

Odin Support

Quick Start Guide

The Odin Support Quick Start Guide is designed to allow Odin customers and partners to access support easily. This guide contains a process overview, support ticket requirements, and tips and tricks that enable the Odin Support Team to efficiently resolve your support request.

Audience: Odin Business Automation Standard, Plesk Automation, Service Automation, Automation Essentials customers

Getting started with Odin Free Support Resources

As the Odin Support Team identifies trends and repeating issues, we quickly update documentation, publish new KB articles, and work with the Odin Development teams to release updates to the Odin software product suites. Below are a few free resources that are excellent to refer to, prior to contacting the Odin Support Team.

1. Product Documentation – <http://www.odin.com/support/docs/>
2. Knowledge Base – <http://kb.odin.com/>
3. Odin Community Forum – <http://forum.odin.com/>

If you have further questions or require the involvement of a technical specialist from Odin you are welcome to contact Odin Support Team.

Prior to contacting Support Team

In order to receive support from the Odin Support Team you are first required to have valid support options. The support options can be applied either to a product license, or to a support contract. When a support contract is signed, the partner is provided with a support code (more details in [Support Code](#) article).

The support code is a ten-digit code provided to you by your Sales Representative at the time of the product purchase or the partner contract execution, if you have opted to purchase a support contract.

If you have active support options applied to your product license, you may also authenticate with support by using your product license number to receive help for a specific installation.

If you choose not to purchase a support contract, the Odin Support Team has created many free resources, which can be found earlier in this guide. More information about paid support options is located here:

<http://www.odin.com/support/buy-support/>

How to reach Odin Technical Support

In order to make it easy for Odin partners to contact the Odin Support Team, we have provided several easy methods to contact support. To create a support request use

- Support Request Form – <https://www.odin.com/support/request/>
- Chat – <http://www.odin.com/support/#tab3>
- Phone – <http://www.odin.com/support/#tab2>

To manage and monitor your support requests you can use Support Request Tracker. The Steps to Setup Support Request Tracker Account are listed in [Odin Request Tracker Account](#) article.

Support Requests Workflow

Below is an example the workflow and overall process that you will experience while working with the Odin Support Team.

1. Visit the Support Request Form – <https://www.odin.com/support/request/>
2. Fill in all of the required elements of the support request form.
3. Check available KB articles for a possible solution of the reported issue.
4. If found KB articles do not provide resolution then submit your product license or Odin Support Code ([see more info on support code](#)) and continue with providing more details of the issue.
5. A member of the Odin Support Team will evaluate your request to ensure that all required details are present and begin processing the request.
6. A Support Engineer will provide ETA of resolution or a next update.
7. Investigation and troubleshooting will be held on your Support Request. Should it not be resolvable within the currently assigned support group, it will be escalated to senior team members.
8. Resolution provided.
9. Confirmation of the resolution and the closure of the ticket by you, the customer.
10. Support Customer Satisfaction Survey is sent.

Information to be provided in a Support Requests

Once you have identified that you need to contact the Odin Support Team, please utilize the web support form, located at <https://www.odin.com/support/request/> . We request that you use this form as it allows all the important information to be gathered at the beginning of your support request and prevents any delays due to missing information. Below is list of the additional information that will greatly assist the Odin Support Team in resolving your Support Request in the quickest possible manner.

- A description of what exact errors are displayed in the Odin product interface.
- Exact errors displayed in error logs of the product you are contacting the Odin Support team about and the location of these error logs.
- The exact steps that one can take to reproduce the error or the issue being reported.
- Any applicable information such as: user IDs, subscription IDs, domain names, FTP usernames, email addresses, IP addresses, and host addresses.
- Any background information that describes the events leading up to this request.
- Should your infrastructure have restrictions on reboots or service restarts, please define specific time frames when we may perform such actions.
- Any KB articles that you have already reviewed as part of your troubleshooting process.

Please note that any password authentication information submitted to Odin via an email reply will be automatically stripped from the ticket for security purposes. Instead, please ensure that you use the secure online form located: <https://www.odin.com/support/spf/>

The Support Permission Agreement Form

If the investigation requires checking the issue on the server the support will request to provide the access credentials via the Support Permission Agreement Form. Alternatively, you can provide the access credentials when submitting a request. This form provides the necessary login information and authorization to login to your server to perform troubleshooting steps. If you choose or forget to fill out this form right away, we often have to re-contact you to complete this form, and the resolution of the reported issue is delayed because of that.

Please make sure that you update your firewall and access control settings to allow the access from the IP addresses and / or using security keys listed in the SPF form. This is to ensure that the Odin Support Team has the access to the system(s) listed in your support request.

Time to Initial Response and Severity Levels

Severity Level	Initial Response Time	Severity Description
Severity 1	2 Hours	Urgent
Severity 2	2 Hours	High
Severity 3	2 Hours	Normal
Severity 4	2 Hours	Minor

The selected severity should be reasonable. The Shift Manager on duty can either reduce the severity of your ticket if it is overrated or increase it. To identify the severity of a ticket, please review these pages:

- [Odin Service Automation / OBAS Ticket Severity](#),
- [Plesk Automation Ticket Severity](#).

Escalating Tickets

The Odin Support Team realizes that some tickets have higher priority than other requests and therefore offers a few methods to our customers to escalate their requests if necessary.

Ticket Severity	Escalation Available After	Escalation Method
Severity 1	1 hour after last support correspondence	Phone
Severity 2	50% of ETA has passed	Escalation Button, Phone
Severity 3	ETA is missed	Escalation Button, Phone
Severity 4	N/A	N/A

Escalation Button – Located within the Support Request Tracker in the upper right hand side of the ticket. More details on escalating tickets are provided [here](#).

Need more information?

Further in-depth information is available in our [extended Odin Technical Support Guide](#).