Opmantek Support Case Opening Checklist

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Objective

In order to provide fast time to resolution for all support tickets we'd like our customers to provide the following information when a support case is opened. We have found that with this information we can reduce time to resolution in some cases by days.

Opening Support Cases

Opmantek customers may open support cases by sending an email to support@opmantek.com. We recommend the following rules of engagement.

- Open a separate ticket for each discreet problem.
- Please avoid opening a ticket that contains multiple problems.
- Begin a new email thread to describe a new problem.
- Please avoid responding to an old email thread to address a new problem.

Support Case Opening Checklist

- [ ] Email Structure
  - [ ] Email Subject - The email subject will become the support ticket name. A subject format such as the following will assist support engineers in finding your ticket quickly:
    - [ ] <Customer_Company_Name> - <OMK Product> - <Very Brief Problem Description - 8 words or less>
  - [ ] Email Body
    - [ ] Problem description
    - [ ] State the priority for this case
      - [ ] Priority 1 - Business Critical - Production system is down.
      - [ ] Priority 2 - Severe Impact - Production system unreliable.
      - [ ] Priority 3 - Degraded Operations - Production system presents inconsistencies.
      - [ ] Priority 4 - Informational - Customers are requesting information.
    - [ ] State the OMK products that are exhibiting the problem.
    - [ ] Explain any recent changes that may have led to the current problem.
    - [ ] For customers that have deluxe support contracts with Opmantek; please provide the following information:
      - [ ] State the following in regard to the affected servers:
        - [ ] Hostname
        - [ ] FQDN
        - [ ] IP Address
      - [ ] State the node name(s) that are exhibiting the problem
  - [ ] Email Attachments - Email attachments to JIRA have a 10MB size limit. If pertinent documents/files exceed this suport@opmantek.com will direct the customer as to the best method to share them.
    - [ ] Support Zip(s) - See more specific instructions concerning support zips below.
    - [ ] Anything that may be relevant.

Example email - Opening A Support Case

```
From: customer@customer.com
To: suport@opmantek.com

Subject: Smith & Smith Holdings - NMIS - No Stats For MegaFast Routers

Body:
        Opmantek Support,

                Problem Description:
                Our company has recently installed MegaFast routers, but we are not collecting and stats from
them.

                Priority: 2
                Product: NMIS
                Recent Changes: Added new vendor's hardware.

                NMIS Server Hostname:  NMIS01
                NMIS Server FQDN: NMIS01.smithsmithholdings.com
                NMIS Server IP: 10.1.1.1

                Problem Nodes: r1, r2, r3

Attachments:  nmis-support-2017-11-28-2304.zip
```

NMIS Cases

For cases related to NMIS, a NMIS support zip file is required.

NMIS Support Zip

The NMIS support zip contains valuable information that will enable our support engineers to develop a solid vector on the problem. Attaching this support zip to a new case will reduce time to resolution. While running the tool it will recognize some common problems and prompt the user for action.

Gather a NMIS support zip as described here: https://community.opmantek.com/x/sgdm

Examples NMIS support tool use cases:

```
### Typical case
[root@opmantek ~]# /usr/local/nmis8/admin/support.pl action=collect

### When log files are too big for the default zip size, try this option.
[root@opmantek ~]# /usr/local/nmis8/admin/support.pl action=collect maxzipsize=31457280

### If the problem is related to a specific node, focus the support tool on it.
[root@opmantek ~]# /usr/local/nmis8/admin/support.pl action=collect node=r1

### If the problem is related to several nodes, we can focus the support tool on them.  Separate the node names
by commas as below.
[root@opmantek ~]# /usr/local/nmis8/admin/support.pl action=collect node=r1,r2,r3

### If the analysing the problem requires detailed data for all nodes we may run the command as follows.
[root@opmantek ~]# /usr/local/nmis8/admin/support.pl action=collect node=*
```

OMK Cases

For cases related to OMK products, a NMIS and an OMK support zip are required.

OMK Support Tool

The OMK support took contains valuable information that will enable our support engineers to develop a solid vector on the problem. Attaching this support zip to a new case will reduce time to resolution. While running this took it will recognize some common problems and prompt the user for actions.

Gather an OMK support zip as described here: https://community.opmantek.com/x/vwZw

Example OMK support tool use cases:

```
### Typical case
[root@opmantek ~]# /usr/local/omk/bin/support.pl action=collect

### When log files are too big for the default zip size, try this option.
[root@opmantek ~]# /usr/local/omk/bin/support.pl action=collect maxzipsize=31457280
```