

REBASOFT SUPPORT DESK SYSTEM

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Overview

Rebasoft offers a 24 x 7 web portal to enable customers to communicate both bugs and feature requests. While the portal is 24x7, Rebasoft operates UK business hours (8:30-17:30 x 5 days / week excluding UK bank holidays).

The portal can be accessed via <https://rebasoft.atlassian.net>

Prior to raising a case, Rebasoft recommends that customers review our wiki, which is updated on a regular basis (<http://wiki.rebasoft.net>) to see if the bug/feature has already been addressed in an existing, more recent software release.

Note: Customers will need to register to both the support and wiki sites to gain access.

This document describes how to raise a case, what to expect from Rebasoft and how to escalate high severity issues.

The support flow process is as follows:

- 1) Customer needs to contact Rebasoft support
- 2) Customer raises ticket on rebasoft.atlassian.net (details below)
- 3) Rebasoft support staff review the on-line case and will assign to Pre/Post sales staff if configuration or create a Jira ticket for development to investigate if a reported bug

Note: A customer must have a current, valid support contract in place in order for support tickets to be accepted. Rebasoft reserves the right to reject support requests from customers without a valid maintenance contract.

Support Tickets

Raising a ticket process

1. After registering, a customer signing in to the Service Desk portal, is presented with five options. These are:
 - a) Feature Request
 - b) Auditor Core
 - c) Application Auditor
 - d) Rebasoft Management Console
 - e) Rebasoft Appliance
2. Feature Request tickets only require a title and description. We do ask that as much detail as possible is provided in the description, especially around how a function is going to be used. These get reviewed and, if accepted, scheduled in to our Development Roadmap.

3. When reporting a bug, customers are asked to include replication steps as part of the description (including any screenshots). This information, as well as the upload of support information files, mean that problems can be replicated more quickly. Please refer to the wiki article on how to obtain the relevant support files (<http://wiki.rebasoft.net/doku.php?id=requestingsupport>). In addition to support files, Rebasoft support teams will require:
 - a) Product Version/build number
 - b) Server ID
 - c) HA Status

4. Rebasoft reserves the right to reject a ticket if there is insufficient information detailing the issue, product, replication steps, screenshots and/or log files, etc. **Please do not assume any details from previous conversations, emails, or meetings when raising tickets, as the support engineer cannot rely on receiving this in a timely manner.**

Tickets – Service Level

We aim to reply to and/or fix tickets within certain time periods depending on their severity. We will also escalate, demote and/or close issues as shown below:

Severity	Definition	Initial Response	Workaround /Fix Time	Permanent Resolution Time	Escalation if waiting for support	Demotion if no customer response	Close if no response after
SEV 1	Any error that prevents, or seriously disrupts the use of a Product or any major function for its intended purpose.	2 Hours	6 Hours	5 Days	Senior Management Alert After 6 Hours	6 Hours	2 Days
SEV 2	Any error that seriously impairs, but does not prevent or seriously disrupt, the use of a Product or any major function for its intended purpose.	4 Hours	1 Day	10 Days	SEV 1 after 24 hours	16 Hours	2 Days
SEV 3	Any error that causes only a minor impairment in the use of a Product, in whole, or in part, for its intended purpose.	8 Hours	30 Days	60 Days	SEV 2 after 7 days	7 Days	7 Days
SEV 4	Any error that has no, or only a trivial impact on the use of a Product, in whole, or in part, for its intended purpose. (Cosmetic, Spelling Errors, etc.)	5 Days	30 Days	60 Days	N/A	N/A	7 Days

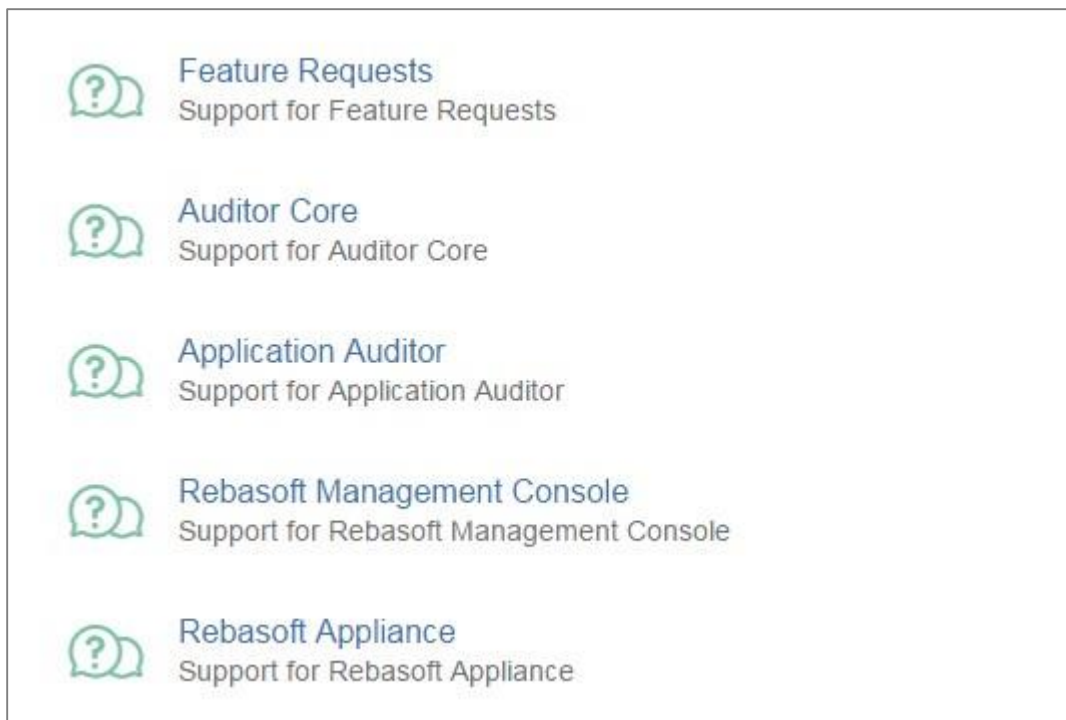
Feature Request	Feature Request for any product	7 Days	N/A	N/A	N/A	N/A	N/A
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Using the JIRA Service Desk

Creating a Ticket

Steps

1. Click on the section that is related to the issue that you are going to raise.




2. Please ensure you fill in all the fields and then click the “Create” button at the bottom.

Rebasoft Support Center / Rebasoft Support

Auditor Core

Raise this request on behalf of

 Lee Moores

Summary

Summarise the ticket here

Description

Give a good description of explaining what the issue is in relation to the pertinent product.

Priority

Severity 3

This portal is for bug issues, not for feature requests

Server ID (optional)

ac-64076849-d497-4454-86ce-ffb8a47b5f36

HA Status

Master

Affects Version/s


2.9M

2.9, 3.0

Attachment

logs of the issue.txt (2.86 kB)

Logs, Screenshots etc (Emails not accepted)

 Choose file(s)

Create Cancel

Field	Description
Summary	A brief summary of the issue.
Description	A good description of what the issue is and what it involves.
Priority	How severe is the issue.
Server ID	What's the server ID of the product? This is display under system settings.
HA Status	Is your product running as a master, standby or a standalone?

Affected version (s)	What version is related to the issue you are experiencing?
Attachments	Screenshots, logs, and diagnostics of the issue you are having with the product.

3. You have successfully created your ticket and it has been logged into the system.

?

Rebasoft Support Center / Rebasoft Support

Summarise the ticket here WAITING FOR SUPPORT

Activity

Lee Moores Today 4:12 AM LATEST

logs of the issue.txt (3 kB)

Reference: RS-332

People involved

Lee Moores
Creator

You can

- [Add a comment](#)
- [Add attachment](#)

Details Today 4:12 AM

Description
Give a good description of explaining what the issue is in relation to the pertinent product.

Priority
Severity 3

Server ID
ac-64076849-d497-4454-86ce-ffb8a47b5f36

HA Status
Master

Affects Version/s
2.9M

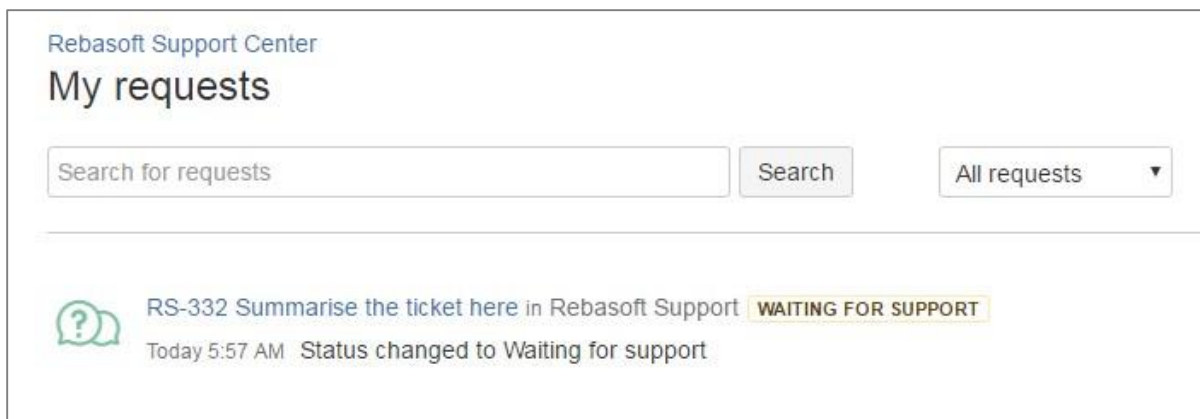
Viewing your Tickets

Steps

1. Click on the “My requests” button on the top right hand side.



2. Here you will see all of your tickets that you have raised.



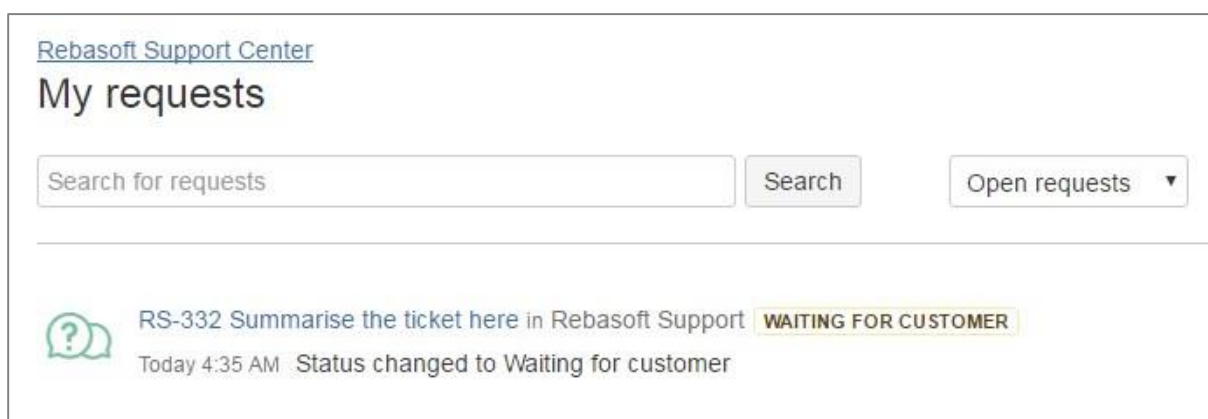
Responding to a Ticket

Steps

1. Click on the “My requests” button on the top right hand side.





2. Click on the ticket that you would to send a reply.



3. Add a reply to the text area and then click the add button

Rebasoft Support Center / Rebasoft Support


 Summarise the ticket here **WAITING FOR CUSTOMER**

 Respond to the reply

Add Cancel

Reference: RS-332

People involved


 Lee Moores
Creator

You can

[Add a comment](#)
[Add attachment](#)


Activity


Your request status changed to **Waiting for customer.** Today 4:35 AM **LATEST**

 **Lee Moores** Today 4:34 AM
Test response to the customer

4. Your reply will be sent to our system.


Rebasoft Support Center / Rebasoft Support

 Summarise the ticket here **WAITING FOR CUSTOMER**

 Comment on this request...


Reference: RS-332

People involved

 Lee Moores
Creator

You can

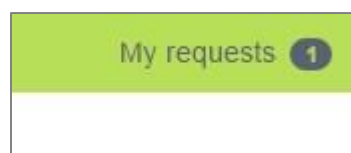
Activity

 **Lee Moores** Today 4:38 AM **LATEST**
Respond to the reply

Reopening a Ticket

Steps

1. Click on the “My requests” button on the top right hand side.




2. Click on the ticket that you would to send a reply.

Rebasoft Support Center


My requests


Search for requests Open requests ▾

 RS-332 Summarise the ticket here in Rebasoft Support **CLOSED**
 Today 4:55 AM Status changed to Closed

3. Add a reply to the text area and then click the add button


Rebasoft Support Center / Rebasoft Support

 Summarise the ticket here **CLOSED**

 This issue is still persisting

Cancel

Reference: RS-332

People involved
 Lee Moores
 Creator

Activity

Your request status changed to **Closed**. Today 4:55 AM **LATEST**

You can
 Add a comment
 Add attachment


NOTE: Responding to the ticket will automatically reopen the ticket

4. Your reply will be sent to our system.

Rebasoft Support Center

My requests

Search for requests Open requests ▾

 RS-332 Summarise the ticket here in Rebasoft Support **WAITING FOR SUPPORT**
 Today 5:57 AM Status changed to Waiting for support