



Procedure for Technical Support Request EMEA (Europe, Middle East and Africa)

Version 1.3 – English

Email : support@capsule-vm.com

Phone for Europe support : **+33 52 426 3010**

Phone for South Africa support: **+27 21 813 9110**



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Technical support request

Life cycle of a support request

Capsule Technologies Technical support team can be reached by phone or email.

Your request for technical support will be immediately recorded and depending of the level of severity will be assigned to a technician or technical engineer.

The steps for a technical support request are:

- Collect of logs and information helping to qualify the issue.
- Submission of the technical support request
- Resolution of the issue with a technical representative of Capsule Technologies
- Closure of the support request

Collect of logs and information to qualify the issue

These instructions describe the information that support team needs to diagnose the technical issue and quickly register your support request.

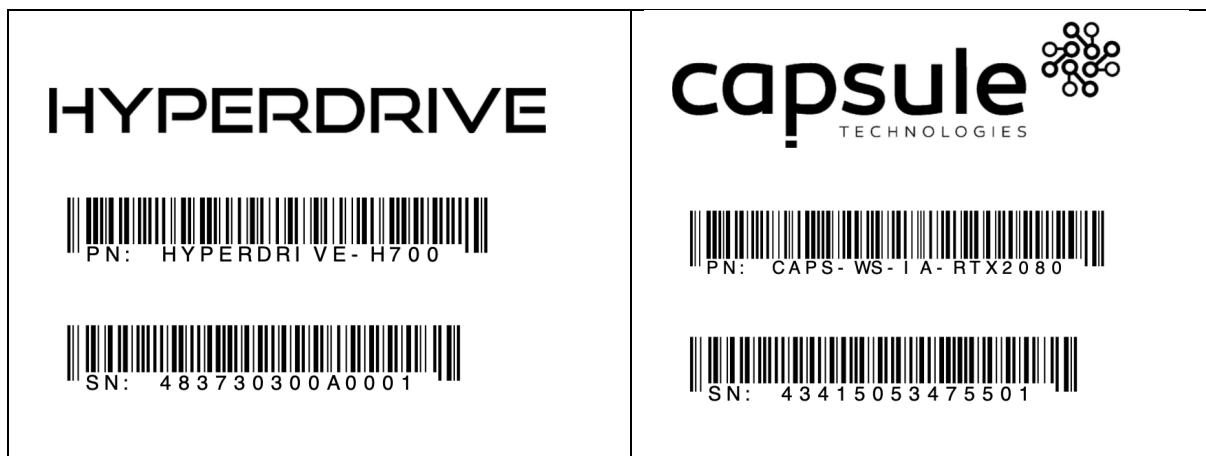
Before contacting Capsule support team, gather all relevant information.

System serial number

The serial number is a unique identifier that is assigned to each system produced by Capsule, it also allows technical support technicians to identify system components, firmware versions, initial configuration when the machine is delivered.

The serial number is generally present on a sticker applied to the machine.

Here are two visual examples of this sticker:



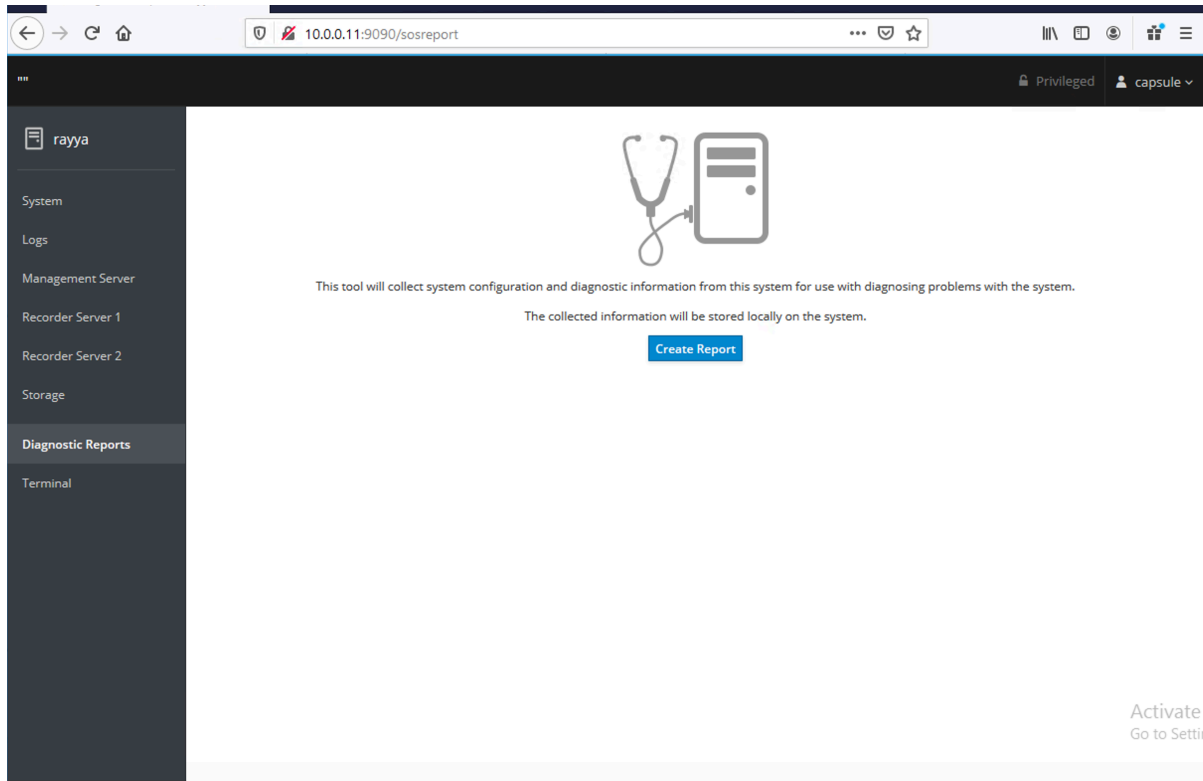
Configurations

System, storage, and/or network diagrams and configuration files are very helpful in troubleshooting a Capsule product.

Once these schematics are stored in a file, you can easily forward them to Capsule Support or run the appropriate commands on the devices to collect configuration information that will help us speed up the troubleshooting process.

Logs collection

The CAPS-OS graphical interface allows a complete collection of system logs, this option is accessible through the "Diagnostic Reports" tab.



To create an archive containing all the useful logs, just click on the "create report" button.

This archive must be sent by email to Capsule support.

Record all recent changes

Check if any changes have been made recently in your virtual infrastructure environment.

These can be changes in the version of the client operating system or the host operating system, or even changes in the network, storage and applications.



Submit your technical support request.

By phone: The technical support direct line for:

Europe: +33 52 426 3013

South Africa: +27 21 813 9110

This line can be used Monday to Friday from 9 a.m. to 6 p.m. CET

In the case of a 24/7 support contract, a mobile number for the on-call technical support team will be specifically communicated to you in an independent document.

By email: the technical support email address is support@capsule-sa.co.za or support@capsule-vm.com

The Title of the email should contain the severity level of the support request, the name of the site and a brief description.

The body of the email should contain the serial number of the impacted Capsule Technologies system, a full description of the problem, and the log records collected.

Initial support engineer response times depend on the terms and conditions of your support offering.

The Technical Support Engineer will respond to you by phone or email depending on the support offering and preferred method of contact.



Method to resolve a technical issue

A dedicated technical support engineer is assigned to your support request.

He is in charge of your problem until, by mutual agreement, we agree to close the support request.

In some cases, a support request will be reassigned to another engineer to help resolve the issue.

Of course, you will be informed if your support request is reassigned.

The designated technical support engineer will contact you via email and/or phone during the resolution process.

Your responsibility is to make the appropriate people and resources available to work with the engineer during the service hours established in your support contract.

The technical support engineer tries to solve the problem with you, following all the required steps, from fully diagnosing the problem to its final resolution.

This includes, but is not limited to:

- requests for additional information;
- requests to install specific software and/or patches;
- requests for debug data specific to your system (and, if necessary, running tests to generate this data);
- attempts to reproduce the problem on Capsule's test machines;
- software bug checks with our engineering team;
- requests for the implementation and testing of alternative solutions recommended to avoid the problem;
- the intervention of your network, database and other administrators to help you solve the problems;
- assistance in engaging relevant third-party hardware or software vendors (for example, your operating system or database vendors) if we suspect a problem with their product.