SUPPORT PROCESS BEST PRACTICES

- Create a support case via the **Customer Portal** as soon after event as possible.
- Ensure case is at *appropriate* severity (Refer to **Severity Definitions**).
- Understand **Support Level Agreements** (SLA) which are based on Severity.
- Attach diagnostic data when opening case:
  - Red Hat Enterprise Linux: **sosreport**
  - System Panics*: **vmcore**
  - Hung Systems*: **sysrq data/manually induced vmcore**
  - Red Hat Satellite: **spacewalk-debug** AND **sosreport** (server & client)
  - Red Hat Enterprise Virtualization: **log-collector**
  - JBoss Enterprise Application Platform 6: **JDR**
- Provide as much detail as possible, including timestamps, exact error messages, steps to reproduce, business impact.
- For Severity 1 (system outage) issues, open a case then call the **Support Center** and provide the case number.
- When case is **Waiting on Customer**, provide requested information/data *as soon as possible* to maintain progress on the case.
- Request a **Remote Support Session** when appropriate for issues currently impacting your environment.
- For PREMIUM support cases receiving 24x7 support (Severity 1 by default; Severity 2 **by request**) provide *complete* contact information for individual(s) working the evening/weekend hours in case the support team needs additional information.
- If case is not progressing according to documented SLAs and management attention is required, follow the **Support Escalation Process** highlight below.

*Enabling and Testing kdump is a **strongly** advised best practice. Without a vmcore, Root Cause Analysis (RCA) for system hang/panics *will not be possible*.

SUPPORT ESCALATION PROCESS

- If case doesn't seem to be progressing as expected, add a comment to case and give support engineer opportunity to respond appropriately.
- **TAM** customers: Contact TAM for critical events during business hours (M-F 8-5PM).
- If urgent, or additional assistance needed, select 'Request Management Escalation' button within the support case. This will notify all appropriate Red Hat personnel that escalation is needed (case owner, support manager, TAM, etc.)
- Call the **Support Center** and ask to speak to a Support Manager. Provide criticality, impact and expectations. TAM will engage next business day (if applicable)
- Review summary of the **Management Escalation Process.**

Additional support levels are available if dedicated, 24x7 resources are required.
For additional information, please contact your Sales Account Manager.