

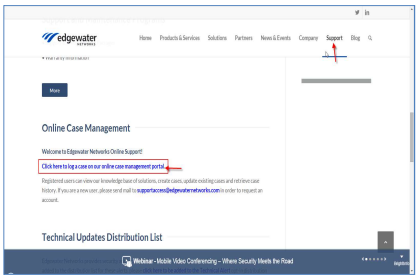
Edgewater Networks

Technical Assistance Center

Getting Technical Support for Your Products

How to get in touch with TAC

- Self Service web portal
  - http://www.edgewaternetworks.com/support/online-case-management.html
  - Or via the Edgewater Networks web site > Support > Online Case Management
- Email
  - support@edgewaternetworks.com
- Phone
  - 1.408.351.7255



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Self Service Web Portal

- Note: You need a valid username and password to be able to access this site. If you do not have one or have forgotten your password, you can request a new one by sending an email to 'supportaccess@edgewaternetworks.com'.
- Once you login to the site, click on 'Log A Case' to open a new case. Be prepared to fill in the following information:
  - MAC address of the unit,
  - Affected Product,
  - Affected Version,
  - Public WAN IP of the unit and login information,
  - Subject and Detailed description of the case
  - Relevant traces and logs (tcpdump, pcaps, ALG logs, sys_report)
- Once you hit submit, the case will go into an Open Case queue which will be picked up by an Edgewater Networks TAC engineer. Failure to furnish the proper or required information above may result in delays.
- Be aware that units that are not under a current Support & Maintenance, may be put into a best-effort queue and worked on, only when time permits.

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Email

- Email description of problem to 'support@edgewaternetworks.com'
- If sender is a Registered Contact on our portal, a case will automatically get created and a notification will be send to sender.
- If sender sends an email on an already open case, include the Case number in the Subject. The email will get attached to the case automatically.
  - Example: Subject: Case 12345

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Phone

- Call 1.408.351.7255
- Direct line to TAC
- TAC business hours: Monday – Friday 5 am – 5 pm (Pacific Time)
  - Except Edgewater Networks company holidays.
- ***(PREMIUM SUPPORT PACKAGE)*** includes
  - 24x7x365 After hours support for Sev 1 issue (Network down) only.
  - Different number that goes to a pager.

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What happens after ticket is opened?

- EWN engineer will pick up the case
- Depending on the data provided, they may ask for additional logs.
- Example of things to include in case
  - sys_report
  - Any relevant tcpdump / pcaps
  - ALG logs
  - syslogs
  - PRI logs (if this involves PRI)
  - SIP UA logs (if this issue involves FXS ports)
  - SIP GW logs (if this issue involves FXO ports)

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Gathering logs

- Instructions on gathering sys_report, pcaps and ALG logs, syslogs can be found here
  - http://portalgb.knowledgebase.net/article.aspx?article=313712&p=4739
  - If you can't remember that link, go to the KB (www.edgewaternetworks.com/kb) and in the search bar, type 'logs' or the article number' 313712'.

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Support Programs

- Standard Support
- Premium Support

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Package Details

- Standard Support for 1 year, bundled with every new EdgeMarc.
- Customer then given the option to buy Standard Support or Premium Support (1 – 5 years) before the 1 year is up.
- They may also buy Premium Support during the 1st year.

RMA process

To begin the RMA process:

- Contact Edgewater Networks TAC via phone (408.351.7255), email (support@edgewaternetworks.com) or via the online case management portal.
- Open a case with Edgewater Networks TAC. Be prepared to provide the MAC address or serial number(s) or the unit and to perform technical problem analysis. Edgewater Networks TAC needs this information to determine if the unit is with-in warranty.
- Determination of hardware failure will be solely the decision of Edgewater Networks TAC personnel.
- If it is determined that an RMA is needed, Edgewater Networks TAC will open an RMA and return instructions will be emailed to the customer.

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RMA rules

- New units that are under the limited HW warranty period, qualifies for a Repair + Return RMA only.
- Case / RMA still needs to be opened and troubleshot by TAC.
- Customer pays for shipping to EWN.
- EWN will repair and pay to ship it back to customer.
- Turnaround time is 10 days upon receiving unit at EWN RMA center.

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RMA rules

- If customer had purchased Premium Support beforehand, then RMA qualifies for an Advanced Exchange.
- Customer can't buy Premium Support at the time of opening the RMA request to get an Advance Exchange. They would have to buy a new unit.

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Other resources

- Knowledge Base
  - http://www.edgewaternetworks.com/kb
    - Whitepapers
    - Release Notes
    - Manuals and Install guide
    - Cheatsheets
    - How-to docs

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Other Resources

- Training
- Professional Services

Contact your Edgewater Networks rep for more information

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