REFERENCE GUIDE: HOW TO ENGAGE WITH RED HAT SUPPORT

BROCHURE

SUPPORT CASE CHECKLIST

- Check for a solution
- Open a support case
- Specify case details
- Attach diagnostic files
- Complete the details and submit your case
- Collaborate with Red Hat Support
- Personalize your Customer Portal experience

BEST PRACTICES FOR OPENING AND MANAGING SUPPORT CASES

The Red Hat® Customer Portal delivers technical documentation and useful tools to help you manage your Red Hat products throughout their life cycle. If you encounter an issue that you cannot resolve using the Customer Portal, you can open a support case online or call your region's technical support hotline. This reference guide outlines how to use the Customer Portal to engage with Red Hat Support.

Check for a solution

The Customer Portal's Solution Engine matches keywords, phrases, and statements against our knowledge repository to provide you with a highly relevant list of Knowledgebase articles, product documentation, and other resources. Before opening a case, search the Solution Engine to see if you can quickly resolve your issue.

Open a support case

To minimize impact to your business, open a support case as soon as you discover an issue. When logged in to the Customer Portal, access support cases by clicking the link at the top of the screen. Next, select Open a Support Case to create a new case. Please open one case per issue using an individual Customer Portal account—not a group account.
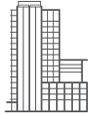
Specify case details

Select the product and version, give the case a name, and describe your issue in as much detail as possible. For example:

- What is the problem or issue or behavior with which you are having trouble? What do you expect to see?
- Where are you experiencing the behavior? What environment?
- When does the behavior occur? Frequently? Repeatedly? At certain times?
- What information can you provide around timeframes and urgency?

As you enter your case details, you will also receive recommended solutions to your problem. The more detail you provide, the more accurate the suggestions. Additional information can include:

ENVIRONMENT DETAILS	DIAGNOSTICS	ISSUE DETAILS	MULTIVENDOR DETAILS
Platform version	sosreport	Time stamps	Vendor name
Product version	Vmcore	Error messages	Vendor case number
Third-party products	Log files	Steps to reproduce	Vendor contact

Attach diagnostic files

Attaching logs, an sosreport, or other diagnostic files is highly recommended and will result in faster average resolution times.

Attachments cannot be connected to your support case through email. Please upload files to the technical support file transfer protocol (FTP) site.

Enabling and testing kdump is strongly advised. Without a vmcore, root cause analysis for system hang and panics is not possible.

Complete details and submit

Select Support Level, Severity, and then add additional users to receive notifications on the case. If your account has case groups set up, you can also select a group, and the case will only be visible to the users in that case group.

Once you click Submit, the case will be created and assigned a case number for reference. You will also receive an email confirming that the case has been created.

For severity 1 issues, open a support case online and follow up with a phone call to the technical support hotline, referencing your case number.

Collaborate with Red Hat Support

During the life cycle of your case, you may be asked to answer additional questions from our engineers. This helps to narrow down issues or symptoms to ultimately reach resolution.

You can respond to Red Hat Support via the case discussion feature in the case detail page or by replying to email notifications you will receive when your case is updated. The engineer assigned to your case will receive and respond to your update according to established service-level agreements (SLAs).

To help with troubleshooting, you can request a remote session to collaborate with multiple engineers on a technical support issue. Please note that remote sessions are not covered by our support SLA.

Get after-hours support 24x7 for premium subscription severity 1 cases by default and severity 2 cases by request. Please provide contact information for the individual(s) working the evening and weekend hours in case the Red Hat Support team requires additional information.

Escalate a case

If your situation worsens, or you wish to escalate your case to Red Hat Support management, you may request escalation:

By phone. Call technical support, and have your case number ready. An associate will initiate the escalation, and a support manager will contact you within four hours.

Online. Select a case to escalate from the support case list and click Request Escalation located on the right under Recommended Solutions. In the dialog, be specific about your area of concern, business impact, and expectations. Click Submit Request. A support manager will contact you within four hours.

If needed, your Red Hat Sales representative or Technical Account Manager, if applicable, can also escalate on your behalf.

Personalize your Customer Portal experience

Update your profile in the Customer Portal to stay informed about product updates, security alerts, and new documentations that are relevant to your technical environment.