



MS Technology

Technical Support Guide

Thank you for using MS Technology Products and Services.

Technical support is an important part of MS Technology customer experience. MS Technology wants customers to get the most from the products after the initial sale and installation. MS Technology ensures that every support issue is resolved as per the customer's satisfaction. MS Technology offers several support offerings designed to meet business needs so as to enable customers to maximize the return on their investment.

This document provides an overview of MS Technology Support offerings and how to utilize them.



Introduction

Building an Effective Partner Relationship

The effectiveness of any support interaction depends upon the technical knowledge, problem solving skills, and communication skills of both your administrators and our MST Technical Support Engineers. In addition, a good understanding by both parties is crucial for effective communication. In order to ensure customer experience with the MST Technical Support Engineers is as effective and efficient as possible, we would like to define these roles and share some best practices that can accelerate the problem solving process and enhance customer service experience. We strive to ensure your success by delivering industry-leading, world-class services and support.

Best Practices

Based on the experience in supporting customers, MS Technology would like to share some recommendations and best practices for a highly effective partner relationship.

Plan Ahead

Before deploying MS Technology's products, it is beneficial to review the release notes and other related technical documentation for the environment. MS Technology recommends customers to carefully define project plans and include adequate test time and a "crisis" plan to ensure that technical team knows how to contact all vendors involved. For complex installations or customizations, MS Technology offers a variety of consulting packages to customers to assess existing systems and applications and to install and manage product installation.

Assign Appropriate Resources

Individuals assigned to deploy and customize MS Technology's products should be experienced in the installation, operation, and maintenance of the hardware, desktop, server, network operating systems, storage, and applications in the environment before installing products. If any customer requires assistance, MS Technology identifies the best solution, develop and implement it for customer's environment.

Utilize Self Help Resources

Customers can also take an advantage of MS Technology self-help tools available on the website. MS Technology also has links to technical documentation and knowledge base solutions, white papers, technical notes and guides posted on the website.

Provide Complete and Accurate Information

Accurate and timely issue resolution depends on accurate and timely information provide to the Technical Support team. Please note any recent environment changes, including any screen shots or error messages and log files when reporting an issue, if possible.

Support Request Life Cycle

Customers may contact MS Technology for Technical Support via phone, email, or web. The request is promptly logged and is then assigned to an appropriate individual.

The Support Request stages include:

- Creating/Updating customer's profile
- Perform Level 2 troubleshooting
- Collecting relevant information and log files to help troubleshoot the issue
- Escalate the issue to Level 3 Technical Support
- Working on the problem with an appropriate Technical Support Engineer
- Communicate the relevant information to the end Customer
- Closing the Support Request

Collecting Information

These guidelines describe the information MS Technology needs to diagnose issues and quickly log your Support Request. Please attempt to gather as much pertinent information before contacting MS Technology for Technical Support.

Configurations

System, storage and/or network configuration diagrams and files are very helpful when troubleshooting some issues. Having these diagrams and/or information on files will help MS Technology Technical Support to speed up the problem solving process.

Log Files

All MS Technology products generate events logs, errors and exceptions logs. These logs can be referred to in any situation of error during deployment of the product or to isolate issues during integration of the product with custom apps under specific environments.

Minimum error and exception logs are always generated however for in depth investigation detailed logging can be switched “On” from the product preferences. The specific products user manual can be referred to find the precise steps to switch logging “On” or “Off”.

Understanding Technical Support Severities

The severity level is a measure of the relative impact of the technical issue on Customer systems or business. Accurately defining the severity ensures a timely response and helps MS Technology Support Team to understand the nature of the issue.

Severity 1 (Urgent)

- Severity 1 means the Application or other mission critical software is down and no workaround is immediately available.
- All or a substantial portion of Customer’s mission critical data associated with the Application is at a significant risk of loss or corruption.
- Customer is experiencing a substantial loss of service due to the Application.
- Severity 1 support requires Customer to have dedicated resources available to work on the issue on an ongoing basis until Severity Level is lowered or incident is resolved.

Severity 2 (High)

- Severity 2 occurs when a major functionality of the software is severely impaired.
- Operations can continue in a restricted fashion, although long-term productivity might be adversely affected.

Severity 3 (Normal)

- Severity 3 involves partial, non-critical loss of functionality of the software.
- Impaired operations of some components, but allows the user to continue using the software.

Severity 4 (Low)

- Severity 4 refers to general usage questions.
- Cosmetic issues, enhancement requests, including errors in the documentation.

Submitting a Support Request

Customers can contact MS Technology Support Team via online.

Filling a Support Request Online

Customers can submit the support request online for any of the product from the Customer Portal website.

After login into the Customer Portal, customers can:

- Submit request for support
- View the status of their support ticket
- Download current and previous versions of their products

Reported issue can be responded via phone or by e-mail, depending on the support offering, preferred contact method, and the product purchased. Response of the reported issue may vary depending upon the majority of reported issues. It may take up to 72 hours to respond, although MS Technology will make every effort to get back as quickly as possible based on the severity level of the issue. Most queries are answered within 24 hours.

Working on the Problem

A specific technical team engineer is assigned to the customer's request and works until the problem is resolved. MS Technology may reassign the request from one team member to another, if different product expertise is required. The assigned team member will contact the customer by email or phone during the problem-solving process.

Customer's responsibility is to have the appropriate people and resources available to work with the team member during the service hours. The Team member will try to resolve the problem, taking whatever steps necessary to fully diagnose the problem then to find the solution.

This may involve:

- Asking customers for more information about the problem
- Asking customers to install the specific software and/or patches
- Asking for specific debug data from customers system (and, if necessary, conducting tests to generate this data)
- Trying to reproduce the problem within customers development/test environment
- Asking for customers code, data or software that helps to reproduce the problem
- Verifying software bugs with MS Technology development/engineering team
- Asking customers to implement and test workaround suggestions that may avoid the problem
- Asking customers to involve networking, database or other technology specific administrators to help in troubleshooting

Reporting an Error

Error (Bug) Report

If the customer found any error in MS Technology products and have an active software subscription with MS Technology, then report the error to MS Technology Technical Support Team via normal Support Request.

If the customer does not have an active software subscription and wants to report an error, please feel free to report at support@ms-technology.com.

Technical Support Policies

Technical Support is intended to assist, troubleshoot and resolve specific issues resulting from the use of MS Technology products on a supported platform.

The provision of technical support does not imply that MS Technology will fix all software defects or make changes or enhancements to the software upon request.

The following items are not generally supported:

- Operating System and other third party applications
- Alterations or revisions to MS Technology core software made by the customer
- Issues that cannot be replicated by MS Technology after following customer's instructions
- Continued support for issues where MS Technology has provided corrections not implemented by the customer or where data requested from the customer necessary to resolve the issue is not provided.

Escalate Support Request

MS Technology support team always works to ensure that the appropriate resources are applied to the customer's request to ensure a timely resolution. If the customer is not satisfied with the progress of the reported support request, they can request for an escalation. By invoking the escalation process, additional levels of MS Technology management attention, procedure reinforcement and resource prioritization are brought to bear on resolving the customers support request.

Customers can escalate Support Request at any point of time by speaking directly to the assigned team member or by phone.

Call (704) 544 – 3403 or [contact us](#) at other global numbers.

MS Technology recommends customers to contact for escalation by phone to make the escalation process appropriate. This will ensure that the customer's request is directed to the appropriate resources as soon as possible to achieve successful resolution.

Support Request Closure

The Support request is typically closed when the customer confirms that the solution has been made or if the Technical Support Team does not hear from the customer after three attempts regarding closing the request. The request may also be closed if they cannot be resolved or if MS Technology chooses not to resolve certain issues with the acknowledgment and agreement from the customer.