

Odin Support

Quick Start Guide for Service Providers

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, Plesk Panel, Virtuozzo Containers, Virtuozzo customers

Requirements Prior to Receiving Support

In order to receive support from the Odin Support Team, you are first required to have an Enterprise Support Code (<http://kb.odin.com/6946>). The enterprise support code is a ten digit code provided to you by your Sales Representative at the time of product purchase or partner contract execution, if you have opted to purchase a support contract. If you have an active support contract, you may also authenticate with support by using your product license 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 later in this guide. More information about support contracts is located here: <http://www.odin.com/support/buy-support/>

Steps to Setup Support Access are listed in <http://kb.odin.com/9172>

Contact Methods

In order to make it easy for Odin partners and customers to contact the Odin Support Team, we have provided five easy methods to contact support:

1. Support Request Form – <https://www.odin.com/support/request/>
2. Support Request Tracker – <https://support.odin.com/>
3. Chat – <http://www.odin.com/support/#tab3>
4. Phone – <http://www.odin.com/support/#tab2> – <http://kb.odin.com/111668>

Other Support Resources

As the Odin Support Team identifies trends and repeat issues, we quickly work with our knowledge team to 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/>
4. Partner Network – <https://partners.odin.com/>

Support Requests Workflow

Below is 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 possible solution of the reported issue.
4. If found KB articles do not provide resolution then submit your Odin Support Code <http://kb.odin.com/6946> 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 to begin the processing of your request.

6. A Support Engineer will provide an ETA of when you may expect resolution or a next update.
7. Troubleshooting will proceed on your Support Request. Should it not be resolvable within the currently assigned support group, it will be escalated to a more senior team member.
8. Resolution provided.
9. Confirmation of resolution and closure of ticket by you, the customer.
10. Support Customer Satisfaction Survey is sent.

Information Required for Support Requests

Once it has been identified that you, our valued customer, needs to contact the Odin Support Team, please utilize the web support form, located at <https://www.odin.com/support/request/>. We ask 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 a list of additional information that will greatly assist the Odin Support Team in resolving your Support Request in the quickest possible manner.

1. A description of what exact errors are shown in the Odin interface or host OS.
2. Exact errors showing in the error logs of the product you are contacting the Odin Support team about and the location of these error logs.
3. Exact steps that you can take to reproduce the error or issue being reported.
4. Any applicable information such as: user IDs, subscription IDs, domain names, FTP usernames, email addresses, IP addresses, and host addresses.
5. Any background information that describes the events leading up to this request.
6. Should your infrastructure have restrictions on reboots or service restarts, please define specific time frames when we may perform such actions.
7. 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

When it is a requirement to contact the Odin Support Team and have submitted your support request, we also ask that you fill out the Support Permission Agreement. 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 must re-contact you to complete this form, creating delays in resolving the reported issue.

- <https://www.odin.com/support/spf/>

Please make sure that you update your firewall and or access control settings to allow the included list of IP addresses and or security keys listed in the SPF form, to ensure the Odin Support Team has 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:

- http://www.odin.com/support/form/Plesk_ticket_severity/,
- http://www.odin.com/support/form/PPA_ticket_severity/,
- http://www.odin.com/support/form/SV_ticket_severity/,
- http://www.odin.com/support/form/PA_ticket_severity/.

Escalating Tickets

The Odin Support Team realizes that some tickets are more urgent than other requests and therefore offers a few methods for our customers to escalate their issues as they see fit.

| 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.

Phone Escalation – <http://www.odin.com/support/#tab2>

Need more information?

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