



MAKING THE COMPLEX **SIMPLE**

WELCOME TO STORMAGIC!

THANK YOU FOR CHOOSING STORMAGIC!

StorMagic support services offer a comprehensive global service that you will not get from other companies. The StorMagic Services team is here to support you with reliable, flexible, and trusted solution support.

This Support Plan provides contact numbers, resources, and guidance to help you get the best support possible when and where you need it.

SvSAN provides virtualized SAN storage as block level mirrored disk devices presented over iSCSI. This can be run in two (Figure 1), three (Figure 2) or more nodes.



Figure 1

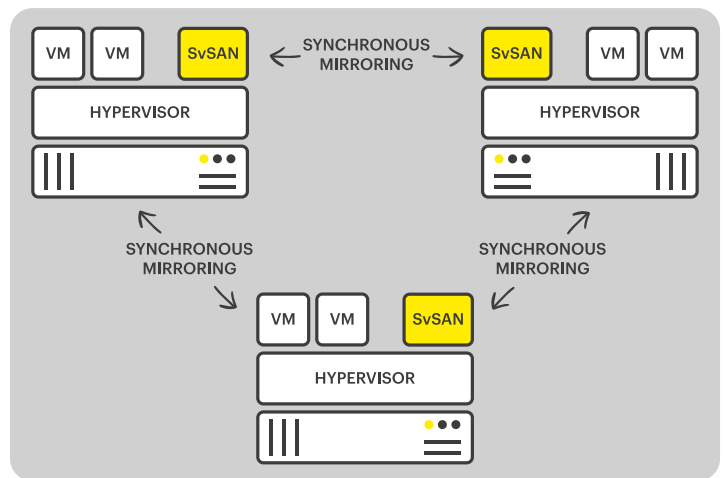


Figure 2

IN NEED OF SUPPORT?

YOUR FIRST STEP

Access online web manual:

<https://stormagic.com/manual>

Access online knowledge base:

<https://support.stormagic.com>

The support portal (<https://support.stormagic.com>) enables the customer to track the support requests progress, update the problem ticket and close the ticket.

An email account with a valid SvSAN support contract assigned is required to access the site.

If multiple members of a company are required to be able to create and view support tickets please request additional email accounts be added to the company account by contacting sop@stormagic.com

YOUR SECOND STEP

Still can't find the answer?

Entitled customers with valid maintenance contracts may submit a support request.

GOLD: Online / email

Submit an online service request:

<https://support.stormagic.com>

Email in a service request:

SvSAN: support@stormagic.com

SvKMS svkms@stormagic.com

PLATINUM: Online / email (as above)

Global support for severity 1 and 2 issues 24 hours a day, 7 days a week

Direct online and phone access to technical services engineers:

<https://support.stormagic.com>

Complete the online form to access the telephone pin code for direct access to a StorMagic Engineer (Figure 3)



Request Platinum Call Access Form

Name: *

E-Mail: *

Phone number: UK (+44) *

License key:

Product: StorMagic SvSAN StorMagic SvKMS

Fields with "*" are required

Please fill out the description box below with as much detail as possible.

- When did the issue occur?
- Has the problem happened before?
- What steps led to failure?
- What symptoms are reported?
- What errors/warnings have been triggered with SvSAN?

Severity: Severity 1 - Critical Down Severity 2 - Degraded Severity 3 - Minor Severity 4 - Normal

NOTE: Hover over severity name to see example scenario

To ensure the most expedient resolution and root cause, please upload the VSA diagnostic files.
To get a system diagnostic dump:

From the VSA WebGUI

1. Select System > System Diagnostics.
2. Download and upload with this case

NOTE: You can upload only up to 4 files and no more than 150MB of data in total.

Figure 3

WORKING WITH STORMAGIC SUPPORT

BEFORE CONTACTING SUPPORT

To help support technicians quickly determine and resolve an issue, ensure to include the following information when raising a ticket:

- Software support entitlement (e.g. license keys or maintenance contract)
- The problem's business impact. Severity rating as per our Support Policy Lifecycle: https://stormagic.com/pdf/Support_policy_lifecycle.pdf
- A definition of the problem. Being able to articulate the problem and symptoms before contacting support helps to expedite the problem-solving process.

COLLECTING AND SENDING IN LOGS

The logs for the StorMagic SvSAN VSAs can be recovered using the following procedure:

- Using a supported web browser, login to the VSA hostname or IP address with valid credentials
- After correctly logging in, the "Home" screen will be displayed
- From the "Home" page, navigate to the "System" page from the upper menu
- From the "Actions" pane on the left, click "System Diagnostics"
- From the "System Diagnostics" page, a link to download is made available
- Click on "Click here to download" (Figure 4, to begin downloading the log files from the appliance (Figure 5)
- Repeat for each VSA that is relevant to the issue

Helpful background information might include:

- When did the issue occur/first get noticed? (date/time)
- Has the problem happened before?
- What steps led up to the failure?
- What symptoms are reported?
- When were symptoms reported? (date/time)
- What steps have been taken so far (e.g. host1 rebooted, VSA1 shut down etc. and when this occurred)
- Information leading up to raising the ticket
- What errors/warnings have been triggered with SvSAN
- VSA web interface (connect a browser to the VSA hostname or IP address)
- Alerting through:
 - SNMP, SMTP, hypervisor event logs, RSYSLOG
- Known issues with the environment: failed disk etc
- Can the problem be re-created?

IMPORTANT

StorMagic is not responsible for lost data and is not required to advise or remind you of appropriate backup, security, or other procedures.

END USER LICENSE AGREEMENT

<https://stormagic.com/licensing>

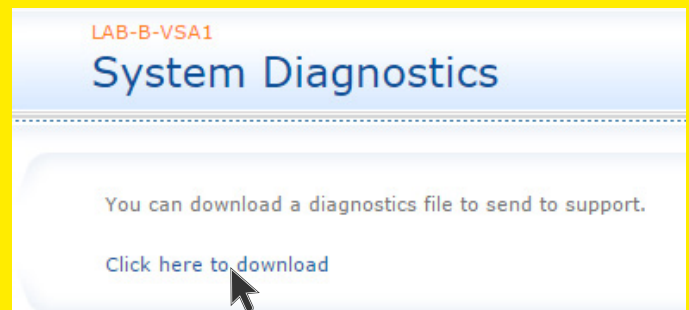


Figure 4

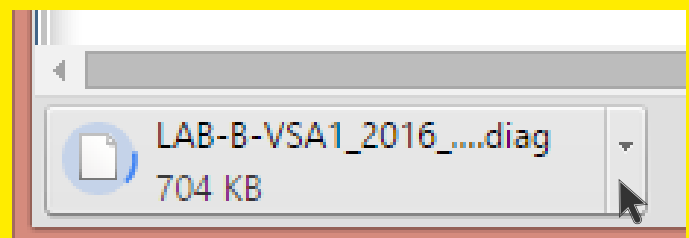


Figure 5