



## Accessing Arkeia Support

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## **Accessing Arkeia Support**

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## General Self Help Tools

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### Arkeia User Manuals

<http://www.arkeia.com/support/documentation/manuals.php>

### Arkeia User Forum

<http://forums.arkeia.com>

### Arkeia Knowledge Base

<http://support.arkeia.com>

## Accessing Arkeia Support

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### 1. New Installation Support Procedure

Arkeia offers 30-days of free support for all **\*\*NEW\*\*** installations via the on line help desk ticketing system. The 30-days of support begin at the first completion of a successful backup.

- Register with the Arkeia Sales Team to obtain a support portal user name and password.

<http://www.arkeia.com/testdrive/index.php>

- Generate the ARKINFO.tz debugging file on the problem machine and ensure to answer YES to all required questions.

```
su –  
/opt/arkeia/bin/arkinfo5
```

NOTE: For windows, the path is:

C:\Program Files\Arkeia\Arkeia\bin\arkinfo5

- Go to <http://support.arkeia.com> and login to the Arkeia Support Portal using the user name and password supplied.
- Click on “Log a Case” and fill in the appropriate information.
- Ensure to provide a detailed description of the issue so that we may start our investigation correctly.
- Ensure to attach the ARKINFO.tz or ARKINFO.tar file before submitting the case.

An Arkeia Engineer will respond to your case shortly.

### 2. Existing Customer Support Procedure

Existing Arkeia installations must be up to date with one of the following Arkeia Technical Support Programs. Expired support contracts will not be honored.

URL: <http://www.arkeia.com/support/supportprograms/index.php>

Support Services will be processed based on the subscribed service.

**EXAMPLE:**

Valid Contact:     John Doe           johndoe@company.com  
Invalid Contact:   John Doe           johndoe@gmail.com

All support contacts must be registered with the Arkeia Sales Team. The accounts are tracked via email address so multiple accounts for the same user are not allowed. Please contact your Arkeia Sales Representative to add or modify your support user accounts.

- Generate the ARKINFO.tz debugging file on the problem machine and ensure to answer YES to all questions that apply.

```
su -  
/opt/arkeia/bin/arkinfo5
```

NOTE: For windows, the path is

C:\Program Files\Arkeia\Arkeia\bin\arkinfo5

- Go to <http://support.arkeia.com> and login to the Arkeia Support Portal using the user name and password supplied.
- Click on “Log a Case” and fill in the appropriate information.
- Ensure to provide a detailed description of the issue so that we may start our investigation correctly.
- Ensure to attach the ARKINFO.tz or ARKINFO.tar file before submitting the case.

An Arkeia Engineer will respond to your case shortly.

### 3. Help Desk Ticket Reply

To reply to an active Help Desk case:

- Go to <http://support.arkeia.com> and login to the Arkeia Support Portal using the user name and password supplied.
- Click on the “Open Case” and select “Add A Comment”

### Arkeia Ticket Work Flow Policy

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Arkeia deploys case escalation policies to ensure each case is treated within a timely manner.

- Advised Notice

If the case is not updated within 3 working days of the last response, the Arkeia engineer will send out an “Advised” notice to the contact.

- Closed Notice

If the case is not updated within 5 working days of the Advised Notice, the Support engineer will send out a “Closed” notice and set the case to Closed or Solved status.

- Standby

A case may be set to “Standby” at the customers request or pending the results of external testing or patches. When a case is set to “Standby” it will not be treated by the regular case rotation notices.

## **Support Contact Changes**

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A customer may request a change in the Arkeia Support Contact by informing:

- the Arkeia Partner
- the Arkeia Customer Service Representative
- the Arkeia Sales Representative
- submitting a request via the Support Portal

## **Problem Reporting**

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Problems regarding the Arkeia Help Desk can be reported to [support-manager@arkeia.com](mailto:support-manager@arkeia.com).

When reporting an issue, please state the ticket number so that we may investigate the issue.