

Technical Support Overview

CollabNet offers comprehensive technical support for all its products. This document provides a general overview of the most important features common to all of CollabNet's Support programs.

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CollabNet Informational Resources

CollabNet Support Programs

For details on CollabNet's Silver, Gold and Platinum Support Programs for each of CollabNet's products, see the main Support page on our website: <http://www.open.collab.net/support/>. (Follow the links for various products under "Get Support For".)

Contacting CollabNet Support

See later sections of this document for more details on submitting and managing support cases.

Support Portal

<http://www.open.collab.net/support/login.html>

Use the Support Portal for submitting and tracking support requests ("cases") via the Web. Client support contacts will be provided with a login account. (Resource document [Using the CollabNet Support Portal](#) is available on request - <mailto:info@collab.net>)

Phone Support (Platinum and Gold programs only)

International: +1.650.228.2561

US Domestic: +1.800.211.3047

Email Support

Email support is available for gold & platinum customers. Every new email sent to email support address automatically creates a new support case. To initiate communication about an existing case, you must log in to the Support Portal and add comments to the case. Replies to emails from this address will be appended to the existing case in question.

(Note: The email support mail id will be provided to you during your Support Onboarding Call)

CollabNet Support Hours

The CollabNet Support HelpDesk is staffed 24 hours a day, 7 days a week, 365 days a year. Gold clients may only avail themselves of HelpDesk services outside standard Support hours for submission of new, and escalations to, Priority One (P1) mission-critical cases.

<i>Program</i>	<i>Hours of Availability</i>	<i>Contact Methods</i>	<i>After Hours</i>
Platinum	24 hrs/day x 7 days/wk x 365 days/yr	Web, Email, Phone	All Cases
Gold	24hrs/day Monday – Friday	Web, Email, Phone	P1 issues only
Silver	9am-5pm* Monday – Friday	Web	Not Applicable

*Either U.S. Pacific Time or India Standard Time, depending on where the Basic or Silver client is located.

Installations and Upgrades for hosted platforms

CollabNet is responsible for installing all product updates (including full releases, patches, and all other updates) on all hosted CollabNet platforms. Prior to any upgrade, whether it is a patch or major release, a Support Portal case will be opened by CollabNet to arrange an acceptable time for the upgrade that minimizes the impact to the site's services. CollabNet maintains a regular top-priority bug-fix schedule and applies it through patches, as soon as scheduling and resources permit.

Platinum clients and those who have purchased a permanent staging server will have all major upgrades performed first on the staging server. The staging server will then be made available for the client's review and acceptance. If the account has a Technical Support Account Manager (TSAM), the upgrade plan will outline all the details of the timeline and responsible parties for each step in the upgrade process. Platinum clients also have the option to have an upgrade performed outside normal working hours. (For information on how to acquire a permanent staging server or TSAM for your account, please contact your salesperson.)

After the initial installation and configuration of your system on the hosted hardware, CollabNet Support is responsible for handling any potential defects that may be encountered.

Installations and Upgrades for Onsite Platforms

Installation Procedure for Onsite products is published in <http://help.collab.net> under the relevant product. e.g. CollabNet Enterprise Edition → Administering the site → “Installing CollabNet Enterprise Edition”. For Upgrades you would find the relevant link published in <http://help.collab.net> under the relevant product. e.g. CollabNet SourceForge Enterprise 5.1 → Help for system administrators → Upgrade to CollabNet SourceForge Enterprise 5.1

Support Case Submission and Management

Before You Submit a Support Case

Knowledge Base and Tech Tips

Before reporting issues to CollabNet Support, if your issue is not critical we suggest that you review the authoritative online resources for CollabNet’s products. Consult the section at the end of this document on *CollabNet Informational Resources* for a list of sites. These sites offer a continuously growing body of questions and answers, advice and information regarding known issues and best practices. There is a good chance the answer to your concern is already available there.

Case Priorities

Case priorities are assigned by CollabNet Support. Clients may select a “customer preferred Severity” when entering a new case in the Support Portal and may alter their preference at any time; CollabNet Support will evaluate clients’ preferences based on technical and business merit and update the matched priority in the support portal.

Priority	Defect	Enhancement
P1/S1	Site down, stoppage of work for a large percentage of users, suspected data loss, security vulnerability where an exploit exists	Must-have feature, significant workflow improvement, dire business need
P2/S2	Severe issue, workaround may exist, security vulnerability where no exploit exists	Significantly needed feature
P3/S3	Normal issue, workaround may exist	Normal enhancement

Turnaround Time

Turnaround time for defects varies considerably based on the severity of the issue, your need for the fix, and whether a viable workaround exists. For enhancement requests, turnaround time is based on the need for the enhancement, whether it has all the specifications necessary to move forward, its applicability across CollabNet’s client base, CollabNet Engineering resource considerations, other technical considerations, and the product roadmap.

Response-time guarantees in the Service Level Agreement (SLA) in your support contract are intended to ensure your query has been acknowledged by Support; they do not indicate a resolution time for the issue.

Submitting a Support Case

Via Support Portal

Open a new support case by logging in to <http://www.open.collab.net/support/login.html> and clicking on the 'Log a Support Case' tab.

Via Email

You may also open a new case by emailing us at Email to case mail id (provided to you during your on-boarding call), which will automatically create a case in the Support Portal. (This method of contact always creates a new case; responses to existing cases must be made via the Support Portal.)

Via Phone

Platinum and Gold may report an incident or clarify a query over the phone through our support hotline, which will be attended our 24x7 HelpDesk team. The Phone conversation would be registered in our CRM system & further communications on the query or incident maybe followed through support portal.

Please note: new issues submitted in a manner beyond these accepted intake methods will not be covered by the contractual SLA response time.

Requesting an Enhancement

Instructions for submitting an enhancement/feature request is published in <http://help.collab.net> under the relevant product. e.g. CollabNetSourceForge Enterprise 5.1 --> Support Options -->"Request a feature" .

Enhancement Requests by Paid Engagement

If you request that an enhancement be completed prior to our assigned roadmap milestone, or if the enhancement request is unsuitable for inclusion in the core product, the request may be referred to our Services team. Services will work with you to properly define the enhancement and draft a Statement of Work (SOW) that will outline the request, the work, timelines, warranty for the work, and the costs involved.

Managing a Support Case

Communication

We recommend that you use the Support Portal for communication with Support representatives about existing cases; doing so makes it easier to track the history of each case. In the Support Portal, click the 'Add Comment' button within a given case to send a message to the Support representative handling the case.

Emails sent to a Support representative are not automatically logged into the Support Portal case and may not make it into the history of the case. If an email is sent directly to a Support representative, it is advised that the contents also be included in the Portal case comments so the case's continuity and history remain complete and intact.

When calling or emailing Support regarding an existing Support Portal case, please provide the case number (example: CNSC-026793), as it will allow us to respond more efficiently to your concern.

Keeping Cases Separate

It is important to open a new support case when a new issue arises, rather than adding descriptions of the new issue to an existing case. CollabNet Support needs to be able to handle and track the issues separately.

Resolution

When a case is resolved, we will notify you of the resolution of the case, provide a summary of the resolution, and solicit your feedback on closing the original Support Portal case. If feedback is not provided in a reasonable or agreed-upon timeframe, the Support Portal case will be closed by CollabNet Support. Cases may be re-opened if new information is discovered regarding the same issue.

If, after a case has been closed, you encounter a similar issue that differs from the prior case in any meaningful way, please open a new case; Support will determine if the new case is a duplicate of the old case.

Resolutions Requiring a Release (patch or greater)

Code fixes will be applied to your hosted site as appropriate. If you have purchased a permanent staging server, we will apply the new patch there for confirmation from all parties before the patch is applied to the production site. (See also the section above on *Installations and Upgrades*.)

Case Escalation

Client satisfaction is CollabNet Support's highest priority. If you are dissatisfied with the handling of a case, you may request that Support bring increased resources to bear on the issue to bring it to a successful resolution. We call this process "case escalation."

Under normal circumstances, a client's interactions with CollabNet Support for a given case will take place mainly through the Support representative currently assigned to handle the case (the "Case Owner" listed in the case in the Support Portal). Adding comments to the case within the Portal is the best way to communicate with the Case Owner about the case.

If you feel the need to activate the escalation process for a given case, simply ask the Case Owner to escalate the case. The Case Owner will then initiate an internal request within CollabNet to devote more resources to the case.

If the Case Owner fails to provide an adequate response, the next point of contact for escalations is the Personal Support Admin (PSA) for your account, if you have explicitly purchased one. (For information on how to acquire a PSA for your account, please contact your salesperson.) If you do not have a PSA associated with your account, the next available option is to ask the Case Owner to bring a Support manager into the escalation process.

Escalation of Enhancement Requests

When requesting an escalation of an enhancement request, a business justification must be provided. This information will allow CollabNet to accurately assess the value of moving the request forward in our product roadmap.

Non-Support Requests

Requests for account-personnel changes should be sent directly to a Support manager (via email or phone). Other non-support requests (training, site customizations, branding changes, etc.) should be directed to your salesperson.

CollabNet Informational Resources

CollabNet Support

<http://www.open.collab.net/support/>

Get details on CollabNet's Basic, Silver, Gold and Platinum Support Programs.

CollabNet Online Community

<http://www.open.collab.net/community/>

Look here first for help with CollabNet product queries.

This site is the online community for CollabNet's product suite. It contains many helpful resources for the for all CollabNet environment, including online help files, the User Guide and discussion forums.

CollabNet Documentation Resources

<http://help.open.collab.net>

This site has CollabNet product release notes, admin guides, etc. The release notes contain information about each particular release, including new features, bugs which are now fixed, and known issues. Searching through the known issues in the release notes can head off many support requests, since it is very possible your product concern has already been noticed, logged, and is in the process of being corrected.

Subversion – Online Community

<http://www.open.collab.net/community/subversion>

This site is CollabNet's online Subversion community. It is a valuable resource for CollabNet Subversion clients and those interested in the product in general. Articles, downloads, early adopter programs, services offerings, helpful links, and announcements of podcasts and webinars can all be found here.

Subversion – Developer Community

<http://subversion.tigris.org>

This site is maintained by CollabNet to help foster the Subversion developer community. It contains the authoritative Subversion source code, binaries, mailing lists, and the issue tracker that Subversion developers use every day. There is a helpful FAQ as well as the Subversion roadmap, development methodology, task list, trademark policy, and a host of helpful links outlining everything from language bindings to repository converters.