

# Arista Support & Community Guide

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# Arista Support

Arista Support is committed to providing unparalleled support and expertise to ensure that our customers achieve peak network performance and reliability. Our team of highly skilled engineers provides swift response times and proactive solutions. These qualities distinguish us as the industry leader in customer support, as reflected in our impressive Net Promoter Score of +87. When you partner with Arista TAC, you are not just receiving a service - you are partnering with a team dedicated to your success

## Arista A-Care Services at a Glance

	A-Care Return-to-Base	A-Care Next Business		A-Care 4 Hour		A-Care 2 Hour
	Shipment (SVC)	Shipment (SVC)	Onsite Service (OSV)	Shipment (SVC)	Onsite Service (OSV)	Shipment (SVC)
Unlimited 24x7 TAC access	✓	✓	✓	✓	✓	✓
Software Download	✓	✓	✓	✓	✓	✓
Online Case Management	✓	✓	✓	✓	✓	✓
Arista Networks Community Forums	✓	✓	✓	✓	✓	✓
Advance Replacement of Hardware	✓	✓	✓	✓	✓	✓
RMA service level	Standard Delivery	Next Business Day	Next Business Day	4-Hour	4-Hour	2-Hour
RMA Installation	Self	Self	Arista Tech	Self	Arista Tech	Self

[\\*Arista A-Care Services DataSheet](#)

### For VeloCloud Customers:

Advanced Support will be honored for purchases made prior to June 30, 2025. After this date, Arista will no longer offer Advanced Support for purchase. All new sales and future renewals will fall under standard Arista A-Care entitlements and access policies.

# Contacting Arista Support

## Urgent Assistance (Network Outages & Critical Situations):

- **Arista Support (Data Center, Campus & Wi-Fi, Security):**
  - +1-408-547-5502 and +1-866-476-0000 (Toll-free within the USA)
  - For a comprehensive list of country-specific telephone numbers, please visit: [Customer Support](#).
- **VeloCloud Support**
  - VeloCloud Customer Support: (866) 373-5989
  - VeloCloud Continental US (CONUS) / US Federal Support: (866) 373-5990

## Non-Urgent Support Issues:

- **Arista Support Portal:**
  - Access the Arista Support Portal for enhanced visibility and functionality: [Support Portal](#)
- **Email:**
  - **Arista Product Support (Data Center):** [support@arista.com](mailto:support@arista.com)
  - **Cognitive Wi-Fi Product Support:** [support-wifi@arista.com](mailto:support-wifi@arista.com)
  - **Awake Security Product Support:** [support-security@arista.com](mailto:support-security@arista.com)
  - **VeloCloud Product Support:** [support-velocloud@arista.com](mailto:support-velocloud@arista.com)

Additional Onboarding Information can be found on this video: [Arista Support-Customer Onboarding Series Part 1 \(Support Contacts & User Registration\)](#).

## Opening a Case with Arista Support

When you contact Arista's global support, a case is opened, and you will be assigned a case number in the format "SR <6 digit number>". To ensure a swift response, always reference this number when communicating with Arista Support.

To help us resolve your issue quickly, please provide the following details when opening a case:

- A detailed description of the problem you are experiencing.
- The output of 'show tech-support' (ideally compressed), which includes the product serial number, software level, and diagnostic information.
- Any additional helpful information, such as network diagrams.
- Your name and contact information.

## VeloCloud Product Support

When opening a case for VeloCloud products, please refer to the specific product-based guidance provided in the following links:

[VeloCloud SD-WAN – Support](#)

[VeloCloud SASE, Secured by Symantec - Support](#)

[VeloCloud SD-Access - Support](#)

## Priority Levels

Arista adheres to industry standards for case priority during initial engagement, which dictates how both Arista and the customer should allocate resources and maintain visibility within their organizations.

Arista Support guarantees a resolution timeline for all customer issues and questions, regardless of priority. The Master Services Agreement (MSA) outlines the initial response times for each priority level.

By default, all cases are opened with a P3 priority unless otherwise specified. To adjust a case's priority, customers can state the desired priority in the email subject line or body, contact a TAC engineer via phone, or utilize the Support Portal.

Case Priority	Customer Impact	Arista Networks Responsibilities	Customer Responsibilities
P1	(Critical Customer Impact). Customer's mission-critical network functionality is inoperable, or has degraded to the point that normal operations are impossible.	Response within one hour. Arista Networks will work with the customer full-time using all required resources until a solution is found or a workaround is provided.	The customer must dedicate a technically appropriate resource who will be available to work with Arista Networks full-time until case resolution.
P2	(Significant Customer Impact). The network is in an impaired state, and operating at a level of decreased effectiveness. Normal operations are possible, but negatively impacted.	Response within one hour. Arista Networks will work with the customer using all required resources to resolve the situation.	The customer must provide a technically appropriate resource who will be available to work with Arista Networks to resolve the situation.
P3	(Acceptable Customer Impact). Normal operations of the network are not impaired, but a performance issue exists that requires attention.	Response no later than next business day. Arista Networks will work with the customer during standard business hours to restore service to satisfactory levels.	The customer will provide a technically appropriate resource who will be available to work with Arista Networks during standard business hours to restore service to satisfactory levels.
P4	(Administrative Customer Impact). The issue is cosmetic, or an inquiry regarding switch operations. There is clearly little or no impact to the Customer's business operation.	Response no later than next business day. Arista Networks will work with the customer to provide information or assistance as requested.	The customer will provide an appropriate resource who will be available to work with Arista Networks during standard business hours until issue or inquiry are resolved.

## Return Merchandise Authorization (RMA)

To request an RMA, open a case with Arista Support. After TAC identifies a hardware fault, an RMA ticket will be created.

Key points regarding RMAs:

- **A-Care Service Contract:** Determines delivery speed (NBD or 4 Hour). For a full list of [A-Care offerings](#).
- **Coverage:** Tied to the switch serial number. Parts, optics, etc., fall under the switch's

contract.

- **Shipment Cutoff:** 3:30 PM in the region for NBD shipment (US PST, EMEA CET).The following information will help expedite the RMA process:
- **Important information:**
  - Show version (output includes product serial number, which determines SLA)
  - Any additional logs as may be requested during the service request engagement
- **Shipping Details:**

#### **PART DETAILS**

Switch S/N

Faulty part S/N

Faulty part P/N

Model

#### **DELIVERY DETAILS**

Company Name

Contact Name

Contact Number

Contact Email

Shipping Address

City

State

Country

Zip Code

(For India) GSTID

Special Delivery Instructions (if any)

Delivery Ticket ID (if any)

(For Brazil) CNPJ:

Arista Support provides an RMA number and tracking information for your shipment, accessible via the Support Portal > RMA Details tab.

Once the replacement hardware is delivered, please return the faulty unit to Arista promptly. If a failure analysis report is needed, inform the Arista TAC to ensure the timely distribution of the report by TAC/Account teams.

## **Manager Call Back**

Arista is dedicated to providing exceptional support. Should you feel your issue is not being addressed effectively, you may request to speak with a Manager. To do so, reply to your case email thread or call us, providing your Case ID.

For general feedback, you can email [tac-feedback@arista.com](mailto:tac-feedback@arista.com). In urgent situations requiring further escalation, please contact your Arista account team.

### **Escalation Contact for VeloCloud Customers**

VeloCloud customers needing to reach a support manager or provide feedback can contact us directly at [tac-velo-feedback@arista.com](mailto:tac-velo-feedback@arista.com). This alias is monitored and intended for escalations or management-level concerns.

## Third-Party Consultants

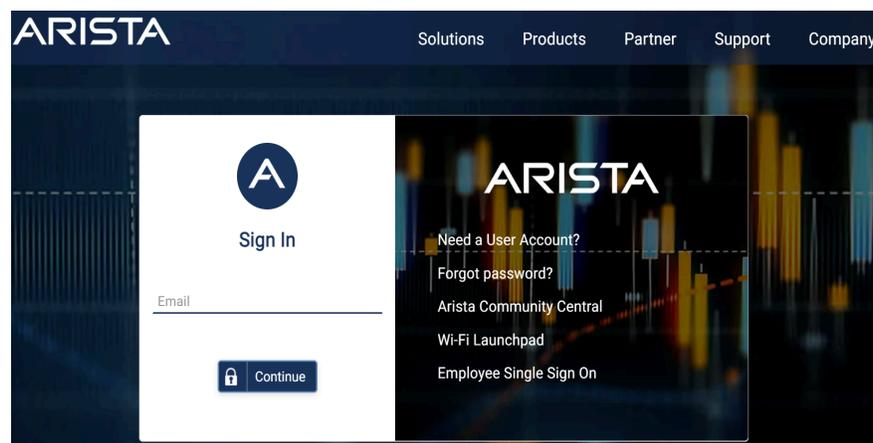
Third-party consultants (third party managed services providers) provide support services on behalf of Arista customers but are not Arista MSPs. When possible, the end customer should provide these consultants with an email address that matches the customer's domain. This facilitates registration and grants the consultant the necessary access to support the customer. Consultants can register for an Arista user account via this link: [Arista User Registration](#)

Please refer to the [Customer Guide to Consultant Registration Process \(EXTERNAL\)](#) for detailed instructions.

## User Registration

An Arista user account is required to access the full range of Arista community features, support resources, and the knowledge base.

To register, please visit [Arista.com/en/login](https://arista.com/en/login) and click on "[Need a User Account](#)"



On the "User Account" form, enter the required information, with special attention to the following fields:

- **Email:** Please use an email address that matches your organization's domain. Personal or generic domains (e.g., gmail.com, yahoo.com) are not accepted.
- **Company:** If your organization includes multiple subsidiaries, you may enter the general company name or the name of the primary subsidiary.

- **Country:** Enter the billing country associated with your company. If you operate across multiple countries or do not have a subsidiary in your own country, use the billing country of your organization’s headquarters.
- **Serial Number:** Required only for organizations in the “Education - Higher” or “Education - K12” sectors. While optional for other industries, including a serial number can help expedite and ensure the success of your registration.

The screenshot shows a registration form titled "Create An Account" with a "Registration Guide" link. The form is divided into two columns. The left column contains fields for First Name, Email, Password (with a 0% strength indicator), Title, Phone, Country (Company Billing Country), ZIP / Postal Code, Industry, and Verification Code (displaying "c7b5y94w"). The right column contains fields for Last Name, Username, Confirm Password, Company, Company Address, State, Application, and Where did you hear of Arista?. Below the form, there are checkboxes for "Are you interested in reselling Arista products?", "Please provide me with occasional news, product updates and offers", and "Have an Arista representative contact me". At the bottom, there are "Register" and "Cancel" buttons.

On the next screen, select your *User Role*: Customer, Partner, or Guest.

The screenshot shows a "Choose User Role" dropdown menu. The menu is open, showing three options: "Guest", "Customer" (which is selected and highlighted in blue), and "Partner". Below the dropdown is a "Submit" button.

After submitting the User Account form, you will receive an activation link via email. Click the link to activate your account.

## User Registration

Your account has been created and an activation link has been sent to the email address you entered.

Note that you must activate the account by clicking on the activation link when you get the email before you can login.

## Two-factor authentication (2FA)

To protect your account and personal information, Arista requires email-based two-factor authentication (2FA) for all users with portal access.

This mandatory security measure adds an extra layer of protection by requiring identity verification beyond your password. When logging in, you'll be prompted to enter a unique verification code sent to your corporate email address. This helps ensure that only authorized users can access Arista.com and customer-restricted resources.

If you experience any issues with authentication, such as not receiving the verification email, please contact [registration@arista.com](mailto:registration@arista.com) for assistance.

## Yearly User Account Revalidation

If you are a registered user but your email address is not linked to a full account, two-factor authentication (2FA) is not required. Instead, you must revalidate your user account annually to confirm that your email address remains valid.

An email from [no-reply@arista.com](mailto:no-reply@arista.com) will be sent 15 days before your revalidation deadline, containing a link to revalidate and keep your account active. If revalidation is still pending on the due date, a follow-up reminder will be sent.

## Educational Institutions

Students and educational institution staff often share the same email domain. This creates a potential security risk, as users could register under a customer account simply by providing an email address, country, and company name.

To prevent unauthorized access, Arista has introduced additional verification steps for accounts classified under the "Education – Higher" and "Education – K12" industry categories. Users from

these institutions are now required to provide a valid serial number associated with the account during registration.

If the serial number is successfully verified, the registration will be approved. Otherwise, the user will remain classified as a guest and will not have access to restricted support resources.

### Serial Number

Switch Serial Number

**For Educational /Academic institutions a hardware serial number is required to ensure a successful registration. Otherwise your account will be retained as a Guest User account.**

A user will not be linked to a customer account until a valid serial number is provided. If the entered serial number does not match the records associated with the customer account, the user will remain classified as a Guest User, and access to restricted resources will be blocked.

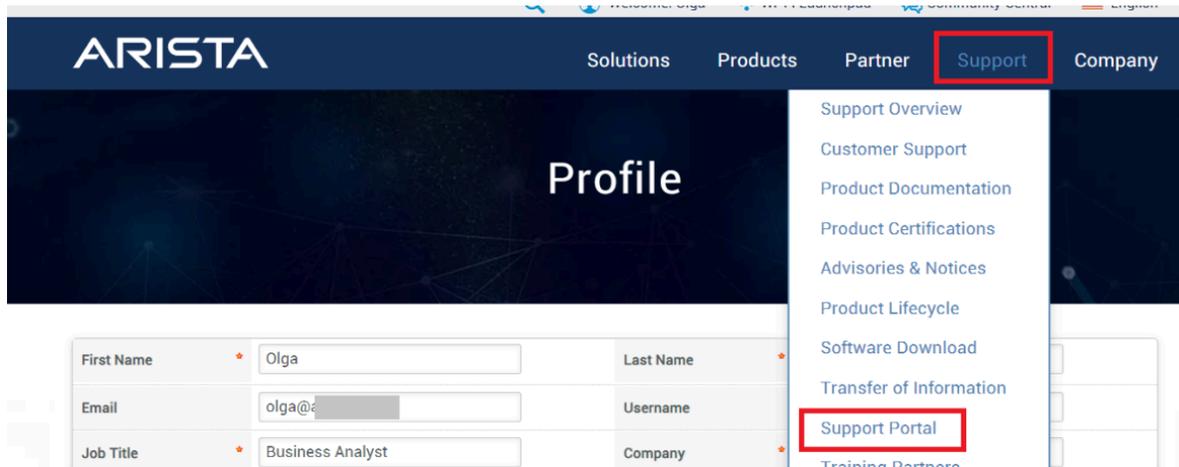
Registrations will also be rejected if the Industry selected on the registration form does not match Arista's records for "Education – Higher" or "Education – K12."

To update their information, users can visit the [My Profile](#) page. There, they can change their User Role to "Customer" and enter a valid serial number to unlock full account access.:

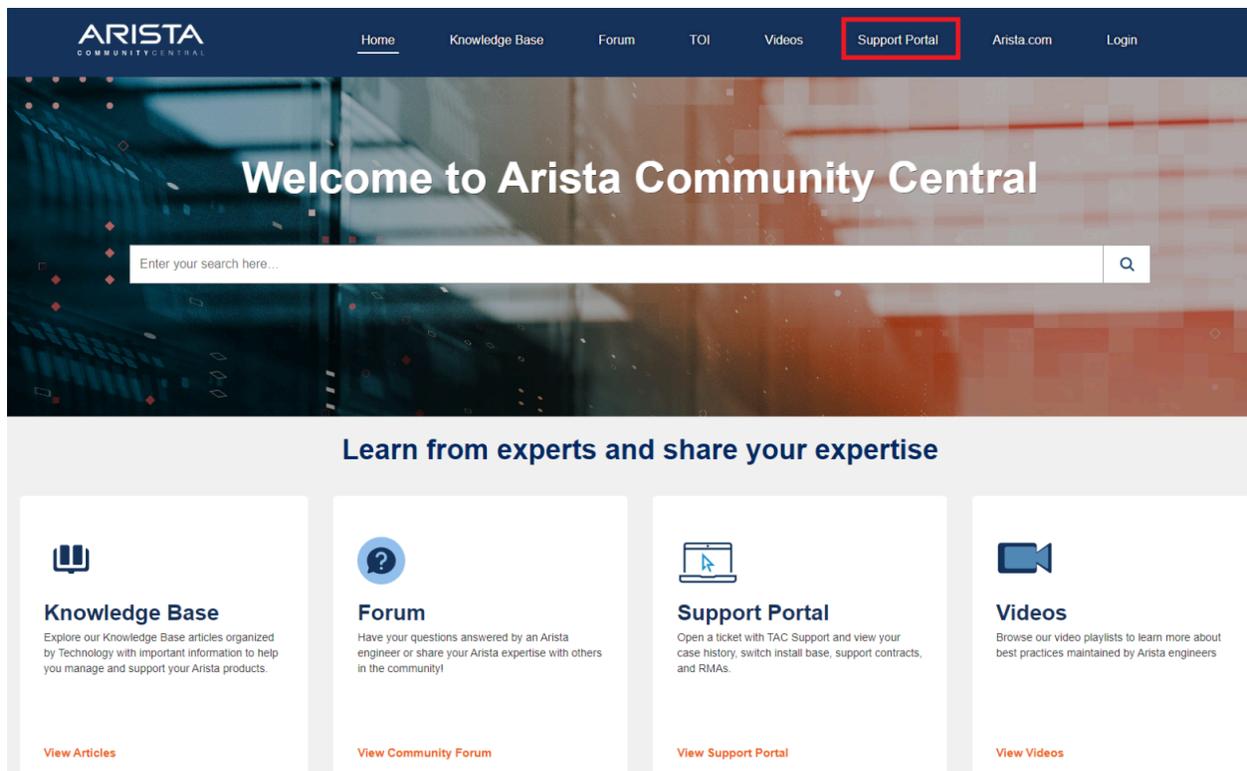
First Name *	<input type="text" value="itweb"/>	Last Name *	<input type="text" value="Other-industry1"/>
Email	<input type="text" value="itwebother-industry1@atypon.com"/>	Username	<input type="text" value="itwebother-industry1@atypon.com"/>
Password	<input type="password" value="0%"/>	Confirm Password	<input type="password"/>
Current Password	<input type="password"/>	Password should be minimum 10 characters and should not contain the username	
Title *	<input type="text" value="test"/>	Company *	<input type="text" value="atypon"/>
Phone *	<input type="text" value="test"/>	Company Address	<input type="text"/>
Country (Company Billing Country) *	<input type="text" value="Australia"/>	State *	<input type="text" value="Queensland"/>
ZIP / Postal Code	<input type="text"/>	Application *	<input type="text" value="Hadoop/Analytics"/>
Industry *	<input type="text" value="Education - K12"/>		
<b>Portal Access</b>			
Current Role	Registered	Security Check *	<input type="checkbox"/> I'm not a robot 
User Role	<input type="text" value="Customer"/>	Switch Serial Number	<input type="text" value="SSJ18231905"/>
If you have an Arista hardware serial number, please enter it here			

## Enabling Portal Access

Arista customers can access restricted content and software downloads by logging into the Support Portal. Navigate to [www.arista.com](http://www.arista.com) and then click on Support > Support Portal to log in.



You can also access the Support Portal from the Arista Community (<https://arista.my.site.com/AristaCommunity/s/>) by clicking on “Support Portal.”

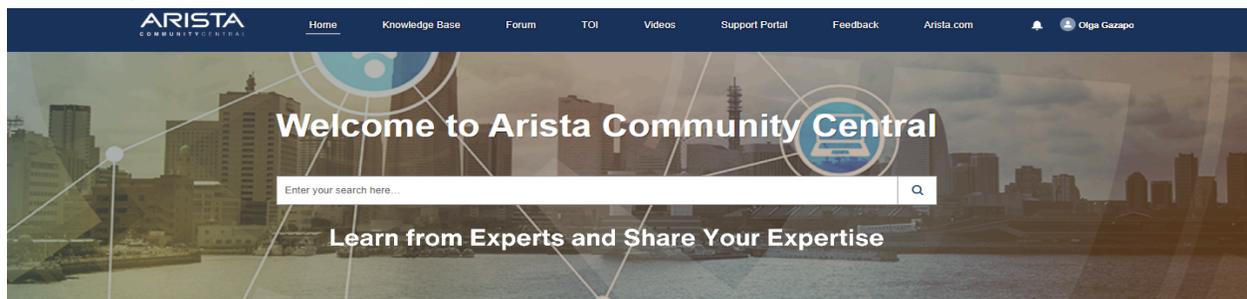


Upon registration, users gain access to resources on Arista.com and the [Arista Community Central](#), with permissions tailored to their account type (Customer/Partner) and support status.

## Arista Community Central

The Arista Community serves as a central platform for customers to connect, collaborate with fellow customers and Arista engineers on the forum, and share their knowledge. It also offers access to support data and features an AI-powered search tool for improved content discovery and up-to-date recommendations. A quick overview of Community Central is available in our [Community Guide](#).

The community is structured into four main sections: Knowledge Base, Forum, Support Portal, and Video Library. Additionally, it provides links to key resources such as TOIs, the Arista Corporate Website, Webinars, the Tech Library, and Training. Users can also submit comments and suggestions for community improvement via the Feedback tab. For a video walkthrough of Arista Community Central, click [here](#).



### Latest Updates



You can also scroll down on the homepage to select a topic of interest:

## Featured Topics

	<b>ROUTING/SWITCHING</b> Arista Routing/Switching solutions catering to a wide variety of use cases for Cloud, Service Provider and Enterprises. Platforms: 7130, CCF, EOS/ EOS/ EOS, and CloudEOS.		<b>CLOUDVISION PORTAL</b> Network-wide automation and telemetry. Platforms: CloudVision On-prem, CVaaS, and CVA.
	<b>COGNITIVE CAMPUS</b> Interconnected IoT enabled campus provides intelligent connectivity for all end user devices. Platforms: Campus Switches, AGNI, and Cognitive W-Fi.		<b>ECOSYSTEM</b> Network organization distributed into structural and functional segments. Segments: Automation, DevOps, and Management.
	<b>SECURITY</b> AI-driven network detection and response. Platform: Arista NDR.		<b>OBSERVABILITY</b> Improved network security and visibility with real-time analytics. Platform: DMF.
	<b>VELOCLOUD</b> Cloud-delivered networking for secure, high-performance connectivity across branches, data centers, and cloud environments. Platforms: SD-WAN, SD-WAN Edge, and SASE.		

## Knowledge Base

The Knowledge Base organizes articles by technology, product type, and software features. Users can refine their search results using filters and sort by date, views, and language. To reset all applied filters, select the "Clear All Filters" button.

# Knowledge Base

A place where you can browse featured and trending Knowledge Articles.

## KNOWLEDGE ARTICLES

### Article Type

- Best Practices (63)
- Config Packages (5)
- Configuration (297)
- General (255)
- Management & Monitoring (55)
- Tech Tips (291)
- Troubleshooting (123)
- Webinars/Events (1)

### Article Category

- < All Categories
- All (1,090)**
- Routing/Switching (447) >**
- Cognitive Campus (365) >**

Language: English x

[Clear All Filters](#)

Article Category: All x

Results 1-10 of 1,090 in 0.46 seconds

**RELEVANCE** DATE ▾ VIEWS ▾



#### Getting Started with cEOS-lab in Containerlab

May 29, 2025

Arista's containerized EOS (cEOS-lab) offers a lightweight, portable way to run Arista's Extensible Operating System in a virtualized environment. ... When combined with Containerlab, deploying and managing cEOS-lab instances becomes remarkably simple and efficient.

Source Knowledge Articles Language English File Type Article Author Diogo Serrano Mendes 136 Views



#### How to Collect Arista AP/Sensor Debug Logs

May 21, 2025

This document provides the steps to fetch debug logs from Arista devices. ... These logs are required by the Arista TAC team at the time of troubleshooting. You can download and save a debug log for future reference.

Source Knowledge Articles Language English File Type Article Author Suraj Zanjume 3158 Views

## Forum

The Forum allows users to connect with one another and is organized by Topics, aligning with Arista's key technologies, to help you locate content relevant to your Arista equipment.

Questions and answers can be posted on the General page, which covers all topics, or on a specific Topic. Each Topic is further categorized by Product Type for more precise results.

Please note that users must log in to like, answer, comment, or ask questions. Registered "guest" users who do not have a corresponding company account in our records will not be able to participate in the new Community Forum. To become an Arista customer, please contact [sales@arista.com](mailto:sales@arista.com).

# Arista Community Forum

Have a Question? Arista Community Central is here to help! The forum is a place where you can ask questions, provide answers, and interact with the Arista Community.



**Recent Discussions**

Sort by: Latest Posts

Search this feed...

Nada Assaf asked a question. 5h ago

AccelQ Auto Question aut repellendus

**Ask a Question**

**Trending Articles**

- [EOS extensions on GitHub](#)
- [10Gのメディアのタイプと帯域について](#)

## Video Library

Explore our video playlists for direct updates from our experts, including the latest Webinars/Events, Arista Support, and Onboarding videos. You can also find videos uploaded to the Arista Community Central YouTube channel by clicking the link at the bottom of the page: <https://www.youtube.com/@aristacommunitycentral4685>.

## Video Library

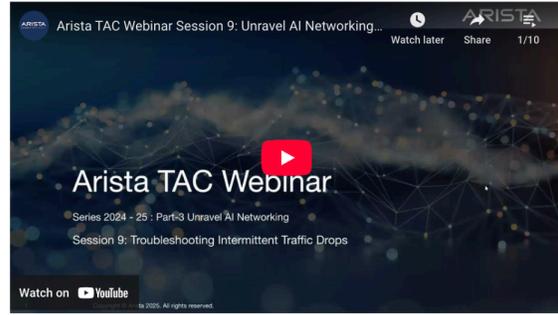
Explore our video playlists to get the latest updates directly from our experts.

### Webinars/Events

Webinars 2022-2023



Webinars 2024-2025

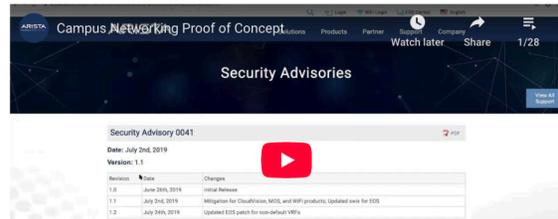


### Arista Support

Data Center



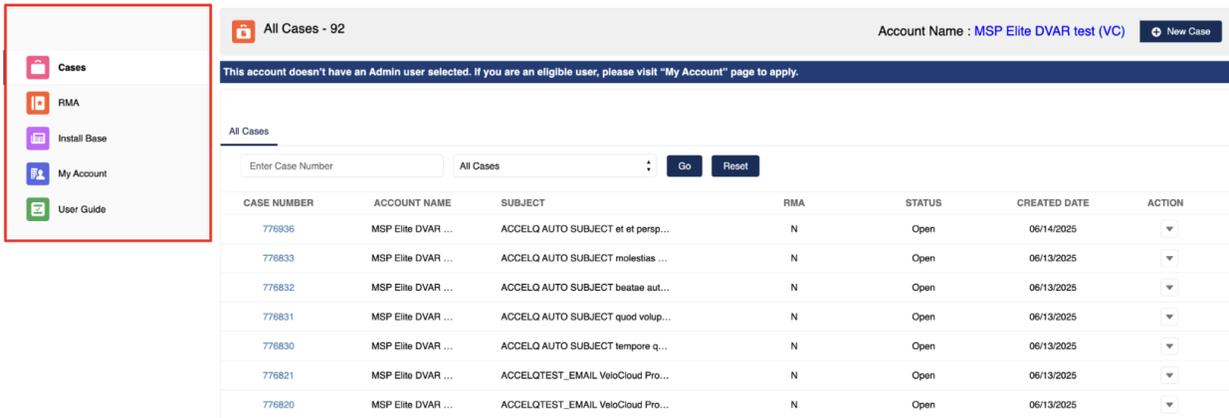
Cognitive Campus



## Support Portal

The Arista Support Portal is an intuitive tool for managing your interactions with Arista Support and your network's inventory. It centralizes support-related interactions and network asset oversight, allowing you to open new cases, track existing issues, and access equipment information. This enhances operational efficiency and ensures timely resolution of network challenges.

Install Base access is enabled by default for users that register after February 15, 2024. All other users may request this access from the account Admin User (Visit the "My Account" tab for more information). Cases and RMAs default to the last 24 months.  
To request a complete case or RMA report or for questions related to your install base access, please contact [support-portal@arista.com](mailto:support-portal@arista.com).



The screenshot shows the Arista Support Portal interface. On the left is a sidebar with navigation options: Cases, RMA, Install Base, My Account, and User Guide. The main content area is titled 'All Cases - 92' and shows the account name 'MSP Elite DVAR test (VC)'. A message states: 'This account doesn't have an Admin user selected. If you are an eligible user, please visit "My Account" page to apply.' Below this is a search bar for 'All Cases' with 'Go' and 'Reset' buttons. A table lists several cases with the following data:

CASE NUMBER	ACCOUNT NAME	SUBJECT	RMA	STATUS	CREATED DATE	ACTION
776936	MSP Elite DVAR ...	ACCELQ AUTO SUBJECT et et persp...	N	Open	06/14/2025	▼
776833	MSP Elite DVAR ...	ACCELQ AUTO SUBJECT molestias ...	N	Open	06/13/2025	▼
776832	MSP Elite DVAR ...	ACCELQ AUTO SUBJECT beatae aut...	N	Open	06/13/2025	▼
776831	MSP Elite DVAR ...	ACCELQ AUTO SUBJECT quod volup...	N	Open	06/13/2025	▼
776830	MSP Elite DVAR ...	ACCELQ AUTO SUBJECT tempore q...	N	Open	06/13/2025	▼
776821	MSP Elite DVAR ...	ACCELQTEST_EMAIL VeloCloud Pro...	N	Open	06/13/2025	▼
776820	MSP Elite DVAR ...	ACCELQTEST_EMAIL VeloCloud Pro...	N	Open	06/13/2025	▼

The Support Portal offers the following features:

- Open a new case.
- View your organization's case history.
- Add notes to an existing case.
- Upload attachments to an existing case. This feature uses HTTPS-based security for customers who require secure file transfers.
- Access solutions for common EOS/switch management issues.
- View your organization's inventory of Arista devices.

Click here for a quick video walkthrough of the [Arista Support Portal](#).

## User Roles

The Support Portal features two distinct user roles: Standard and Admin. By default, all new users are assigned the Standard role. However, users can request Admin rights directly through the Support Portal. To do this, log in to Arista.com, navigate to the Support Portal, and then select My Account > Request Admin Access.

My Account Information

Request Admin Access
Cancel Request

<b>Name</b> <input type="text"/>	<b>Designation</b> <input type="text"/>
<b>Email</b> <input type="text"/>	<b>Alt Email</b> <input type="text"/>
<b>Company Name</b> <input type="text"/>	<b>Contact Number</b> <input type="text"/>
<b>Account Owner Name</b> <input type="text"/>	<b>Account Owner Email</b> <input type="text"/>
<b>Role Type</b> <span style="border: 1px solid red; padding: 2px;">Standard User</span>	<b>Admin Request Status</b>

**Admin User Information**

Name	Email
------	-------

You will be required to confirm that you are authorized to manage user access for the account:

## Request for Admin Access

By clicking "Next" you acknowledge that you are authorized by your company to act as an Admin User. As an Admin User you will be able to manage user access, case, RMA and install base visibility for all other users associated with this account. If you are not authorized to act as an Admin User, click "Cancel" to go back to the previous screen. All Admin User Requests will be reviewed on a case by case basis.

Close
Next

Upon submission, the *Admin Request Status* will be updated to "Pending" until your account manager approves the request.

My Account Information

Request Admin Access
Cancel Request

<b>Name</b> <input type="text"/>	<b>Designation</b> <input type="text"/>
<b>Email</b> <input type="text"/>	<b>Alt Email</b> <input type="text"/>
<b>Company Name</b> <input type="text"/>	<b>Contact Number</b> <input type="text"/>
<b>Account Owner Name</b> <input type="text"/>	<b>Account Owner Email</b> <input type="text"/>
<b>Role Type</b> <span>Standard User</span>	<b>Admin Request Status</b> <span>Pending</span>

You have successfully submitted your Admin Access Request

**Admin User Information**

Name	Email
------	-------

Initial Admin requests may take up to 48 hours for approval. If you do not receive a response within this timeframe, please contact [registration@arista.com](mailto:registration@arista.com). Subsequent Admin requests will be approved by the existing account Admin.

The "Admin Access" page provides admin users with the **ability to approve or reject other admin user requests and manage overall user access.**

Available Users - 3 Configure Case Fields

Pendings

Pending Request: All User Access

Enter User Name or Email:  All Users Go Reset

Action	Name	Email ID	Status	Profile	Accessibility
<span>Edit</span>			Active	Standard User	<b>Cases</b> <input checked="" type="checkbox"/> All Cases <input checked="" type="checkbox"/> Child Cases <b>Install Base</b> <input checked="" type="checkbox"/> All Install Base <input checked="" type="checkbox"/> Child Install Base
<span>Edit</span>			Active	Admin User	<b>Cases</b> <input checked="" type="checkbox"/> All Cases <input checked="" type="checkbox"/> Child Cases <b>Install Base</b> <input checked="" type="checkbox"/> All Install Base <input checked="" type="checkbox"/> Child Install Base
<span>Edit</span>			Active	Standard User	<b>Cases</b> <input checked="" type="checkbox"/> All Cases <input checked="" type="checkbox"/> Child Cases <b>Install Base</b> <input checked="" type="checkbox"/> All Install Base <input checked="" type="checkbox"/> Child Install Base

To modify individual user access, click on the "Edit" button, update permissions, and click on "Save".

## Edit User Access

<b>User Name</b>	<input type="text"/>	
<b>Email Id</b>	<input type="text"/>	
<b>Customer Portal Profile</b>	<input type="text" value="Standard User"/>	
	<small>Standard Users have visibility to owned cases</small>	
<b>Customer Profile Access</b>	<b>Cases</b>	<b>Install Base</b>
	<input checked="" type="checkbox"/> All Cases	<input checked="" type="checkbox"/> All Install Base
	<input checked="" type="checkbox"/> Child Cases	<input checked="" type="checkbox"/> Child Install Base
<b>Deactivate User</b>	<input type="checkbox"/>	

Administrators can **deactivate or reactivate users** by checking or unchecking the "Deactivate User" checkbox, respectively.

Admin users can also **customize the Case tab columns**. Up to 10 columns can be displayed simultaneously, and any changes made will affect all users linked to the parent and child accounts. To configure these fields, navigate to the Admin tab and click on "Configure Case Fields."

Available Users - 3 Configure Case Fields

Pendings

Pending Request All User Access

Enter User Name or Email All Users Go Reset

Action	Name	Email ID	Status	Profile	Accessibility
<span style="background-color: #004a99; color: white; padding: 2px 5px;">Edit</span>			Active	Standard User	<b>Cases</b> <input checked="" type="checkbox"/> All Cases <input checked="" type="checkbox"/> Child Cases <b>Install Base</b> <input checked="" type="checkbox"/> All Install Base <input checked="" type="checkbox"/> Child Install Base
<span style="background-color: #004a99; color: white; padding: 2px 5px;">Edit</span>			Active	Admin User	<b>Cases</b> <input checked="" type="checkbox"/> All Cases <input checked="" type="checkbox"/> Child Cases <b>Install Base</b> <input checked="" type="checkbox"/> All Install Base <input checked="" type="checkbox"/> Child Install Base

From the Configure Case Fields section, choose desired columns and click on Save Configured Fields:

## Configure Case Fields

**Select List of Fields**  ⓘ

Available

PRIORITY

REQUESTOR EMAIL

CONTACT NAME

PLATFORM

SERIAL NUMBER

SW VERSION

SW FEATURE

▶

◀

Selected

CASE NUMBER 🔒

ACCOUNT NAME

SUBJECT

RMA

STATUS

CREATED DATE

Cancel
Save Configured Fields

## Global Access

By default, Arista accounts have Global Access enabled, allowing all associated users to view cases opened by themselves, other account users, and any linked child accounts.

Customers can request to disable Global Access, or account administrators can adjust individual user permissions, such as granting or removing access to cases or the install base.

For questions or to disable Global Access at the account level, please contact your sales representative or [registration@arista.com](mailto:registration@arista.com).

## Case History

After logging into the Support Portal, you will arrive at this landing page, which allows you to:

- **Case Management:**
  - Open a new case.
  - View all cases associated with your account, with the option to filter by "My Cases" or by open/closed status (up to 5,000 cases).
  - Access and update case details, including email history, attachments, and priority.
  - Add comments or upload files to existing cases.
  - Export case history.
- **Case History Retention:**
  - Cases are displayed by default for the last 24 months.
  - You have the ability to search for cases older than 2 years.
  - For a complete case report, please contact [support-portal@arista.com](mailto:support-portal@arista.com).
  - Velocloud users will have access to 13 months of case history migrated from the previous platform.

## Case Creation Form

Click on the "New Case" button. A new window will appear showing the case creation form.

All Cases - 92 Account Name : MSP Elite DVAR test (VC) [New Case](#)

This account doesn't have an Admin user selected. If you are an eligible user, please visit "My Account" page to apply.

All Cases

Enter Case Number  All Cases

CASE NUMBER	ACCOUNT NAME	SUBJECT	RMA	STATUS	CREATED DATE	ACTION
776936	MSP Elite DVAR ...	ACCELO AUTO SUBJECT et et persp...	N	Open	06/14/2025	<input type="button" value="v"/>
776833	MSP Elite DVAR ...	ACCELO AUTO SUBJECT molestias ...	N	Open	06/13/2025	<input type="button" value="v"/>

Complete as much information as possible on the next screen. Mandatory fields include: Product Category, Subject Line. If no case Priority is selected, the default is P3.

### New Case

Administrative Input: The issue is technical, or an inquiry regarding either LCC operations or functionality.

#### Contact Information

Name  Contact No

Email  CC Emails

#### Case Details

Priority  \* Subject

(Max 255 characters)

\* Product Category  Product Type

SW Version  Platform

Serial Number

## VeloCloud Customers

When opening a case for a VeloCloud product, please include the Minimum Data Set (MDS). This information enables our team to begin investigating your issue promptly and effectively. For all MSPs, the MDS is a requirement.

## CONUS/US Federal Customers

For customers who purchased Continental US Support pre-acquisition, the Support Portal will present an option to confirm if a case requires CONUS/US Federal support before it can be created.

- *Does this case require CONUS/US Federal support?*

The image shows a 'New Case' form with the following fields and sections:

- Product Category:** VeloCloud Products
- Product Type:** --None--
- SW Version:** --None--
- Platform:** --None--
- Serial Number:** (empty text field)
- CONUS/US Federal:** \* Does this case require CONUS/US Federal support?  Yes  No (This section is highlighted with a red box)
- MDS:** \* Have you downloaded the complete MDS?  Yes  No
- Troubleshooting:** \* Have you completed the required L1/L2 troubleshooting?  Yes  No
- Case Description:** Describe the issue being observed.

Buttons at the bottom right: Close, Create Case

## MSP Customers

VeloCloud MSP customers, please confirm the following:

- *Have you downloaded the complete MDS?*
- *Have you completed the required L1/L2 troubleshooting?*

### New Case

Product Category  
VeloCloud Products

SW Version  
--None--

Serial Number

Product Type  
--None--

Platform  
--None--

---

**CONUS/US Federal**

\* Does this case require CONUS/US Federal support?  Yes  No

---

**MDS**

\* Have you downloaded the complete MDS?  Yes  No

---

**Troubleshooting**

\* Have you completed the required L1/L2 troubleshooting?  Yes  No

---

**Case Description**

Describe the issue being observed.

Close Create Case

## RMA

Review all RMAs, whether requested by you or other users on your account and associated child accounts. The default view shows RMAs from the last 24 months. For a complete RMA report, please contact [support-portal@arista.com](mailto:support-portal@arista.com).

Available All RMA - 2950

For returns within the US and Canada, you can obtain a return shipping label by providing your RMA or PRO number via <https://track.choicelogistics.com/arista>. For all other countries, please email [servicereturns@arista.com](mailto:servicereturns@arista.com) to request a shipping label and/or coordinate a pick up.

---

**RMA Details**

RMA DATE	RMA No	SERIAL NUMBER	DELIVERY METHOD	ACCOUNT NAME	END CUSTOMER
6/1/2025	<a href="#">RMA-████</a>	██████████	Next Business Day	██████████	██████████
6/1/2025	<a href="#">RMA-████</a>	██████████	Next Business Day	██████████	██████████

Click the RMA number to see the defective part numbers included in the request.

## RMA Case

RMA No	Switch Serial No	Defective Serial No	Carrier	Delivery Status
RMA- [REDACTED]	[REDACTED]	[REDACTED]	DHL	Dispatched

[Close](#)

The view displays the defective serial number, the chosen carrier for the replacement unit, and its delivery status. For RMAs with multiple defective serial numbers, each will be listed on a separate line with its corresponding shipping information.

Click the "Defective Serial No." field to see more details about the defective serial number. A new window will appear with information on shipping, tracking, and both the defective and replacement units.

## RMA Case

<b>RMA No</b>	RMA [REDACTED]	<b>Switch Serial Number</b>	[REDACTED]
<b>SR Case</b>	[REDACTED]	<b>Defective Part Number</b>	[REDACTED]
<b>Required Delivery Method</b>	Next Business Day	<b>Defective Serial Number</b>	[REDACTED]
<b>Onsite FE Required</b>		<b>Replacement Part Number</b>	[REDACTED]
<b>Delivery Status</b>	Dispatched	<b>Replacement Serial Number</b>	
<b>Carrier</b>	DHL	<b>Ship to Company Name</b>	[REDACTED]
<b>Carrier Method</b>	Next business Day	<b>Ship to Contact Name</b>	[REDACTED]
<b>Carrier Tracking Number</b>		<b>Ship to Contact Number</b>	[REDACTED]
<b>Ship Date</b>	2025-06-02	<b>Ship to Address</b>	[REDACTED]
<b>ETA</b>	2025-06-04T16:00:00.000Z	<b>Ship to City</b>	[REDACTED]
<b>Delivery Date/Time</b>		<b>Ship to State/County</b>	[REDACTED]
<b>Proof of Delivery Name</b>		<b>Ship to Country</b>	[REDACTED]
<b>Ship to Zip Code</b>	[REDACTED]		

[Close](#)

Install Base

The "Install Base" page provides a comprehensive overview of your company's Arista equipment inventory and associated service contracts. Please note that software licenses and non-serialized products are not displayed on the Support Portal; for inquiries regarding these items, please reach out to your account manager.

Access to the Install Base is automatically granted to users who registered after February 15, 2024. Users who registered prior to this date can request access from their account's Admin User, detailed information for which is available under the "My Account" tab.

This section offers the following details:

- Part Number
- Serial number
- Support Status (Active or Expired)
- Support Entitlement (e.g., Next Business Day, 4 Hour)
- EOL Date
- Service Start and End Dates
- Inventory location (crucial for maintaining accurate depot stocking for RMAs)
- RMA-related information for switches reported as defective and awaiting return or sent as RMA replacements

## My Account

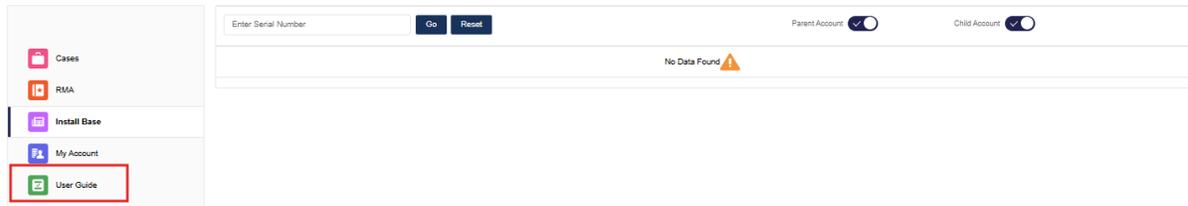
.This section displays your contact information, the status of any Admin Requests, and the name of the current Admin user for the account.

My Account Information		Request Admin Access	Cancel Request
Name		Designation	
Email		Alt Email	
Company Name		Contact Number	
Account Owner Name		Account Owner Email	
Role Type	Standard User	Admin Request Status	
Admin User Information			
Name		Email	

If you need to update your contact information, click on *My Profile* on the top right hand of the screen.

# User Guide

In this section, you'll find this guide in PDF format for easy reference.



## Quick Links

- **Arista Community Central** (<https://arista.my.site.com/AristaCommunity/s/>): Your primary destination for forum discussions, knowledge articles, troubleshooting videos, and additional resources. For a comprehensive overview of our offerings, please consult the [Community Guide](#).
- **Support Portal**: Manage case and RMA history, access inventory and support contract information, and for Admin Users, perform user management.
- **[CVP Help Center](#)**
- **[Support Tab](#)**
  - **[Support Portal](#)**
  - **Support Information**: Overview of support, A-Care Services, and support policies.
  - **Software Downloads**: Obtain EOS Software, vEOS, and Product Stencils.
  - **Advisories & Notices**: View Security Advisories, Field Notices, and End of Life Notices.
  - **Product Documentation**: Find Software & Hardware guides, including Release Notes.
  - **Product Certifications**: Find country-specific certificates for Arista's products below by Model.
  - **Product Lifecycles**: Obtain information on currently shipping software and hardware products, as well as products that reached End of Life after mid 2021.
  - **Transfer of Information**: Find technical configuration and specific uses guides.
  - **Tech Library**: Access Deployment & Configuration Guides, Feature References, and more!
  - **Training**: Explore hands-on and virtual training offerings.
  - **Software Bug Portal**: Access the Bugs Database.
  - **CVP Upgrade Path**: Find CVP Release Notes.
  - **MLAG ISSU Check**: Identify MLAG ISSU upgrade path.
  - **Tech Library Portal**: Search documentation crafted for engineers: <https://tech-library.arista.com/>

- **Wi-Fi Launchpad:** <https://login.wifi.arista.com/cas/login>
- **[Software Downloads](#)**

## File Sharing Methods

There are multiple ways customers can share files with Arista:

### Support Portal

Our preferred file-sharing method is via the Support Portal. Files are attached to the case directly and accessible to you and all other users associated with your account in the portal.

- The individual file size limit is 2GB
- You can add multiple files at the same time
- All file data is encrypted in transit via SSL. Data is not currently encrypted at rest.

### Instructions on how to share a file via the portal:

To share a file, click on the case number you would like to upload the files to.

The screenshot shows the 'All Cases' page in the Support Portal. On the left is a navigation menu with icons for Cases, RMA, Install Base, My Account, and User Guide. The main content area has a header with 'All Cases - 29' and an 'Account Name' field. A blue banner message reads: 'This account doesn't have an Admin user selected. If you are an eligible user, please visit "My Account" page to apply.' Below this is a search bar with 'Enter Case Number' and a dropdown menu set to 'All Cases', with 'Go' and 'Reset' buttons. A table of cases is displayed below:

CASE NUMB...	ACCOUNT NAME	SUBJECT	RMA	STATUS	CREATED DATE	ACTION
563853		[#INC-1383956] New comment - Pending Produ...	N	Closed	06/26/2024	▼
563261		FDNY - please join the zoom for troubleshooting...	N	Closed	06/24/2024	▼

Click on "Add File(s)"

The screenshot shows the 'Case Details' page for case 563853. The page has a header with 'All Cases - 200' and an 'Account Name' field. A blue banner message reads: 'This account doesn't have an Admin user selected. If you are an eligible user, please visit "My Account" page to apply.' Below this is a search bar with 'All Cases' and '563853' entered. A navigation bar contains 'Case Details' and 'Related Details' tabs, along with buttons for 'Refresh', 'Edit', 'Add Comment', and 'Add File(s)'. The 'Add File(s)' button is highlighted with a red box. Below the navigation bar is a table with case details:

CaseNumber	Status	Priority	CC Email Ids
563853	Closed	P3	

You can add a comment to the empty box and click on “Upload Files” or drop a file(s).

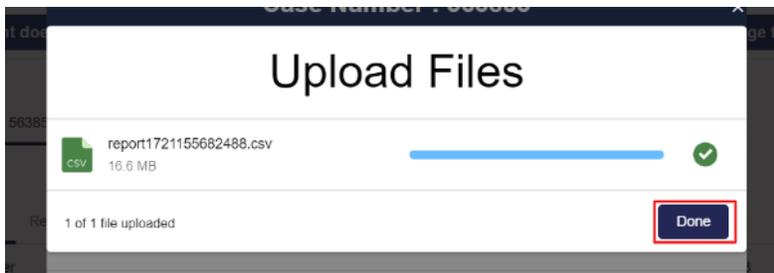
**Case Number : 563853**

\* Comment (Required)

File upload

 Upload Files Or drop files Note : Files upto 2GB each can be uploaded

Once the upload is complete, click on “Done”.



You can validate that the file was uploaded by clicking on the case “Related Details” tab and scrolling down to “Attachments.”

Case Details **Related Details** Refresh Edit Add Comment Add File(s)

Case Comments (1)

Emails (19)

Attachments (56)

No.	File	Attached By	Uploaded on	Action
1	image005	Service Admin	July 05, 2024 at 01:09 PM	

## Email

Another file upload method is email file sharing. Sharing files via email will automatically attach the file to the case as long as the Subject Line or body of your email contains the Ref. ID originated at the time of case creation (you can reply to any case email that contains this number).

For example:

RE: SR XXXXXX Disconnect issue [ ref:\_00DA00H7UG.\_5005w2DHPwQ:ref ]

- Files shared via email have a limit of 25 MB per email.
- All files shared via this method are encrypted in transit and at rest.

## FTP

On occasion, customers are unable to share files via the Support Portal because the file is larger than 2GB or because users may not have registered for an Arista user account and cannot access the portal. In these cases, the preferred file-sharing method is FTP.

- The storage disks of the Arista FTP server are encrypted at rest, and the VSFTPD service is used to transfer files. VSFTPD is the short form of the very secure FTP daemon.
- The server supports TLS for customers who need to use an encrypted channel. Customers wishing to use TLS should use the FTPS client provided.

### **Instructions on how to upload files to the FTP server:**

#### On Mac/Linux

Note that starting from MacOS High Sierra, the FTP client is unavailable by default. However, it can be installed with a tool like homebrew: 'brew install tnftp'

- Change directories to the folder that has the file to be uploaded.
- From your terminal, execute "ftp ftp.arista.com"
- Login: ftp
- Pwd: <your email address>
- Change directory to 'support,' i.e. 'cd support'
- Within the 'support' directory, there should be a directory named with your TAC case number, e.g. <INSERT CASE NUMBER HERE>
- Change the directory to the directory of your case number i.e., 'cd <INSERT CASE NUMBER HERE>'
- Upload the file/s using the command 'put <filename>'

#### On Windows

Using the default cmd prompt (use hash mark printing to see progress)

- Change directories to the folder that has the file to be uploaded.
- From your command prompt, execute "ftp -A ftp.arista.com"
- Change directory to 'support,' i.e. 'cd support'
- Within the 'support' directory, there should be a directory named with your TAC case number, e.g. <INSERT CASE NUMBER HERE>
- Change the directory to the directory of your case number i.e., 'cd <INSERT CASE NUMBER HERE>'

- Type 'hash' to turn hash mark printing on for progress indication
- Upload the file using the command 'put <filename>'

**Note:** Files shared via FTP are not automatically associated with the case, and the TAC team is not automatically notified. Please inform the TAC Engineer handling your case after a file has been shared via this method so they can access and add the file to the case. This will ensure that case resolution is not delayed.

## Egnyte

Egnyte can be used to share logs/files when the files cannot be shared via the Support Portal or FTP. It can also be helpful in scenarios where TAC needs to share a file with the customer (eg. a software patch, older images for MLAG ISSU, etc.).

- Files shared via Egnyte are encrypted in transit and at rest.

In order to share a file via this method, TAC needs to share an Egnyte-generated URL for the specific case number, for example:

```
https://aristanetworks.egnyte.com/ul/qJT6dn4W1d
```

**Note:** Files shared via Egnyte are not automatically associated with the case, and the TAC team is not automatically notified. Please inform the TAC Engineer handling your case after a file has been shared via this method so they can access and add the file to the case. This will ensure that case resolution is not delayed.

## CCF/DMF Support Bundles Tool

(instructions also available on <https://arista.my.site.com/AristaCommunity/s/article/support-bundle-how-to>)

Support bundles are a collection of show, bash commands, and logs for CCF (Converged Cloud Fabric) and DMF (Danz Monitoring Fabric), which were previously known as BCF and BMF, respectively.

### How to Upload a Support Bundle

If you are running BCF/CCF >=5.3 or BMF/DMF >= 7.3 and the controller is connected to the Internet, you can use the Direct Support Bundle Upload described below.

*CCF>5.3, DMF>7.3: Use Direct Support Bundle Upload*

Once you have collected the support bundle. Utilize the command "Upload support <insert file name>". This will directly upload the support bundle to our servers for all engineers to access easily.

```
JS-LaughingNightingale-C1> upload support
bsn-support--JS-LaughingNightingale-C1--2019-03-01--21-13-17Z--SENUC-B3MBP.tar.gz
Uploading diagnostic data bundle for technical support. If the upload process was
interrupted, the upload can be restarted from the last checkpoint.
5: percent: 100%
|*****->|
Name :
bsn-support--JS-LaughingNightingale-C1--2019-03-01--21-13-17Z--SENUC-B3MBP.tar.gz
Ssbid : SENUC-B3MBP
Status : upload-completed
Size bytes : 3563700
Duration ms : 504
```

Support Bundle Upload uses advanced techniques, such as geo-acceleration, chunked uploads, and automatic retries. Thus, it is usually faster than uploading manually, especially from remote locations.

Now to actually upload the support bundle manually, you have a few options.

- Upload the download bundle via this URL: <https://bsn-support.arista.com> (please make sure you list the case ID in the SB upload).
- Other methods described previously can also be used: Support Portal, FTP, and Egnyte.

**Note:** Files shared via <https://bsn-support.arista.com> are not automatically associated with the case, and the TAC team is not automatically notified. Please inform the TAC Engineer handling your case after a file has been shared via this method so they can access and add the file to the case. This will ensure that case resolution is not delayed.