity	Initial Response	Ongoing Updates	Time to Provide Fix/Workaround	Support Coverage Hours
S1	30 mins	Every hour	4 hours	24*7
S2	1 hour	Every 12 hours	48 hours	24*7
S3	4 hours	Every 1 business day	8 business days	Business hours
S4	24 hours	Every 3 business days	10 business days	Business hours

Training and Professional Services

Avi Networks offers training and professional services for operation, service, and maintenance of Avi licenses products. Please contact your Avi Networks sales representative for more information or send an email to :

- education at avinetworks dot com
- services at avinetworks dot com

Support Terms and Conditions

For complete information on support terms and conditions, refer to [Support Terms and Conditions](#).

Avi Vantage Releases

Avi Networks releases two major versions per year, scheduled six months apart. For more information, refer to [Maintenance and Support Releases ? Schedule and Numbering](#).