

S.Y.B. SUPPORT GUIDE

FOR VAR DELIVERED SUPPORT

INSTRUCTIONS FOR CUSTOMERS

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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: +370-700-88767

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 “Urgent”** it is required that you **call by telephone** in addition to sending info via email.

INCIDENTS OUTSIDE OFFICE HOURS

You can report incidents of all priorities also outside office hours (see incident priorities' definitions below in the section **“Incident priorities”**). If your incident is of priority Low, Medium, or High, you must report it via the S.Y.B. Web Portal 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 “Urgent” outside office hours, you must call the S.Y.B. **24x7** service telephone number:

+358207580827

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) framework. The S.Y.B. support organization is backed up by the international SAP technical support organization.

This technical support guide describes the process of 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 scope of 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.

This document was last updated on 25.01.2024.

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:

<https://support.sap.com/en/my-support/knowledge-base.html>

If help is needed from S.Y.B., the customer can report an incident to S.Y.B. using different methods as described in the section "**Contacting S.Y.B. support**".

After a case has been submitted to S.Y.B., the S.Y.B. support organization will first check the incident's priority as described below in the section "**Incident priorities**". Then the support organization will work to resolve the issue in cooperation with the customer.

The support organization will probably ask the customer for more information via email or telephone.

Also, in 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.

When the customer acknowledges that they have a valid solution to their problem, they should close the incident or confirm that the case can be closed.

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.

Pending

An incident can be given this status if

- additional information is requested from the customer;
- incident is technically escalated to SAP support.

Resolved

When an incident is resolved from a S.Y.B. point of view, then it is given this status.

Closed

When the customer confirms 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:

- **Urgent** – The incident may only be assigned priority Urgent 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
Urgent	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.

USING THE S.Y.B. WEB PORTAL

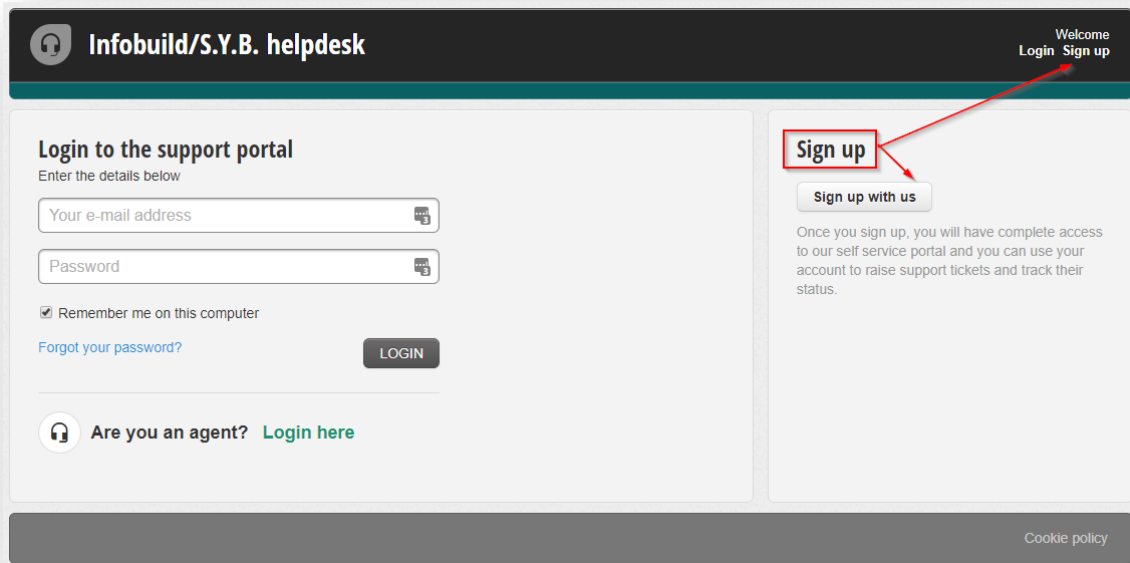
The S.Y.B. Web Portal is an interactive internet tool available for S.Y.B. customers in Finland, Estonia, and Lithuania. Through the portal customers can submit technical cases and view their cases' status and comments. Customers can also enter comments, additional information, and attachments to cases.

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 above for "**Incidents outside office hours**".

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

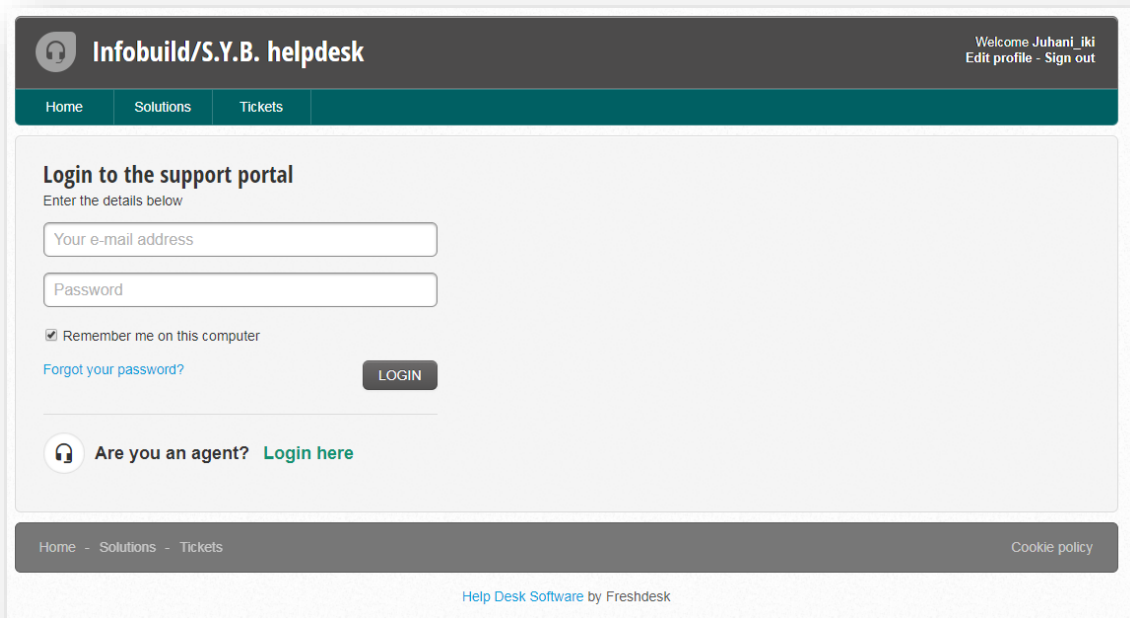
Alternatively, customers can sign up to use the portal by clicking the "Sign up" link. After filling in their name, email address and completing the registration by confirming their email address using the sent link, they have access to the portal.



To access the portal, point your browser to

<https://usd-helpdesk.freshdesk.com/>

and log in.





How can we help you today?

Enter your search term here...

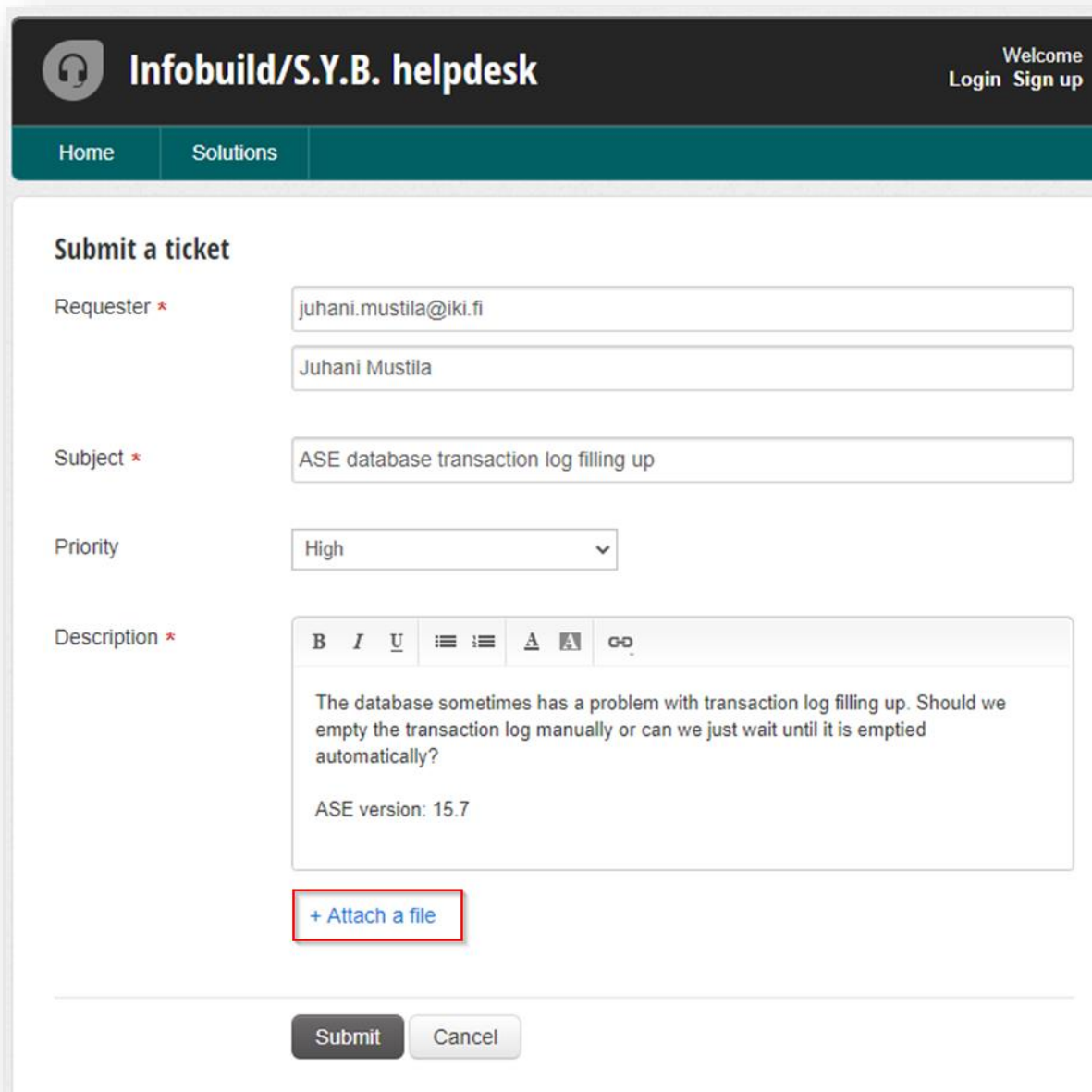
SEARCH

+ [New support ticket](#)

 [Check ticket status](#)

Knowledge base

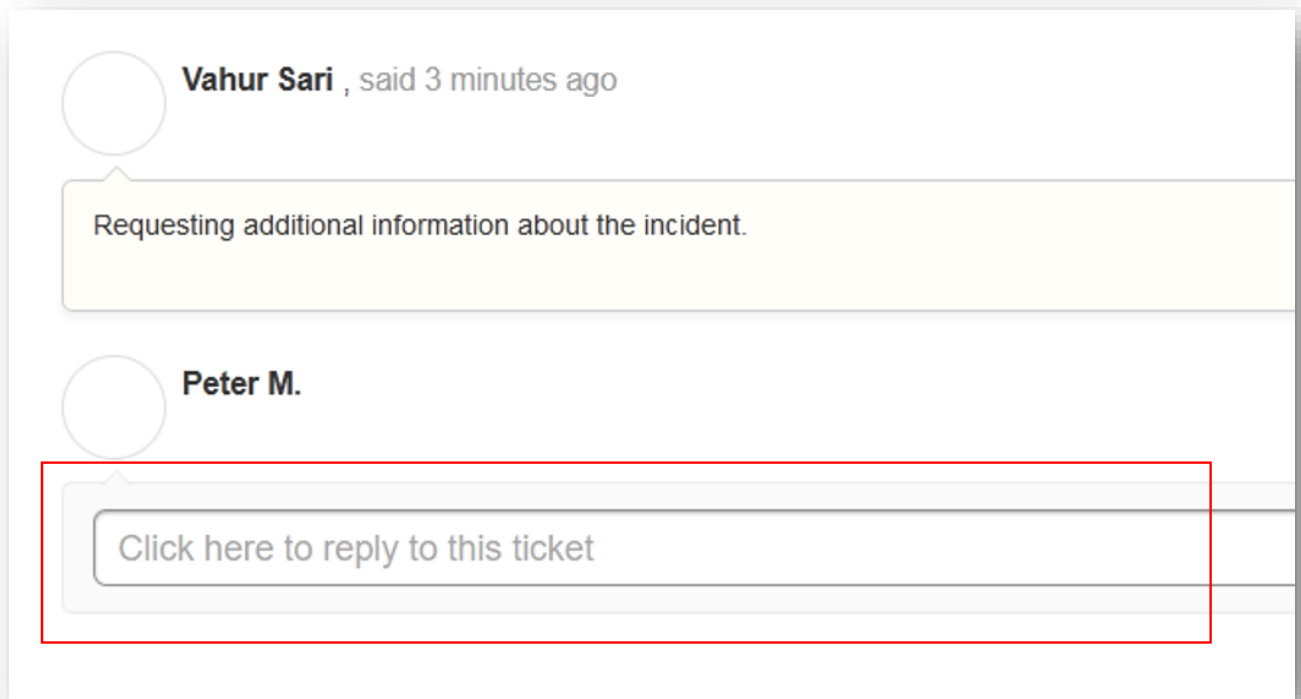
You can create a new incident ticket by clicking "New support ticket". Enter the required information, below is an example. You can also add attachments using the "Attach a file" button under the description box.



The screenshot shows a web interface for a helpdesk system. At the top, there is a dark header with a headset icon and the text "Infobuild/S.Y.B. helpdesk". On the right side of the header, it says "Welcome" with links for "Login" and "Sign up". Below the header is a teal navigation bar with "Home" and "Solutions" buttons. The main content area is titled "Submit a ticket" and contains several input fields: "Requester *" with an email address "juhani.mustila@iki.fi" and a name "Juhani Mustila"; "Subject *" with the text "ASE database transaction log filling up"; "Priority" set to "High"; and "Description *" with a rich text editor containing the text "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?" and "ASE version: 15.7". Below the description is a red-bordered button labeled "+ Attach a file". At the bottom of the form are "Submit" and "Cancel" buttons.

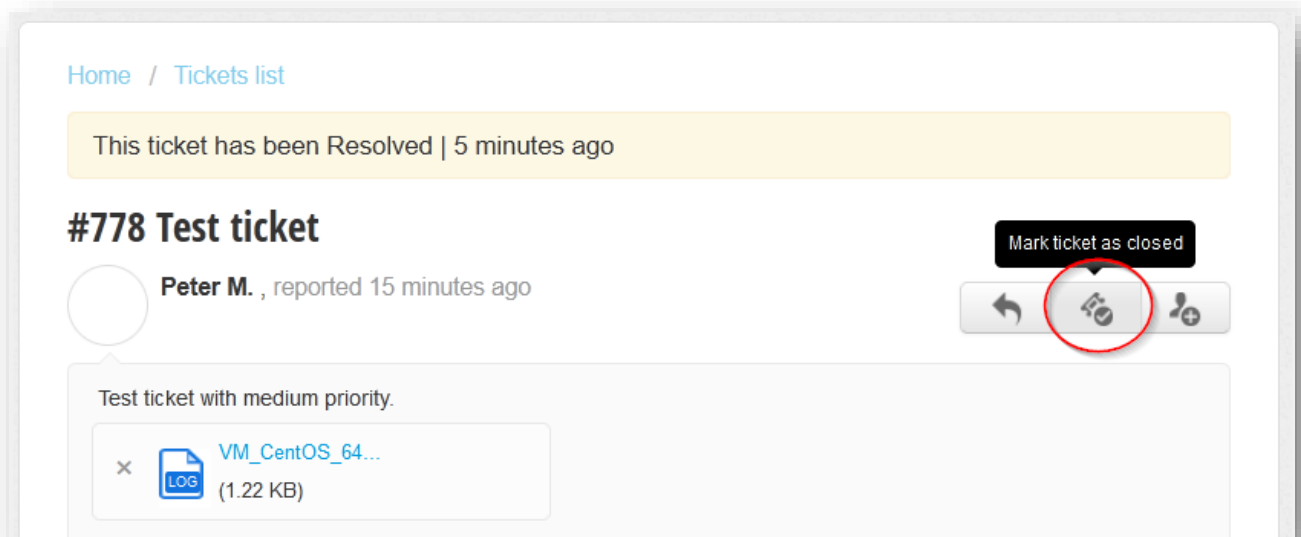
By clicking "Submit" the incident is automatically recorded in the S.Y.B. incident handling system. You can see the incident ID number.

To provide additional information, use the text box below:



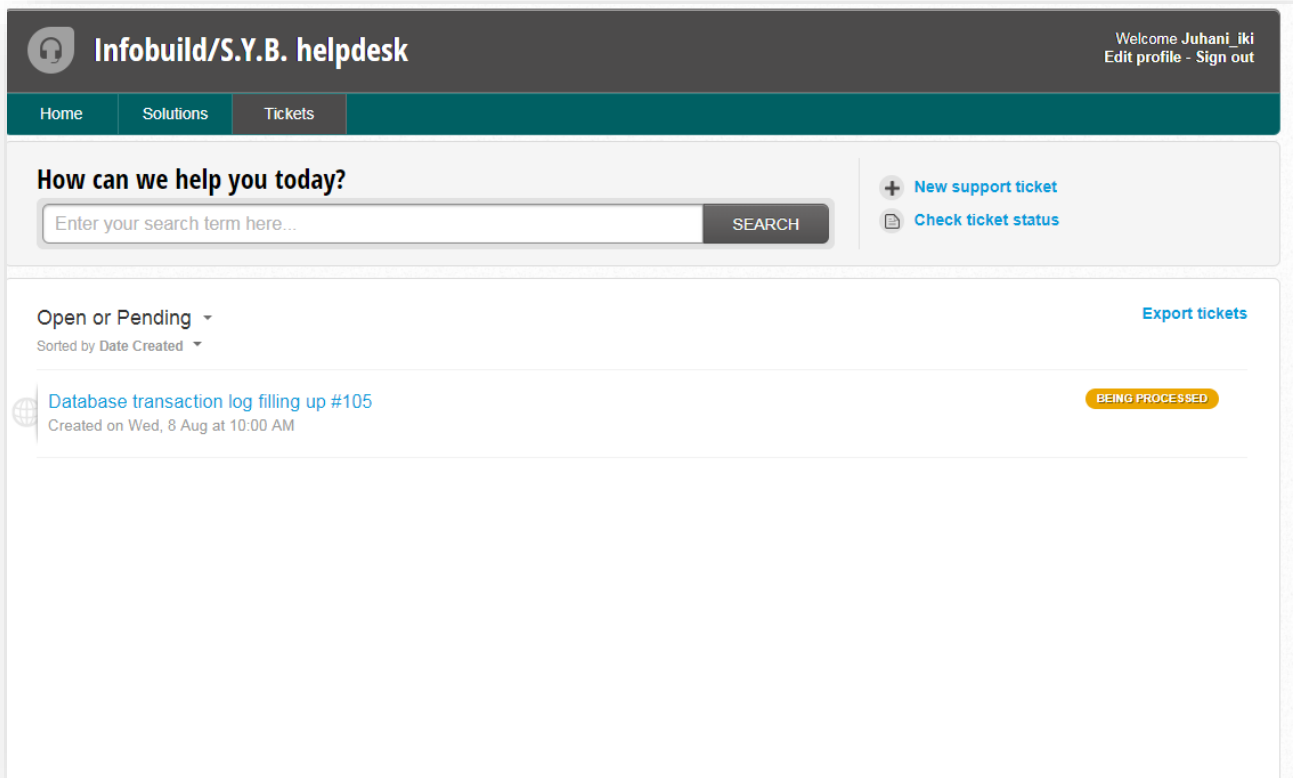
A screenshot of a ticket conversation interface. At the top, a user profile for **Vahur Sari** is shown with the text "said 3 minutes ago". Below this is a yellow message bubble containing the text "Requesting additional information about the incident." Underneath, another user profile for **Peter M.** is shown. Below Peter M.'s profile is a grey text input box with the placeholder text "Click here to reply to this ticket". A red rectangular border highlights this input box.

If you agree the ticket is resolved, you can close the ticket, by clicking on the button indicated here:



A screenshot of a ticket page showing a resolved ticket. At the top, there is a breadcrumb "Home / Tickets list" and a yellow status bar that says "This ticket has been Resolved | 5 minutes ago". The ticket title is "#778 Test ticket". Below the title, a user profile for **Peter M.** is shown with the text "reported 15 minutes ago". To the right of the user profile is a "Mark ticket as closed" button, which is circled in red. Below the user profile is a grey message bubble containing the text "Test ticket with medium priority." and a file attachment icon labeled "VM_CentOS_64..." (1.22 KB).

To view all your tickets, you can click "Check ticket status" on the home page of the portal (click "Home" to get to the home page).



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

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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