

Hortonworks Data Platform: Scope of Enterprise/Enterprise Plus Support

The lists below provide the topics that are covered by your Hortonworks support and those which are out of scope.

In Scope

- Installation
- Upgrade
- Configuration
- Diagnosis
- HOTFIXes/Bug fixes¹
- Performance issues²
- Enhancement Requests

¹ Availability is dependent on product life cycle

² Issues raised should be confined to specific area in a cluster as opposed to performance tuning/review at the cluster level.

³ Feedbacks/Enhancement requests are encouraged.

Out of Scope

- Technology Preview(TP)/Community Driven Features³
- Modified Data Platform modules⁴.
- Application Design, Development and Code Review^{PS}.
- Education/Training Services^{PS}.
- Third Party Integration^{PS}.
- Use Case advise^{PS}.
- System Architecture/Infrastructure/Network design^{PS}.
- Benchmarking and Capacity Planning^{PS}.

⁴ Data Platform refers to Hortonworks Data Platform, Hortonworks Data Flow.

^{PS} Please reach out to your Account Manager for information regarding Professional Services offerings.

Component Specific Support Scope Details

The table below provide information on the scope of your Hortonworks support at the component level, indicating topics that are in scope and those that are out of scope.

Component	In Scope, Incidents of
Ambari	<ul style="list-style-type: none"> ○ Installation. ○ Upgrade. ○ Configuration. ○ Diagnosis. ○ HOTFIXes/Bug fixes¹ ○ Performance issues² ○ Enhancement Requests.
HDFS	
YARN	
Oozie	
HDF(NiFi)	
Storm	
Spark	
Kafka	
Hive/Tez/MapReduce/Pig	
HBase/Phoenix/Accumlo	
HDP Search	
Atlas	
Ranger	
Knox	
Cloudbreak	
Zeppelin	

Component	Out of Scope
Ambari	<ul style="list-style-type: none"> ○ Third Party Component Provisioning. ○ Custom Plugin/Widget/Dashboard Development.
HDFS	<ul style="list-style-type: none"> ○ Data fixes/patches for User/ Application error. ○ Environmental issues (LDAP, Security tools, Disk Failures. etc.).
YARN	<ul style="list-style-type: none"> ○ Environmental issues (LDAP, Security tools, Disk slowness, failure. etc.). ○ Third Party resource management integration.
Oozie	<ul style="list-style-type: none"> ○ Workflow/Bundle development.
HDF(NiFi)	<ul style="list-style-type: none"> ○ Custom Processor Development. ○ Review/Debug of NiFi Processor's code.
Storm	<ul style="list-style-type: none"> ○ Topology Code Reviews. ○ Topology Development. ○ Data fixes/patches for User/ Application error.
Spark	<ul style="list-style-type: none"> ○ SQL/Spark Code Rewrite. ○ Code Review/development.
Kafka	<ul style="list-style-type: none"> ○ Producer/Consumer development.
Hive/Tez/MapReduce/Pig	<ul style="list-style-type: none"> ○ Query Rewrite/Development. ○ UDF Development/Review. ○ Metastore DB Backup/Recovery/ Tuning.
HBase/Phoenix/Accumlo	<ul style="list-style-type: none"> ○ Phoenix Query Rewrite. ○ Schema (Re)designing.
HDP Search	<ul style="list-style-type: none"> ○ Data Modeling. ○ Index Mapping Design.
Atlas	<ul style="list-style-type: none"> ○ Custom Hook development ○ Atlas Metadata fixes due to user/ application error. ○ Taxonomy.
Ranger	<ul style="list-style-type: none"> ○ Third party plugin integration.
Knox	<ul style="list-style-type: none"> ○ Custom Services/UI Enablement.
Cloudbreak	<ul style="list-style-type: none"> ○ AMI Provisioning.
Zeppelin	<ul style="list-style-type: none"> ○ Custom Interpreters Integration. ○ Dashboard/Application development.

¹ Availability is dependent on product life cycle

² Issues raised should be confined to specific area in a cluster as opposed to performance tuning/review at the cluster level.