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## Accessing Arkeia Support – Customer

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**Purpose:** The purpose of this document is to define a guideline for accessing Arkeia Technical Support Services for partner customers.

## 1. General Self Help Tools

- Arkeia User Manuals  
<http://www.arkeia.com/manuals.html>
- Arkeia Network Backup FAQ  
<http://www.arkeia.com/faq/anb>
- Arkeia Smart Backup FAQ  
<http://www.arkeia.com/faq/asb>
- Arkeia User Mailing List with searchable archives  
<http://www.arkeia.com/community/>
- Arkeia Software Knowledge Base  
<http://support.arkeia.com>

## 2. Accessing Arkeia Support

### 2.1 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 begins at the first completion of a successful backup.

- Register with the Arkeia Sales Team  
<http://www.arkeia.com/register/>
- 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 click on the “Ask a Question” tab
- 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.

## **2.2 Existing Customer Support Procedure**

Existing Arkeia installations must be up to date with one of the following Arkeia Technical Support Programs.

**DETAILS:** <http://www.arkeia.com/support/programs>

Support Services will be processed based on the subscribed service.

EXAMPLE:

Valid Contact: John Doe [johndoe@company.com](mailto:johndoe@company.com)

Invalid Contact: John Doe [johndoe@gmail.com](mailto:johndoe@gmail.com)

The accounts are tracked via email address so multiple accounts for the same user is not allowed. This keeps the case history within a single users profile for improved customer service.

- 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 click on the “Ask a Question Tab”
- 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.

### **2.3 Help Desk Ticket Reply**

To reply to an active Help Desk incident...

- Go to <http://support.arkeia.com> and click on the “My Stuff Tab”
- Click on “Answer Updated Notifications” to respond to an active case.
- Click on “Questions” to see the status of all cases with your account.

### **3. Arkeia Ticket Work Flow Policy**

Arkeia deploys a few 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.

- 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.

#### **4. Support Contact Changes**

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

- the Arkeia Partner
- the Arkeia Tech Support Team via the Help Desk
- the Arkeia Customer Service Representative

#### **5. Problem Reporting**

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 complaint.