

S.Y.B. SUPPORT GUIDE

FOR VAR DELIVERED SUPPORT

INSTRUCTIONS FOR CUSTOMERS

CONTENTS

General	3
Procedure	3
Case status	4
Incident priorities	4
Response times	5
Contacting S.Y.B. support	5
Reporting an Incident by telephone or via email during office hours	5
Using the S.Y.B. Web Portal.....	5
Reporting an incident using the S.Y.B. Internet Incident Report Form	8
Incidents outside office hours	10
Product specific information and attachments	11

GENERAL

The S.Y.B. companies in Estonia, Finland 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) frame work. 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
 Lithuania: +370-5233-1900

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

Finland support@syb.fi
 Estonia support@syb.ee
 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 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.



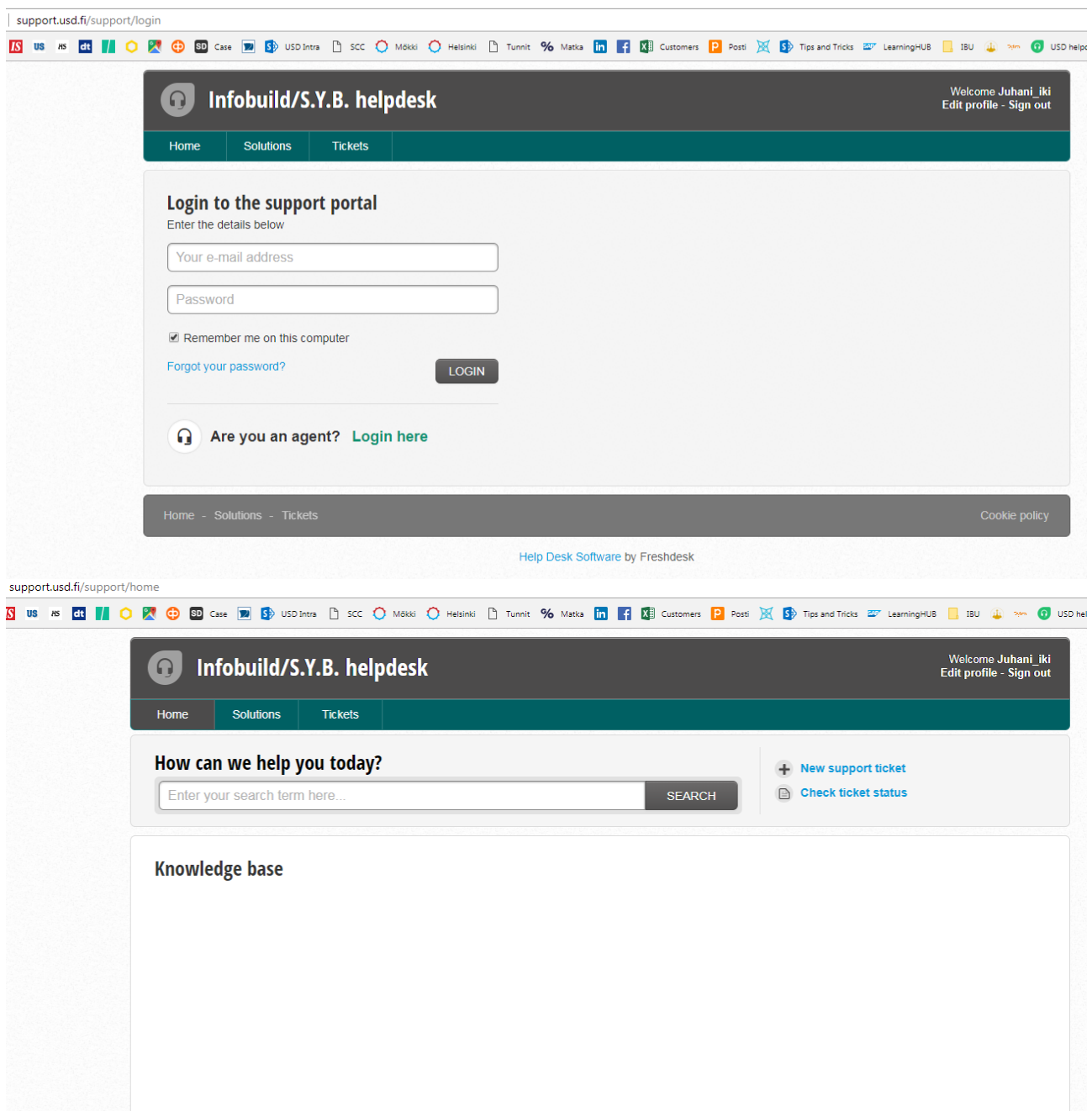
S.Y.B. will create login information to customers and the portal will automatically send a username and password to customers when a customer's first case is created.

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



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 displays the helpdesk interface. At the top, there is a dark header with the logo and name 'Infobuild/S.Y.B. helpdesk' on the left, and a user greeting 'Welcome Juhani iki' with links for 'Edit profile' and 'Sign out' on the right. Below the header is a teal navigation bar with 'Home', 'Solutions', and 'Tickets' tabs. The main content area has a light grey background with the heading 'How can we help you today?'. It features a search input field with the placeholder '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 is a filter section with 'Open or Pending' and 'Sorted by Date Created' dropdowns, and an 'Export tickets' link. A single ticket is listed with a globe icon, the title 'Database transaction log filling up #105', the creation time 'Created on Wed, 8 Aug at 10:00 AM', and a yellow 'BEING PROCESSED' status tag.

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

REPORTING AN INCIDENT USING THE S.Y.B. INTERNET INCIDENT REPORT FORM

This is an alternative method for reporting an incident. Point your browser to the country specific address:

Finland <http://www.syb.fi/support>
 Estonia <http://www.syb.ee/support>
 Lithuania <http://www.syb.lt/support>

Enter the following information in the Incident Report Form in English:

Company

Fill in the company name that holds the maintenance agreement with S.Y.B.

Contact

Enter contact information of the person who can best discuss about the incident.

Case Reason

Choose the appropriate option from the drop down menu.

Priority

Classify the incident to one of the priorities as described above in this document.

Product and Version

Select the product from the drop down list and give the version. Choose the applicable O/S as well as the O/S version if known.

Subject

Enter a short description, a couple of words to describe the incident.

Description

The following information should be included in the incident description:

- Steps performed prior to the incident
- Expected product behavior and in what way was the actual behavior in error
- Situation of the system prior to the incident (have there been modifications, upgrades, has the incident repeated)
- Can the incident be reproduced?

Impact

For issues that have serious business impact or financial impact, it is important to describe the actual consequence(s) to the business so that the incident can be processed with urgency and with attention. This information is required at least for incidents with priority "Very High" or "High".

Below is a screenshot of the web page

INCIDENT REPORT FORM

Please fill following form in English.
Your incident will be answered on the same business day or latest on the following business day. If you need help outside office hours (weekdays from 16:00 to 08:00 and weekends), see instructions in the "S.Y.B. Support Guide" (please find a link to this document on these S.Y.B. support web pages).

Company *	<input type="text"/>
Contact Name *	<input type="text"/>
Email *	<input type="text"/>
Case Reason	--None-- ▾
Priority	--None-- ▾
Product	--None-- ▾
Version	<input type="text"/>
O/S	--None-- ▾
O/S version	<input type="text"/>
Subject	<input type="text"/>
Description	<input type="text"/>

When a case is entered through the incident report form, all information about the case is automatically entered in the S.Y.B. incident management system and S.Y.B. personnel is notified (on the next business day if the case is entered outside office hours).

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, the Web Form 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 can 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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