Micro Focus Support

Customer Support Handbook and Quick Start Guide

Guide

Reference Guide

Support

MICRO FOCUS

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Protecting Your Software Investment

Micro Focus® Business Support helps you to keep your IT environment up and running and your costs down, by providing fast 24-hour access to experts who can diagnose and resolve issues as well as give advice on software product features. We maximize the value of your software investment by providing comprehensive technical support and software updates for your products. We have the expertise to increase system uptime and performance, reduce total cost of ownership, and drive efficient business outcomes.

This customer support handbook and quick start guide provides valuable information that will help you get started with your Support benefits and can be used as a reference throughout the lifecycle of your Micro Focus Business Support. It has never been quicker, easier, or more convenient for you to access our world-class service.

This guide will help you to:

1. Set up your Micro Focus Credentials
2. Add Customer Subscription Name
3. Activate your Software licenses
4. Use Micro Focus MySupport
   – Log support service requests (incidents)
   – Search knowledge base
   – Access technical support experts
   – Escalate support cases and so on

Let's get started!

Set up Your Micro Focus Credentials

Your Micro Focus credentials, powered by Micro Focus Access Manager™ and eDirectory™, is a sign on service that lets you use one user ID and password for all MySupport-enabled websites.

STEP 1: CREATE YOUR NEW UNIFIED MICRO FOCUS CREDENTIALS
www.microfocus.com/selfreg/jsp/createAccount.jsp
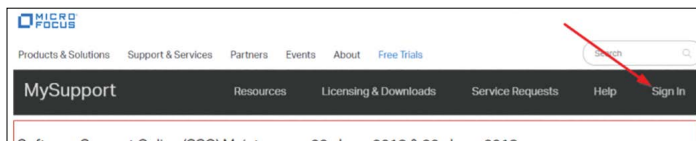

Figure 1. Sign In on MySupport
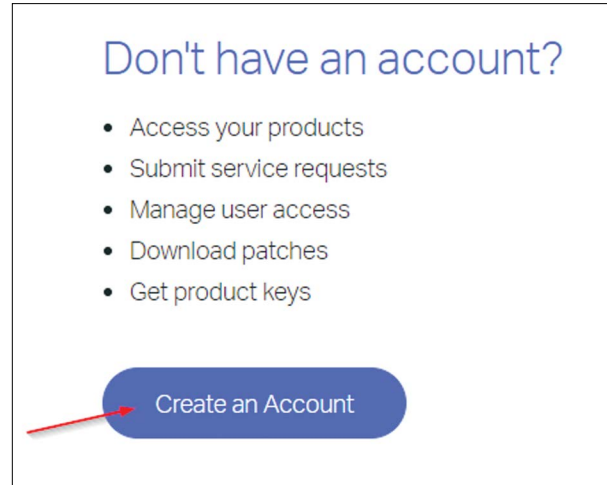
Click on Create an Account

Figure 2. Create an account

You will need an email address and password to set up your account. If you had a Passport account in the past, please register with the same e-mail address as you had with Passport. This will allow you to retain your associated subscriptions and access to your license entitlements.
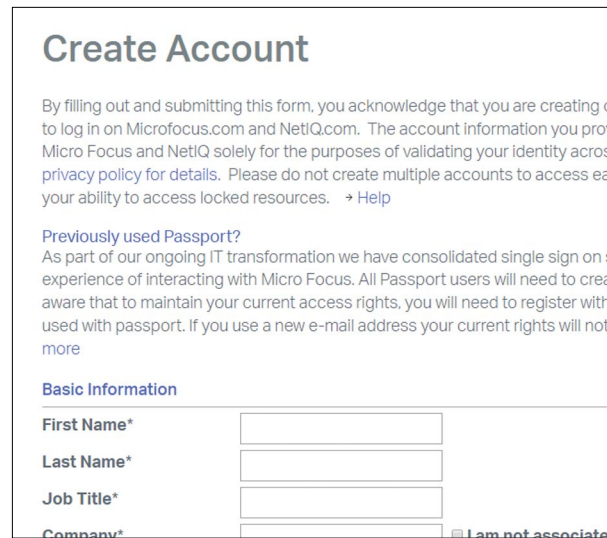

Figure 3. Enter data to create an account

STEP 2: VALIDATE YOUR E-MAIL ADDRESS

Once you have completed registration, you will be sent a validation e-mail. Once you receive the e-mail please follow the instructions in the e-mail to complete the validation.

Your new Micro Focus Credentials will replace your current Passport single sign-on.

Add Customer Subscription Name

The Customer Subscription Name is the unique subscription identifier with Micro Focus. You will receive your Customer Subscription Name in a separate communication within days of your software purchase. You will be asked to provide the Customer Subscription Name when accessing technical support.

If you have more than one Customer Subscription Name, please make sure to link all of your Customer Subscription Names to your MySupport account (instructions as follows).

Sign into Micro Focus MySupport

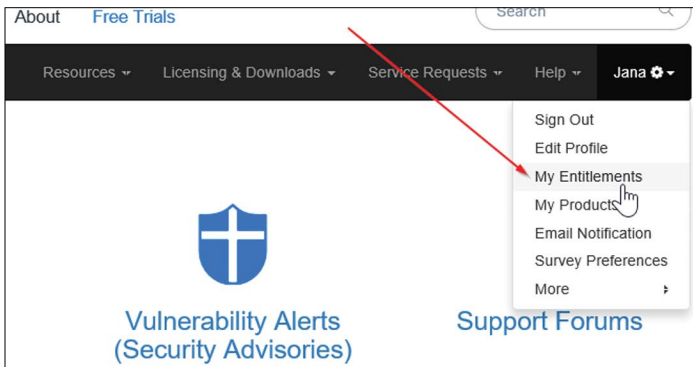1. Select My Entitlements located under License & Downloads on the menu, then in the drop down

Figure 4. Example of MySupport menu

2. On the subsequent screen, enter your Customer Subscription Name into the dialog box.

Change from Service Agreement ID to Customer Subscription Name at Renewal Time

Existing Micro Focus Support customers may have a Service Agreement ID (SAID). SAIDs will continue to work on Micro Focus MySupport until the time of support contract renewal. Once you renew your Support, you will receive a Customer Subscription Name. This Customer Subscription Name can be found on Electronic Delivery Receipt, Welcome to Support email, renewal quote, and Renewal Booking Confirmation email. IInput your Customer Subscription Name to your My Entitlement in MySupport per the above instructions.
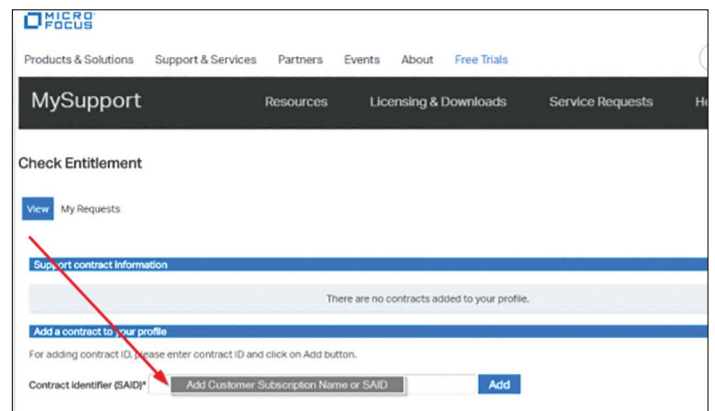

Figure 5. Enter Customer Subscription Name to Add to Entitlements

Your SAID will show expired and your case history will move under your Customer Subscription Name within 2-3 business days.

Activate Your Software Licenses and Download Software

Software download and license activation are facilitated through the Software Licenses and Downloads portal. Please refer to your specific product instructions for further licensing guidelines. If you received a separate Electronic Delivery Receipt email, please use the link included in that email to directly access your products. The Fulfillment Download contact on the Electronic Delivery Receipt email is automatically set as the administrator of the order. Administrators are responsible for actively approving all access requests, granting additional user access and changing auto-approve settings. If you did not receive the

Electronic Delivery Receipt email, please log in to the Software Licenses and Downloads Portal using your Micro Focus credentials. First time users need to link their credentials to their license entitlements using the Search Account button and entering the Customer Subscription Name. To learn how to get started, please refer to the Software License Activation—Quick Start Guide.

If you are with a U.S. Government agency, you will access the Software Licenses and Downloads Portal here.

The ELA Customers—Starter Guide or License Delivery Center contacts are readily available via the Help > Contact Support > Licensing Support.

More on Software Updates, Alerts, and Lifecycle Information

To locate and download updates for products, please visit Software Licenses and Downloads.

For an overview of the most current software product obsolescence policy and end of support announcements, please visit the Product Lifecycle (Obsolescence & Migrations) site.

Micro Focus MySupport

Fast, powerful, and personal online access to knowledge and experts.

Visit and start using Micro Focus MySupport.

Chat

Non-technical Live Chat is available in several languages. For available languages and to begin a non-technical chat, click here and please select your chat language.

Chat is also available from the Help / Chat menu or from the Chat icon on the MySupport main page.

Submit and Manage Service Requests

To log a service request (incident) or manage current incidents:

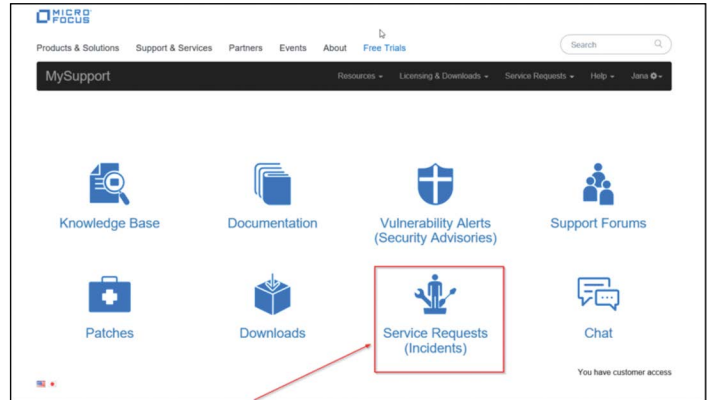1. Log onto MySupport.
2. Click on Service Requests (Incidents)

Figure 6. Service Requests (incidents)

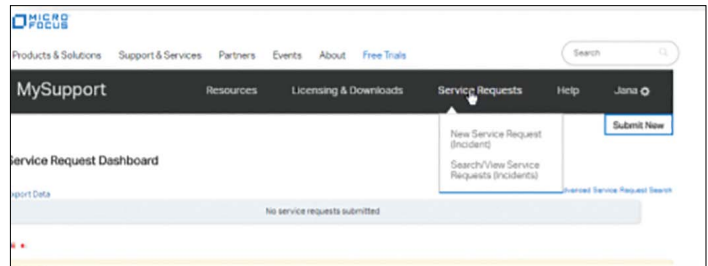You may also go to the top menu and click on Service Requests.

Figure 7. Service Requests (incidents)

3. MySupport will take you to your Service Request Dashboard. Here you will be able to see your case history and ability to open a new case.

   You may also log and update service requests (incidents) through Live Chat by going to the Help menu > Contact Support.
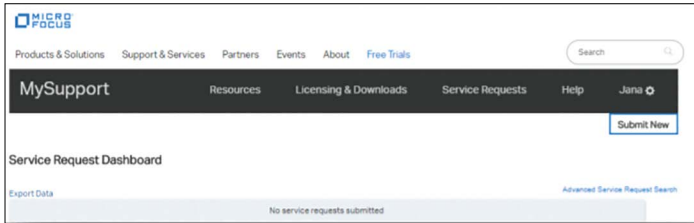
Figure 8. Service Request (incident) Dashboard

NOTE
If you need to log a service request (incident) and have not received your Customer Subscription Name or you have an existing SAID / Customer Subscription Name and wish to inquire about it, click on Investigate Contract.
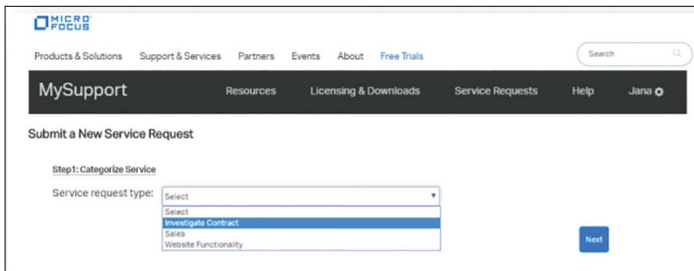

Figure 9. Investigate Contract

Submit a Request with Your Premium Support Engineer

If you have purchased a <u>Premium Support</u> engineer, you can chose to submit a service request through your Business Support or through your engineer. In the Submit a New Service Request (Incident) screen, select your Premium Support engineer in the Service Offering drop down menu.

Premium Support engineers include Named Support Engineer (NSE), Solution Support Engineer (SSE), and Dedicated Support Engineer (DSE).
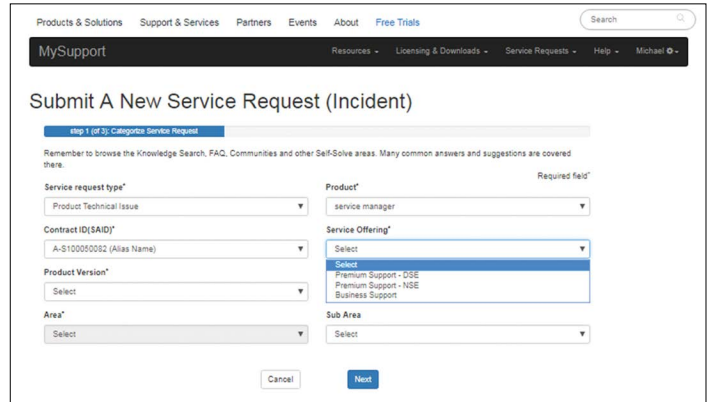

Figure 10. Service Request (incident) Dashboard

Patches

Using our facet-based knowledge search, you'll have direct access to the patch list. You can sort on product, version, operating system (OS), and so on to refine your search.
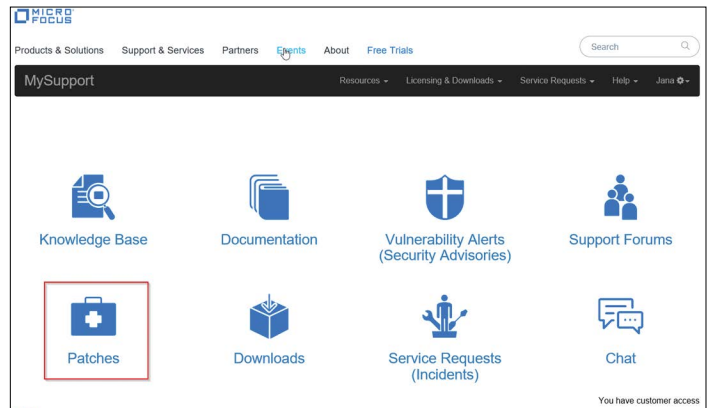

Figure 11. Patches

Documentation

Using our facet-based knowledge search, you'll have direct access to the documentation list. You can sort on product, version, OS, so on to refine your search. MySupport introduces links to product-specific documentation portals for Application Delivery Management (ADM) and IT Operations Management (ITOM) products.
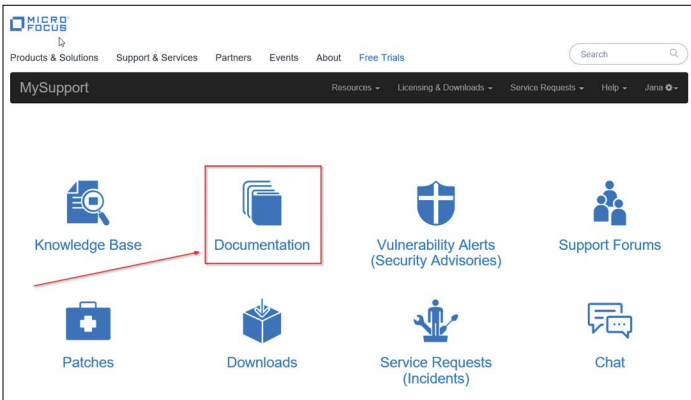

Figure 12. Documentation

CONFIGURE YOUR PREFERENCES

You can configure your preferences and manage your information as shown in Figure 13:

- Edit profile
- Check My Entitlements (manage your SAIDs / Customer Subscription Names)
- Check My Products (view a listing of your products associated with your My Entitlements)
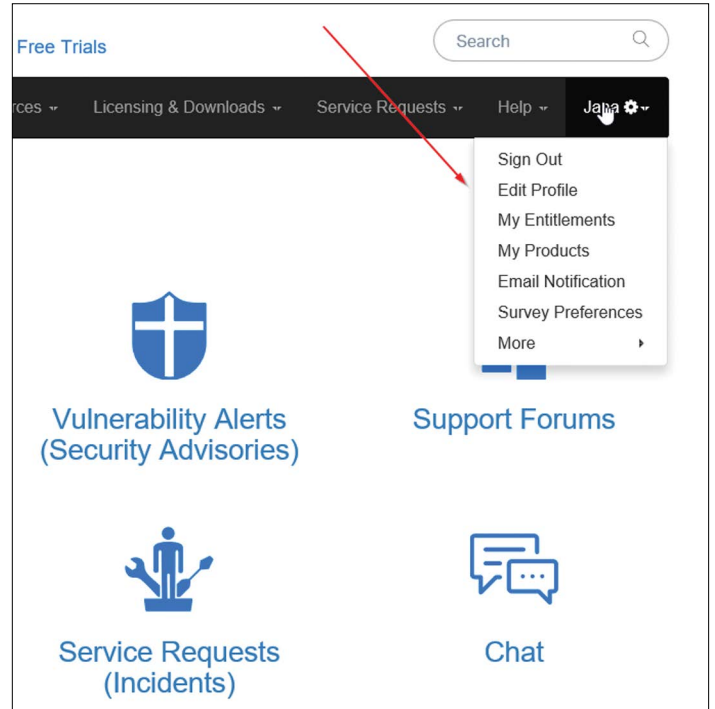- Manage Email Notifications
- Manage Survey preferences
- And more

Figure 13. Preferences

Help with Navigation and Use of Micro Focus MySupport

The Help section on the top navigation bar contains the Getting Started online guide, FAQ, Guides, Feedback, and Access levels.
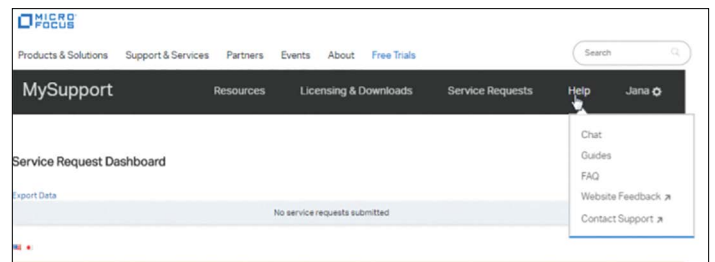

Figure 14. Help

Moreover, if you need help anytime—engage the Customer Support team through Live Chat via the Help menu > Contact Support.

Community

The Community provides resources you need to stay up to speed on the latest technical developments with software. Inside our technical network, IT practitioners showcase their knowledge, connect with peers, and get access to advice, downloads, demos, and discussions with fellow experts. The Community also offers blog articles, software downloads, information about upcoming events, and more.
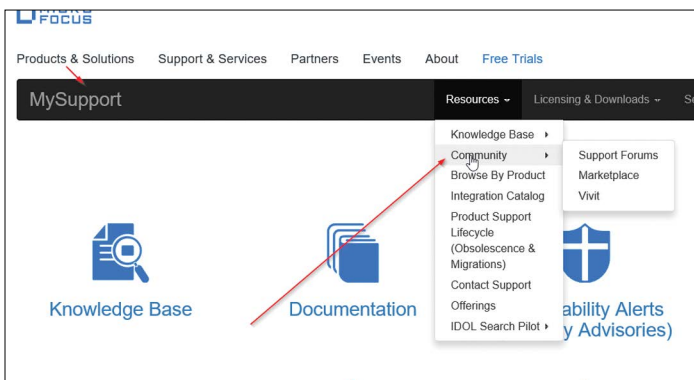

Figure 15. Community

There are public support forums where you can find answers to your technical questions, share your knowledge, and collaborate with peers. Please note that you must be signed into your Micro Focus Credentials to access the Community pages.

Marketplace

In the Marketplace you can explore apps, add-ons and more to expand the functionality of your Micro Focus software products. You can search by Marketplaces, or Products alphabetically A-Z.
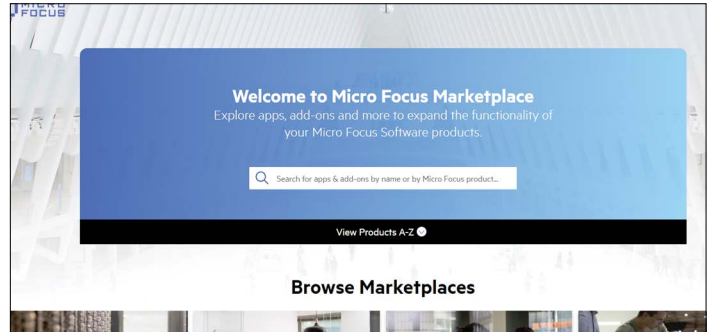

Figure 16. Community > Marketplace

Forums

Connect with other customers and interested parties regarding many topics about our products. Sometimes your peers have the solutions you're looking for. You will find Forums in the individual product pages on the Community site.
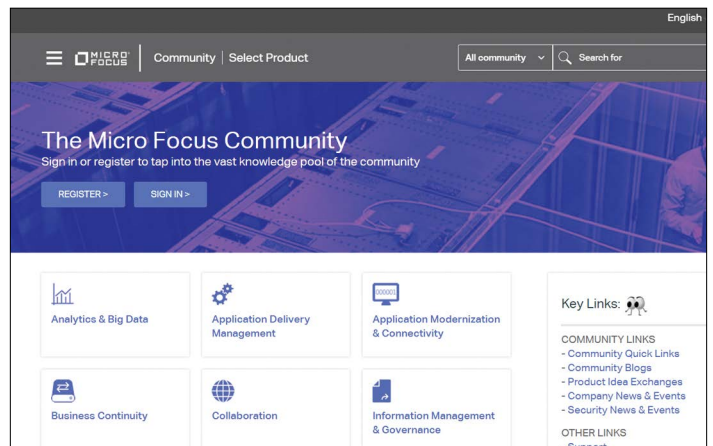

Figure 17. Community

Vivit

Vivit is the independent, non-profit service organization that represents the broad software community and is the endorsed software users group. For almost two decades, Vivit has been the unbiased, trusted, and field-tested community for thousands of software customers, developers, and partners from around the world and from all areas of business and industry.

Enjoy member benefits such as:

- Add your voice and expedite change
- Engage and share best practices with the best and brightest
- Expand your knowledge base
- Advance your career
- Receive discounts to events

Join VIVIT today by visiting **vivit-worldwide.org** and completing the registration form. Membership is free.

Contact Support

There are multiple options available for you to contact our technical and business support professionals. Go to MySupport and navigate in the menu to Resources or Help, then click on Contact Support. Self Help resources are available for documentation, support forums, patch downloads, and more. You can also Request Assistance via Live Chat and Telephone.
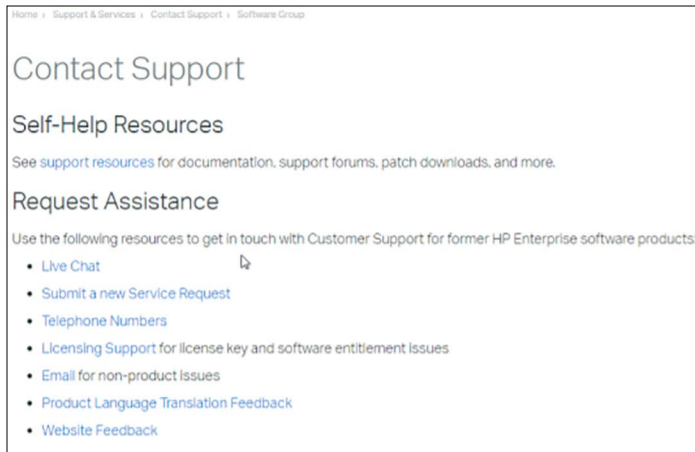

Figure 18. Contact Support

Requesting Support Management Assistance

If the support process is not working to your expectations, the most effective way to engage a manager is to ask your technical support engineer or Live Chat representative to escalate your case. Please have your service request ID ready so we can expedite your request.

Micro Focus Support Portfolio and Offerings

We offer a full range of support offerings and services that can help your business reduce risk and get more value from your software investment. Find out more about our Micro Focus Support Portfolio.
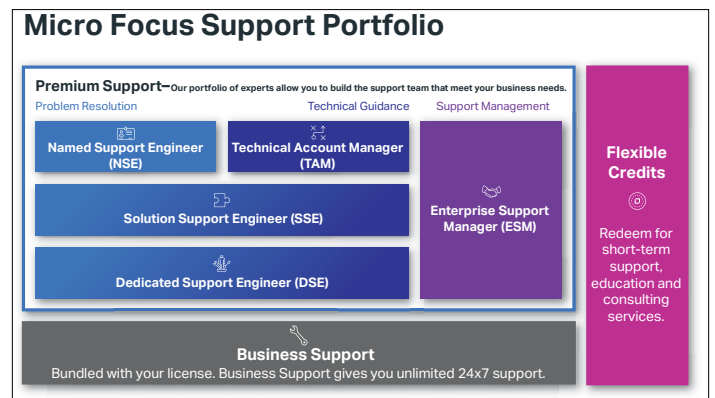

Figure 19. Micro Focus Support Portfolio

Micro Focus Business Support is purchased with your product license and forms the foundation of our support portfolio. It gives your business access to our global support organization to meet the demands of today's economy, with 24/7 technical support, competitive response times, self-help resources and product updates. Business Support provides you with reliable, accessible support and a platform on which to build your advanced support team that meets your specific business needs.

Need help with an upgrade, training on a new product, or a health check on your environment? Micro Focus Flexible Credits are a service currency you can redeem for short-term support, education or consulting services anytime during the year. Augment your Business Support by building some Flexible Credits into your license purchase or renewal, or add them at any time throughout the life of your support contract.

Building on the foundation of Business Support, the Micro Focus Premium Support offering gives you the flexibility to scale and add services and expertise as you need them—meaning your support contract can grow with your business needs. With Premium Support, you have access to named and dedicated support experts that understand your business—helping you to optimize even the most complex hybrid software environments and resolve issues quickly if they arise.

Engage a sales representative if you are interested in finding out more about how we can help your business maximize your software investment or visit Micro Focus Premium Support.

We value your thoughts and ideas regarding your overall support experience. At the end of each service request, please take advantage of the opportunity to tell us how we did.

You may also email us at **softwaresatisfaction@microfocus.com** any time, to share your comments.

This handbook is for customers and partners who are entitled to Support and are users of Micro Focus MySupport. You may find out more about Support for other Micro Focus Software products by visiting this website and selecting your product name.

Learn more about your Support Plan

Contact us at:
www.microfocus.com

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