INTRODUCTION

Welcome to the AWS Elemental Appliances and Software service’s Support Center user guide. This document is your step-by-step guide for navigating and using the Elemental Support Center.

The Elemental Support Center in the AWS Elemental Appliance and Software service is where you find support for Elemental on-premise hardware and software. It provides an extensive product knowledge base, a support ticketing system, support contact information, and an integrated search that includes AWS Elemental product documentation and technical support articles.

AWS Elemental has unique support options for our on-premises customers that are not part of AWS support. Because these options are only for Elemental customers, they aren’t part of the wider AWS search or AWS Support. Here’s how to access the Elemental Support Center.

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BEFORE YOU BEGIN: AWS ACCOUNT REQUIREMENTS AND PERMISSIONS

To use the Elemental Support Center, you need an active AWS account, and that account needs to have the correct permissions applied.

To create an AWS account, follow this link.

To find more information on permissions, see AWS Elemental Appliances and Software Service Getting Started Guide.

OPEN THE ELEMENTAL SUPPORT CENTER

Important note: At the top of the AWS Console, there is a search box and a Support links. These do not include Elemental on-premises options. Instead, find Elemental support in the Elemental Support Center. You have special access to this when you purchase Elemental appliances and service plans.

Here’s how to navigate to the Elemental Support Center.

1. Log into your AWS account. Under Services, select AWS Elemental Appliances and Software
2. From the main page of AWS Elemental Appliances and Software, expand the left navigation:

3. Select Elemental Support Center:
4. On the main page of the Elemental Support Center, you can find support resources:

Under the Elemental Support Center title, use the search box to find Elemental-specific content. On this page, you can also see helpful articles, open and manage support cases, and find additional support resources.
SEARCH FOR ELEMENTAL SUPPORT CONTENT

From the Elemental Support Center home page, you can search for Elemental support resources including support articles and product documentation.

1. Enter the topic in the search box and press Enter:

2. From the search results you can:
   - Open a specific article by clicking on the title
   - Update your search term or terms
   - Apply a filter to narrow your search results
OPEN A SUPPORT CASE

You can open support cases from the Elemental Support Center home page.

1. In the Open support cases area, click on Create case

2. From this screen, you can either click Create case or search. We recommend that you use search first. Under What can we help with?, enter a key word or phrase. This returns a list of articles and other resources which may help resolve your issue:

3. If you don’t find an answer or prefer to open a case, click the orange Create case button on the upper right side of the screen:

4. On the create case screen, complete the fields.
a. Subject: If you entered a search query, it is populated automatically as the subject. You can update this to add additional information

b. Priority: Choose Low, Medium, High, or Critical

c. Platform: Choose Appliance Hardware, Elemental Cloud Platform, or Virtualization/Software Only

d. Product: Select the product from the available list

e. Cloud deployment (optional): If this is a cloud deployment, enter the cloud deployment name

f. Software version: Select the software version currently installed on the product

g. Deployment status: Choose Pre-sales, Integration, or Production

h. Asset (optional): If you know the serial number, enter it here. Otherwise leave this field blank

i. Severity: Select the appropriate severity
   i. Level 4 (Normal Request/Minor Impact)
   ii. Level 3 (Significant Business Impact)
   iii. Level 2 (Production Degraded)
   iv. Level 1 (Full Production Outage)

j. Company: Enter the company name

k. First name: Enter your first name

l. Last name: Enter your last name

m. Email: Enter your email address

n. CC list: Enter email address of anyone else who should be copied on the notifications for this case

o. Description: Enter a complete description of issue

p. Attachments: Attach log files, screen shots, source content, or external source content. If the file size exceed 25MB, request an S3 link to upload the files to in the Description field.

q. Click Submit
EDIT A SUPPORT CASE

1. On the Elemental Support Center home page, under Open support cases, find the case you would like to edit:

2. Open the case by either clicking the case number or selecting the radio button next to the left of the case and hit submit.

3. On the case details page, click the Edit button
   - To update the case details, make changes to the case details fields and click Submit
   - To add a correspondence to the case, scroll to the bottom of the case details screen. Next to Correspondence, click Reply:

Add your contact information and your reply, then click Submit:

Your correspondence, as well as any responses you may have received from a support engineer, appears under the correspondence section.
ADD AN ATTACHMENT TO A SUPPORT CASE

You can add attachments to existing support cases or when creating a new case.

1. Find the Attachments section at the bottom of the screen. Click Choose file(s):

2. Find and select which file(s) you want to add to your support case. There is a 25mb limit on files being uploaded, and not all file types can be accepted.

3. Click Submit.

RESOLVE A SUPPORT CASE

1. On the Elemental Support Center home page, under Open support cases, find the case you would like to resolve.

2. On the top right of the case details page, click the Resolve case button:

3. On the resolve case form, fill in your contact information and comments. Click Submit:
RE-OPEN A SUPPORT CASE

Cases can be re-opened for up to 14 days after being closed. If you need to re-open a case after it has been closed 14 days, open a new support case outlining the issue you are facing, making sure to reference the old case number.

1. From the case details screen, on the top right of the page, click the Re-open case button:

2. The re-open case dialog box opens. Enter your contact information and your reason for re-opening the case:

3. Click Submit.

ADDITIONAL RESOURCES

AWS Elemental Appliances and Software Service Getting Started Guide
Quotes and Orders User Guide
Activations User Guide
Frequently Asked Questions (FAQs)

If you need help with the Elemental Support Center, contact us using the Request Form.