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# Support Process

## Table of Contents

1. Contacting Support .....	1
1.1. Support Request Procedure .....	1
1.2. Creating a Support Account .....	1
1.3. Generating Diagnostic Information .....	1
1.4. Open a Support Ticket .....	2
1.5. Open a Support Ticket via Email .....	2
1.6. Getting Updates for all Company Support Tickets .....	2
1.7. Support Severity Level Definitions .....	2

## 1. Contacting Support

The support portal may be accessed at <https://continuent.zendesk.com>.

Continuent offers paid support contracts for Continuent Tungsten and Tungsten Replicator. If you are interested in purchasing support, contact our sales team at [sales@continuent.com](mailto:sales@continuent.com).

### 1.1. Support Request Procedure

Please use the following procedure when requesting support so we can provide prompt service. If we are unable to understand the issue due to lack of required information, it will prevent us from providing a timely response.

1. Please provide a clear description of the problem
2. Which environment is having the issue? (Prod, QA, Dev, etc.)
3. What is the impact upon the affected environment?
4. Identify the problem host or hosts and the role (master, slave, etc)
5. Provide the steps you took to see the problem in your environment
6. Upload the resulting zip file from `tpm diag`; potentially run more than once on different hosts as needed
7. Provide steps already taken and commands already run to resolve the issue
8. Have you searched your previous support cases? <https://continuent.zendesk.com>.
9. Have you checked the Continuent documentation? <https://docs.continuent.com>
10. Have you checked our general knowledge base? For our Error/Cause/Solution guidance on specific issues and error messages, and how the reason can be identified and resolved, see [Error/Cause/Solution](#).

### 1.2. Creating a Support Account

You can create a support account by logging into the support portal at <https://continuent.zendesk.com>. Please use your work email address so that we can recognize it and provide prompt service. If we are unable to recognize your company name it may delay our ability to provide a response.

Be sure to allow email from [helpdesk@continuent.com](mailto:helpdesk@continuent.com) and [notifications-helpdesk@continuent.com](mailto:notifications-helpdesk@continuent.com). These addresses will be used for sending messages from Zendesk.

### 1.3. Generating Diagnostic Information

To aid in the diagnosis of issues, a copy of the logs and diagnostic information will help the support team to identify and trace the problem. There are two methods of providing this information:

- Using `tpm diag` [in [Tungsten Clustering for MySQL 5.0 Manual]]

The `tpm diag` [in [Tungsten Clustering for MySQL 5.0 Manual]] command will collect the logs and configuration information from the active installation and generate a Zip file with the diagnostic information for all hosts within it. The command should be executed from the staging directory. Use `tpm query staging` [in [Tungsten Clustering for MySQL 5.0 Manual]] to determine this directory:

```
shell> tpm query staging
tungsten@host1: /home/tungsten/support-process-1-99
shell> cd /home/tungsten/support-process-1-99
shell> ./tools/tpm diag
```

The process will create a file called `tungsten-diag-2014-03-20-10-21-29.zip`, with the corresponding date and time information replaced. This file should be included in the reported support issue as an attachment.

For a staging directory installation, `tpm diag` [in [Tungsten Clustering for MySQL 5.0 Manual]] will collect together all of the information from each of the configured hosts in the cluster. For an INI file based installation, `tpm diag` [in [Tungsten Clustering for MySQL 5.0 Manual]] will connect to all configured hosts if `ssh` is available. If a warning that `ssh` is not available is generated, `tpm diag` [in [Tungsten Clustering for MySQL 5.0 Manual]] must be run individually on each host in the cluster.

- Manually Collecting Logs

If `tpm diag` [in [Tungsten Clustering for MySQL 5.0 Manual]] cannot be used, or fails to return all the information, the information can be collected manually:

1. Run `tpm reverse` [in [Tungsten Clustering for MySQL 5.0 Manual]] on all the hosts in the cluster:

```
shell> tpm reverse
```

2. Collect the logs from each host. Logs are available within the `service_logs` [in [Tungsten Clustering for MySQL 5.0 Manual]] directory. This contains symbolic links to the actual log files. The original files can be included within a `tar` archive by using the `-h` option. For example:

```
shell> cd /opt/continuent
shell> tar zcfh host1-logs.tar.gz ./service_logs
```

The `tpm reverse` [in [Tungsten Clustering for MySQL 5.0 Manual]] and log archives can then be submitted as attachments with the support query.

## 1.4. Open a Support Ticket

Login to the support portal and click on 'Submit a Request' at the top of the screen. You can access this page directly at <https://continuent.zendesk.com/requests/new>.

## 1.5. Open a Support Ticket via Email

Send an email to [helpdesk@continuent.com](mailto:helpdesk@continuent.com) from the email address that you used to create your support account. You can include a description and attachments to help us diagnose the problem.

## 1.6. Getting Updates for all Company Support Tickets

If multiple people in your organization have created support tickets, it is possible to get updates on any support tickets they open. You should see your organization name along the top of the support portal. It will be listed after the Check Your Existing Requests tab.

To see all updates for your organization, click on the organization name and then click the Subscribe link.

If you do not see your organization name listed in the headers, open a support ticket asking us to create the organization and list the people that should be included.

## 1.7. Support Severity Level Definitions

Summary of the support severity levels with initial response targets:

- Urgent: initial response within an hour

Represents a reproducible emergency condition [i.e. a condition that involves either data loss, data corruption, or lack of data availability] that makes the use or continued use of any one or more functions impossible. The condition requires an immediate solution. Continuent guarantees a maximum one (1) hour initial response time. Continuent will continue to work with Customer until Customer's database is back in production. The full resolution and the full root cause analysis will be provided when available.

- High: initial response within four (4) hours

Represents a reproducible, non-emergency condition [i.e. a condition that does not involve either data loss, data corruption or lack of database availability] that makes the use or continued use of any one or more functions difficult, and cannot be circumvented or avoided on a temporary basis by Customer. Continuent guarantees a maximum four (4) hours initial response time.

- Normal: initial response within one (1) business day

Represents a reproducible, limited problem condition that may be circumvented or avoided on a temporary basis by Customer. Continuent guarantees a maximum one (1) business day initial response time.

- Low: no guaranteed initial response interval

Represents minor problem conditions or documentation errors that are easily avoided or circumvented by Customer. Additional request for new feature suggestions, which are defined as new functionality in existing product, are also classified as low severity level. Continuent does not guarantee any particular initial response time, or a commitment to fix in any particular time frame unless Customer engages Continuent for professional services work to create a fix or a new feature.