**Kaseya Ticket Submitting Guidelines**

The purpose of this document is to demonstrate examples of information, logs, and screenshots that should be included with tickets, when requesting support with Kaseya Support. By following these steps and examples support is provided quicker without delay and as such less back and forth interaction is required.

**Expectation of Ticket Submission:**

As a Kaseya Certified Administrator (KCA), you are expected to have a higher knowledge of the software and as such be able to submit tickets that indeed show your knowledge of such. It is expected that:

* A Kaseya Certified Administrator attempts all normal troubleshooting steps before submitting tickets.

Please see the “Checking the Community Website for Help” section for more details.

* The kaseyasupport account is activated, or that equivalent login information is supplied.
* Detailed information is included on what the problem is.
* Detailed information is included on how to reproduce the problem.
* Screenshots be supplied that can better assist in the understanding of the problem and outcome, both experienced and desired.
* If a ticket is to be escalated, the required information would be supplied, (Ex: RDP and SQL login information, etc.)

**Checking the Community Website for Help.**

Kaseya has created a valuable resource available for its customers, within these sites customer can locate answers to questions, best practices, and fixes for possible bugs.

We will include a small description of each of these available sites along with the links to each.

**Main page:** <http://community.kaseya.com/>

The Main Page includes links to the other Help pages. It is one easy link to reach all the other Help sites.

**Forums:** <http://community.kaseya.com/xsp/default.aspx>

The forums are a great place to ask questions and receive feedback.

**Knowledge Base:** <http://community.kaseya.com/kb/default.aspx>

The Knowledge Base, contains many questions, inquires, and fixes to a lot of common problems. If you have a bug, question or inquiry, there is a good chance someone before you has already asked it. Search here for your question. In certain cases Kaseya employees have created KB articles to answer questions about common problems and/or recommended best practices.

**Resources:** <http://community.kaseya.com/resources/default.aspx>

The Resource page is a great site to find scripts and other files submitted by users and support staff.

**Education:** <http://lms.kaseya.com/kedu/>

The Education page is free tool to continue your education about Kaseya, its function, and uses.

**Regions:** <http://community.kaseya.com/regions/default.aspx>

The Regions site is available for different regions where English is not the primary language. This section is divided by regions for easy use.

**Information Required When Submitting a Ticket:**

It is understood that On Premise, Managed Services, and SAAS customers do not have access to the same information. In this section we provide different information required to be included in the tickets for these three different types of customers. Depending on your product, the support staff can then adequately work on your submission.

**On-Premise**

When the Kaseya Server is based locally or remotely on a server belonging to the customer.

**Managed Services**

When the Kaseya and SQL Server is managed by Kaseya on behalf of the customer.

**SAAS**

IT Systems Management in the Cloud. Using services on the cloud, where the KServer and Database are handled by Kaseya. On demand pay as you go and pay as you grow service.

**For On Premise Customers:**

**Enabling Access to the VSA/KServer.**

Click on the *System tab > Request Support > Green Create button*, or provide a Master / Master login to the VSA.

In many cases Kaseya Support requires RDP information for the KServer and/or SQL server.

There are three options available when this information is required:

1. Providing this information on the ticket submitted.
2. Requesting that the information be stored in a “Secure Data” section. This information is stored securely, and as such can be accessed when needed without need for repetition when multiple tickets are submitted. Information can be gathered through a ticket or over the phone if preferred.
3. In the event that you are not comfortable with handing this information out or must abide by your companies security guidelines, a date and time can be scheduled when the Support staff can set an online meeting with you. For this option, please include in the notes for the ticket that access can be provided through a meeting session, with the name and phone number of the contact, along with the best time to reach them.

**For RDP access the following information is required:**

* If Access is to be done through the VSA, please provide us with the machine name(s) of the agent(s) to connect to them.
* If Access is through RDP, please provide the valid IP for the machine
* RDP information for your KServer (including DOMAIN if applicable).
* RDP information for the SQL server if it is on a different box. As well as the SA password for SQL.

(If the Account uses Windows authentication for SQL, please specify this in the notes).

* In cases where access is not available do to security guidelines, please state this in the notes, so that support can adequately set a meeting with you to work on your ticket.

**Managed Services Customers:**

**Access to the VSA/KServer.**

Click on the *System tab > Request Support > Green Create button*, or provide a Master / Master login to the VSA.

**When RDP access is requested:**

Please inform the Support team that you are a Managed Services customer. They will contact the appropriate contacts to coordinate, any access required.

**SAAS Customers:**

**Access to the VSA/KServer.**

For SAAS customer this information is already available for the Support staff.

Because of the nature of SAAS, Kaseya Support is not always able to see the same information that you as the customer can. In these cases support will contact you to set up a meeting to view the problem as you do. \*NOTE\* A screenshot in these cases can go a long way in assisting the support staff.

**Other information required:**

The Name of the machine or machines the problem is occurring on. For support purposes “All machines” does not count as a category, a specific machine is required where support has permission to reproduce the problem.

Please include the name of any monitor set, event set, report, scripts, policies, etc.

In cases where RDP or KNVC is the problem, support requires permission to connect to the machine in question, if only certain times are available to do so, please specify this.

For event sets, more information about the specific events that you are monitoring. A screen shot of the event from the Windows event log is best, because it shows the exact text that a filter needs to use.

**Having a single contact at your company:**

When submitting tickets, a recommended practice is that your company have a single point of contact. This can build a repertoire between your company and the Kaseya support staff. This can decrease ticket response time and increase overall productivity.

Once an employee knows the steps, required information, and process, the outcome can be a more desired one.