

S.Y.B. SUPPORT GUIDE

FOR VAR DELIVERED SUPPORT

INSTRUCTIONS FOR CUSTOMERS

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GENERAL

The S.Y.B. companies in Estonia, Finland, Latvia and Lithuania have a common support organization that provides technical customer support for S.Y.B. Estonia customers in these countries. The support procedures are aligned with SAP support procedures, as described in the SAP PCoE (Partner Center of Expertise) framework. The S.Y.B. support organization is backed up by the international SAP technical support organization.

This technical support guide describes the process how a customer can get maintenance contract related support mainly for problems where the product does not work as specified, where there is a malfunction in the product. In addition, outside the maintenance contracts, the companies offer consulting services concerning other product related work such as installations, performance optimization and training.

The customers must ask for technical support only from the S.Y.B. support organization, not directly from SAP.

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PROCEDURE

It is highly recommended that a problem related to a product is first attempted to be resolved independently by the customer by using an available solution database, help documentation or training materials.

The customer can also view the SAP web page for "Knowledge Base & Incidents" to look for solutions, here:

<http://support.sap.com/kb-incidents.html>

If help is needed from S.Y.B. the customer can report an incident to S.Y.B. using different methods as explained below.

After a case has been submitted to S.Y.B., the S.Y.B. support organization will first check the incident priority as described below. Then the support organization will work to resolve the issue together with the customer.

The support organization will probably ask the customer for more information via email or telephone.

Also, for some cases, the S.Y.B. support organization may escalate the case to the SAP technical support organization.

A solution to a technical incident is normally delivered by email and / or telephone. Sometimes, if it is considered beneficial, a support technician may visit the customer to deliver a solution.

CASE STATUS

During the handling of a technical case, the case status can be one of the following:

Open

This is the initial status of an incident when it is opened. Also, when a case is being handled by S.Y.B., it can be given this status.

Waiting for customer

If additional information is requested from the customer, an incident can be given this status.

Waiting for SAP

If an incident is technically escalated to SAP support, the incident can be given this status.

Resolved

When an incident is resolved from a S.Y.B. point of view, then it is given this status.

Closed

When the customer agrees that the incident is resolved, the incident is agreed to be "closed".

INCIDENT PRIORITIES

All support incidents are classified to one of the following priorities:

- **Very High** – The incident may only be assigned priority Very high if an important business process of the end user cannot be carried out. It could be a production shutdown or the stoppage of a core business process which is dependent on the product. This category may only be used for end user production systems.
- **High** – The incident may only be assigned priority High if an important business process of the end user is seriously affected. That means that the necessary key activities cannot be carried out. It could be an urgently required function that is not available from time to time or that does not work as it should.
- **Medium** – If another business process of the end user is affected, the incident may be assigned priority Medium. That means that the necessary activities cannot be carried out. For example, it could be a function that is not available from time to time or that does not work as it should.
- **Low** – If a business process of the end user is not affected, the incident must be assigned priority Low. For example, it could be a function that is not available from time to time or that does not work as it should but that is not necessary for daily business.

RESPONSE TIMES

An S.Y.B. support technician (office hours) will contact the customer after receiving the incident at the latest within the following response times:

Priority	Initial Response Time
Very High	1 hour 24/7
High	4 working hours
Medium	8 working hours
Low	16 working hours

These response times apply for all methods of submitting a case, as explained below in this document.

CONTACTING S.Y.B. SUPPORT

REPORTING AN INCIDENT BY TELEPHONE OR VIA EMAIL DURING OFFICE HOURS

You can report an incident by telephone during office hours by calling to the country-specific telephone number:

Finland: +358-207-580-826
Estonia: +372-618-1300
Latvia: +372-618-1300
Lithuania: +372-618-1300

You can also report an incident by sending an email to the country-specific email address:

Finland: support@syb.fi
Estonia: support@syb.ee
Latvia: support@syb.lv
Lithuania: support@syb.lt

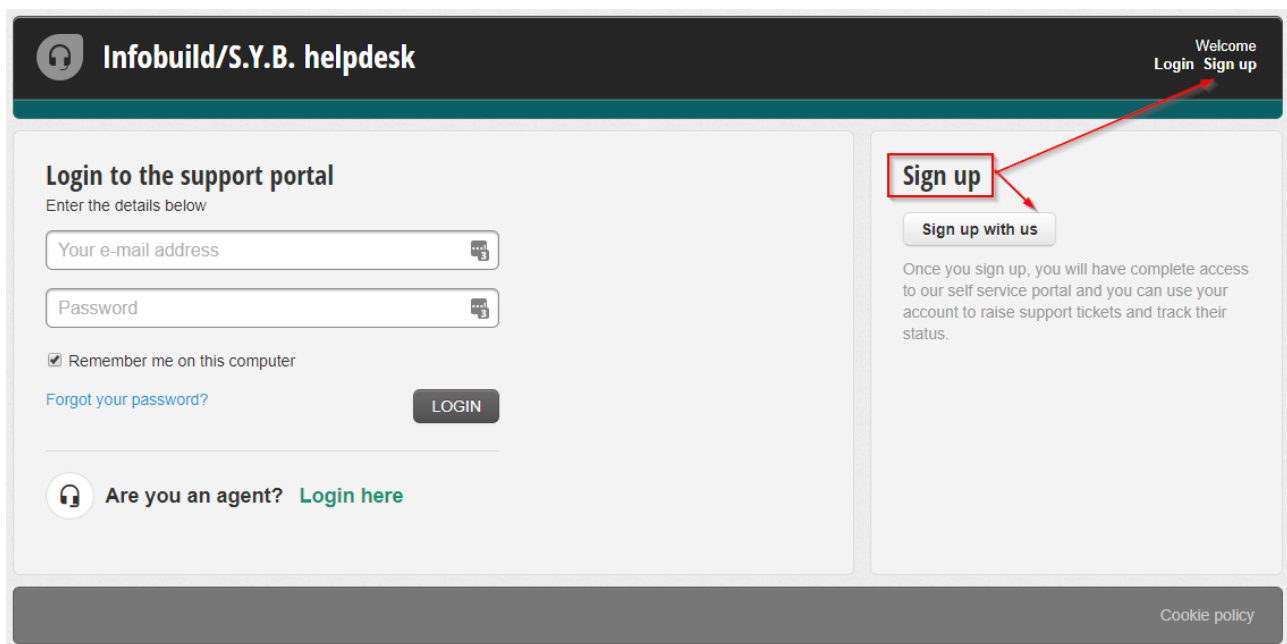
If the case **priority is "Very High"** it is required that you **call by telephone** in addition to sending info via email.

USING THE S.Y.B. WEB PORTAL

The S.Y.B. Web Portal is an interactive internet tool available for S.Y.B. customers in Finland, Estonia, Latvia and Lithuania. Through the portal customers can submit technical cases and view their cases' status and comments. Customers can also enter comments, additional information and attachments to cases.

S.Y.B. will create login information to customers and the portal will automatically send a username and password to customers when a customer's first case is created.

Alternatively, customer can sign up to use the portal by clicking the "Sign up" link. After filling in their name, email address and completing the registration by confirming their email address using the sent link, they have access to the portal.



The screenshot shows the 'Infobuild/S.Y.B. helpdesk' interface. At the top right, there are links for 'Welcome', 'Login', and 'Sign up'. A red box highlights the 'Sign up' link, with a red arrow pointing to it from the 'Sign up' link in the top right corner. Below the 'Sign up' link is a button labeled 'Sign up with us'. The main content area is divided into two sections. The left section is titled 'Login to the support portal' and contains a form with fields for 'Your e-mail address' and 'Password', a 'Remember me on this computer' checkbox, a 'Forgot your password?' link, and a 'LOGIN' button. The right section contains a 'Sign up' link, a 'Sign up with us' button, and a paragraph of text: 'Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.' At the bottom of the page, there is a 'Cookie policy' link.

When a customer uses the portal to create a new ticket or comments on an existing ticket, an S.Y.B. technician is automatically notified. If the issue happens outside office hours, the technician is notified on the next business day. If you need assistance outside office hours, see below under ["Incidents outside office hours"](#).

To access the portal, point your browser to

<http://support.usd.fi>

and log in.

The screenshot shows the login page of the Infobuild/S.Y.B. helpdesk. At the top, there is a dark header with the logo and the text "Infobuild/S.Y.B. helpdesk". On the right side of the header, it says "Welcome Juhani_iki" and "Edit profile - Sign out". Below the header is a navigation bar with "Home", "Solutions", and "Tickets" tabs. The main content area is titled "Login to the support portal" and asks the user to "Enter the details below". There are two input fields: "Your e-mail address" and "Password". Below these fields is a checkbox labeled "Remember me on this computer" and a link "Forgot your password?". A "LOGIN" button is positioned to the right of the password field. At the bottom of the login section, there is a link "Are you an agent? Login here" with a headset icon. A footer bar contains "Home - Solutions - Tickets" and "Cookie policy". At the very bottom, it says "Help Desk Software by Freshdesk".

The screenshot shows the search and knowledge base page of the Infobuild/S.Y.B. helpdesk. The header is identical to the previous screenshot. Below the header is a navigation bar with "Home", "Solutions", and "Tickets" tabs. The main content area is titled "How can we help you today?". It features a search bar with the placeholder text "Enter your search term here..." and a "SEARCH" button. To the right of the search bar are two links: "+ New support ticket" and "Check ticket status" with a document icon. Below the search bar is a section titled "Knowledge base" which is currently empty.

You can enter a new incident by clicking "New support ticket". Then enter information, below is an example. You can also add an attachment. Then click "Submit" and the incident is automatically recorded in the S.Y.B. incident handling system. You can see the incident ID number.

Infobuild/S.Y.B. helpdesk

Home Solutions Tickets

Submit a ticket

Requester *

Subject *

Product

Item

Version

Priority

Description *

B *I* U

The database sometimes has a problem with transaction log filling up. Should we empty the transaction log manually or can we just wait until it is emptied automatically ?

[+ Attach a file](#)

To view tickets, you can click "Check ticket status" on the home page of the portal (click "Home" to get to the home page).

The screenshot shows the Infobuild/S.Y.B. helpdesk interface. At the top, there is a dark header with a headset icon and the text "Infobuild/S.Y.B. helpdesk". On the right side of the header, it says "Welcome Juhani Iki" and "Edit profile - Sign out". Below the header is a navigation bar with tabs for "Home", "Solutions", and "Tickets". The "Tickets" tab is active. Below the navigation bar is a section titled "How can we help you today?". It contains a search bar with the placeholder text "Enter your search term here..." and a "SEARCH" button. To the right of the search bar are two buttons: "+ New support ticket" and "Check ticket status". Below this section is a list of tickets. The first ticket is titled "Database transaction log filling up #105" and has a status of "BEING PROCESSED". The ticket was created on Wednesday, 8 Aug at 10:00 AM. There are also filters for "Open or Pending" and "Sorted by Date Created", and an "Export tickets" button.

To comment or edit the ticket, click on the ticket title.

INCIDENTS OUTSIDE OFFICE HOURS

You can report incidents of all priorities also outside office hours (see incident priorities' definitions above in this document). If your incident is of priority Low, Medium or High, you must report it via the S.Y.B. Web Portal or via email as explained above and it will be handled by the S.Y.B. support technicians during office hours as outlined in the section Response Times.

If you have an incident of priority "Very High" outside office hours, you must call the S.Y.B. **24x7** service telephone number:

+358207580827

PRODUCT SPECIFIC INFORMATION AND ATTACHMENTS

Here are examples of what information is typically needed when a new case is opened. Attachments are normally sent via email after the case is initially opened.

Product: ASE

- Errorlog starting from the previous ASE start, or about 10 pages before incident if the log is very long
- Output of ASE command:

```
select @@version
go
```

Investigation can most likely be started with the above info. Additionally / depending on the problem, the following may be needed:

- Backup server log
- Operating system log (if Unix) or check Windows event logs for operating system errors
- ASE configuration file
- Output of ASE command

```
sp_monitorconfig 'all'
go
```

Product : Replication server

- Repserver log starting from the previous repserver start, or about 10 pages before incident if the log is very long
- The above mentioned ASE information from at least the destination ASE, possibly also the primary ASE.
- Repserver configuration info, preferably taken from the RSSD
- Output of the repserver command

```
1> admin version
2>go
```

Product: OpenSwitch

Logs: OSW1.log, OSW2.log, OSW1_rcm.log, OSW2_rcm.log, OSW1.cfg, OSW2.cfg

Other products

Version information and logs.

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