

AWS ELEMENTAL SUPPORT CENTER USER GUIDE

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.

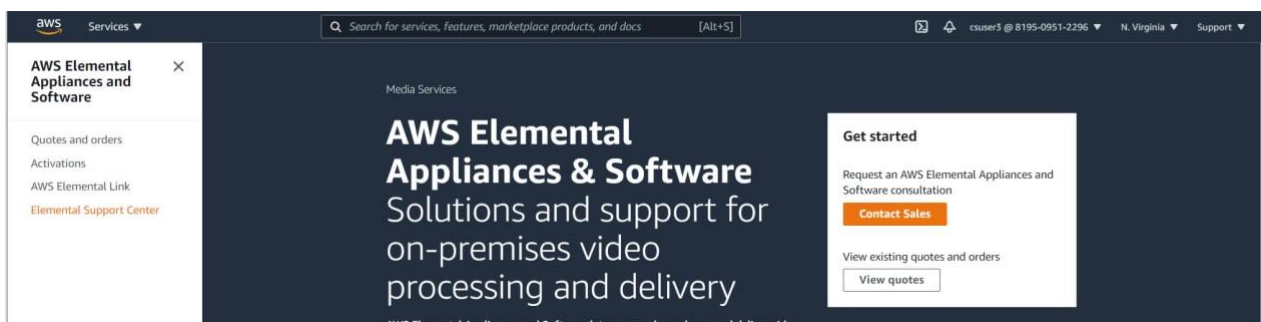
Here's how to navigate to the Elemental Support Center.

1. Log into your [AWS account](#). Under Services, select **AWS Elemental Appliances and Software**.

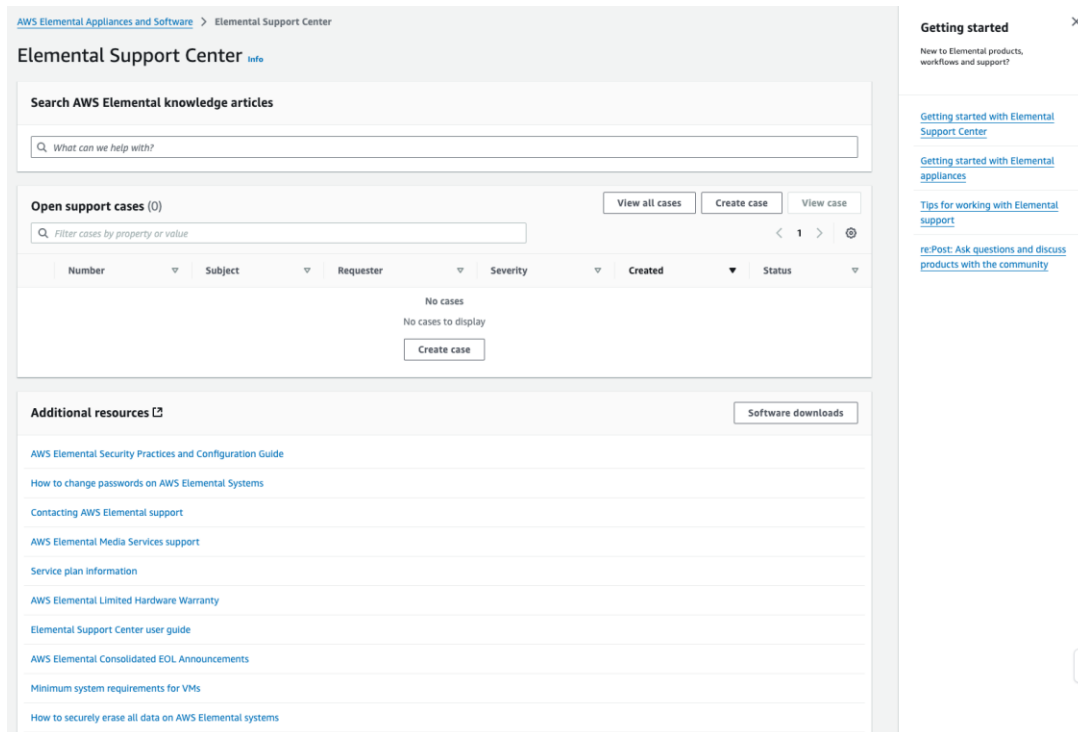
From the main page of AWS Elemental Appliances and Software, expand the left navigation:



3. Select **Elemental Support Center**:



- On the main page of the Elemental Support Center, you will find support resources:

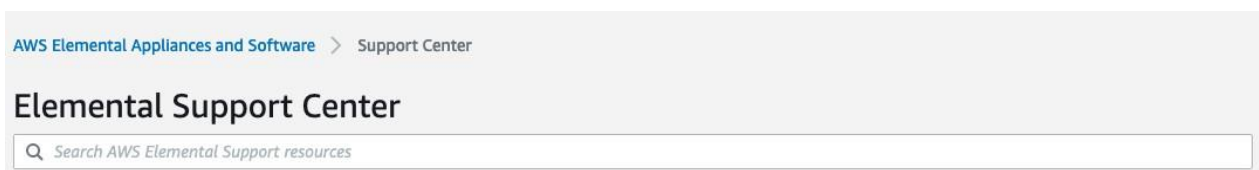


Under the Elemental Support Center title, use the search box to find Elemental-specific content. On this page, you can also see helpful articles, open and manage support cases, and find additional support resources.

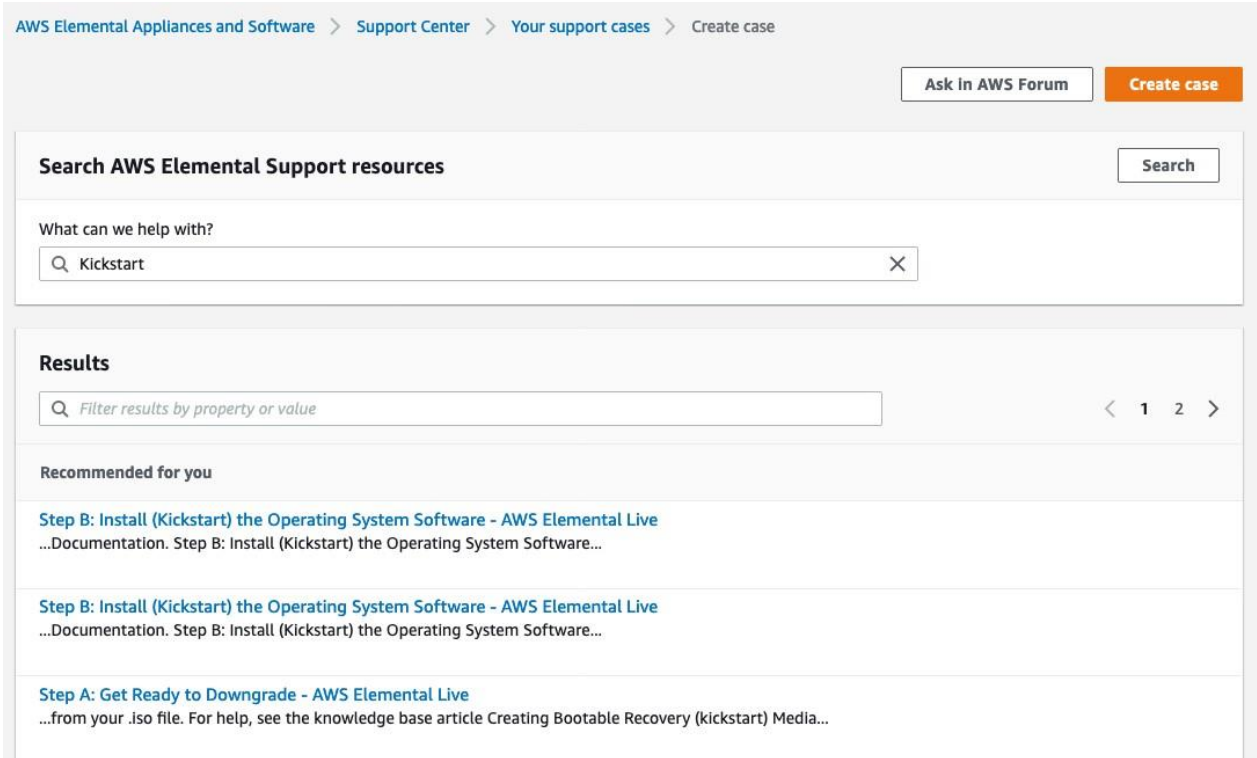
SEARCH FOR ELEMENTAL SUPPORT CONTENT

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

- Enter the topic in the search box and press **Enter**:



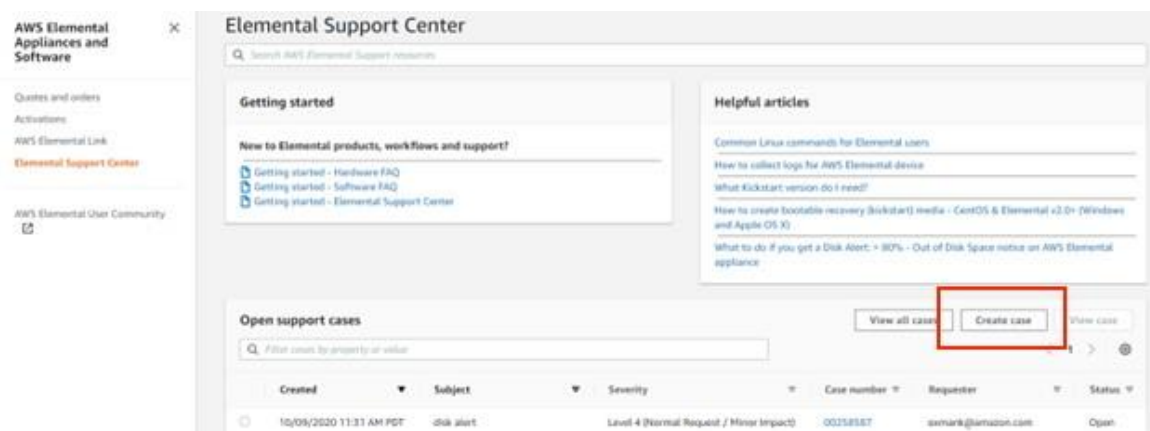
- From the search results you can:
 - Open a specific article by clicking on the title
 - Update your search term or terms
 - Apply a filter to narrow your search results



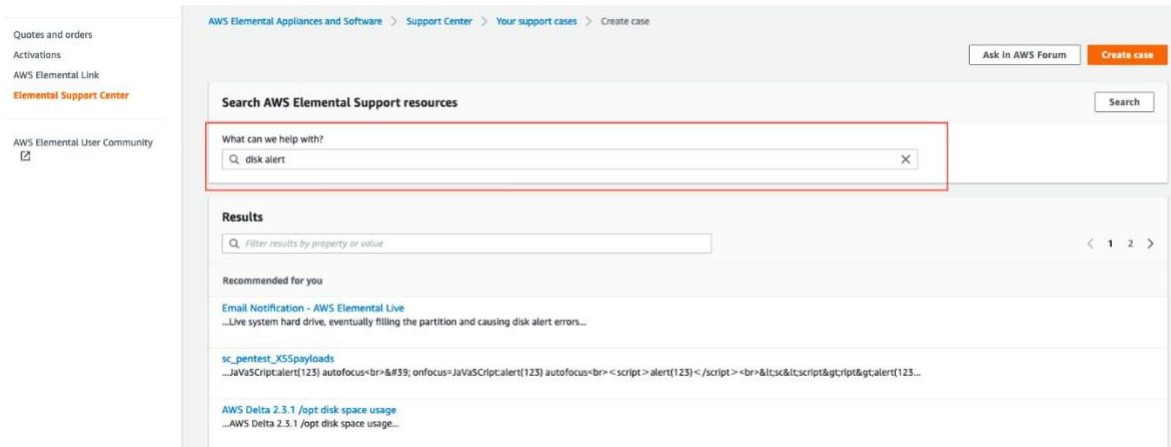
OPEN A SUPPORT CASE

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:



Quotes and orders
Activations
AWS Elemental Link
Elemental Support Center
AWS Elemental User Community

AWS Elemental Appliances and Software > Support Center > Your support cases > Create case

Ask in AWS Forum **Create case**

Search AWS Elemental Support resources Search

What can we help with?
Q disk alert X

Results
Filter results by property or value < 1 2 >

Recommended for you

Email Notification - AWS Elemental Live
...Live system hard drive, eventually filling the partition and causing disk alert errors...

sc_pentest_XSSpayloads
...JaVaScRipt>alert(123) autofocus=
' onfocus=JaVaScRipt>alert(123) autofocus=
<script> alert(123) </script>
<script>script>alert(123)...

AWS Delta 2.3.1 /opt disk space usage
...AWS Delta 2.3.1 /opt disk space usage...

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:



AWS Elemental Appliances and Software > Support Center > Your support cases > Create case

Ask in AWS Forum **Create case**

Search AWS Elemental Support resources Search

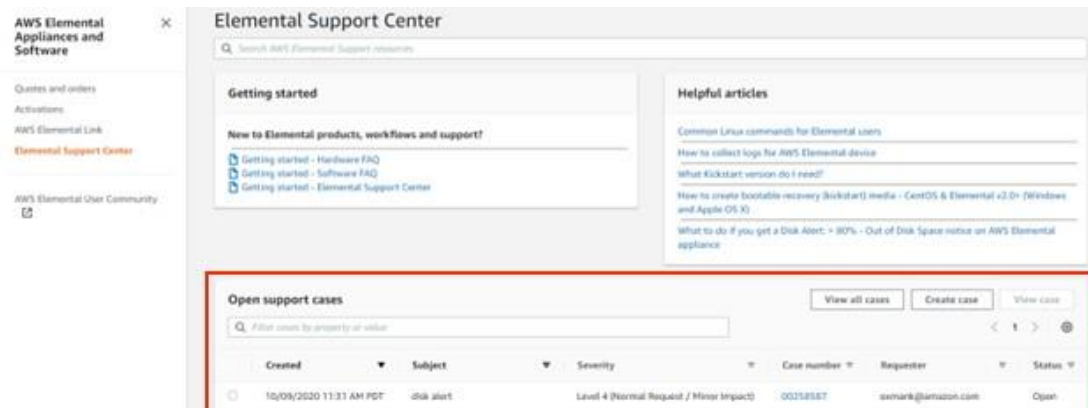
What can we help with?
Q disk alert X

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, or Virtualization/Software Only
 - d. Product: Select the product from the available list
 - e. Software version: Select the software version currently installed on the product
 - f. Deployment status: Choose Pre-sales, Integration, or Production
 - g. Serial Number (optional): If you know the serial number, enter it here. Otherwise leave this field blank
 - h. 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)
 - i. Company: Enter the company name
 - j. First name: Enter your first name
 - k. Last name: Enter your last name

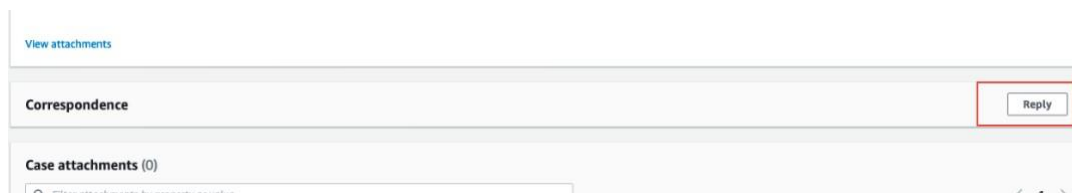
- l. Email: Enter your email address
- m. CC list: Enter email address of anyone else who should be copied on the notifications for this case
- n. Description: Enter a complete description of issue
- o. Tags (optional): Add a tag to the case resource. For more information on tagging see [Guidance for Tagging on AWS](#)

EDIT A SUPPORT CASE

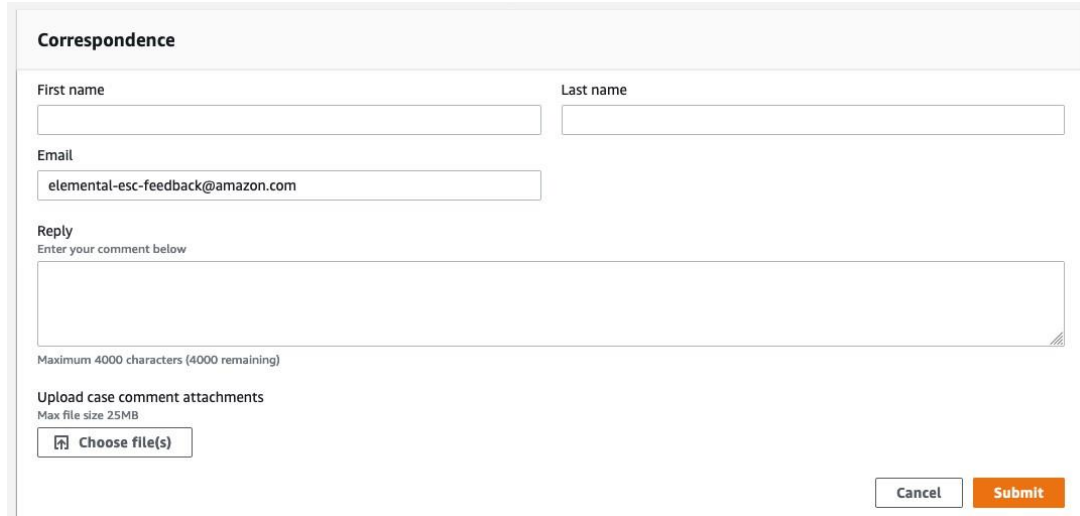
- On the Elemental Support Center home page, under Open support cases, find the case you would like to edit:



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



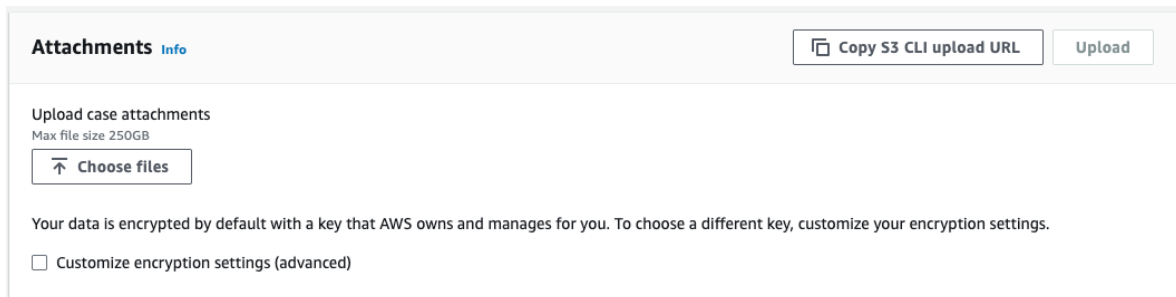
Add your contact information and your reply, then click **Submit**:



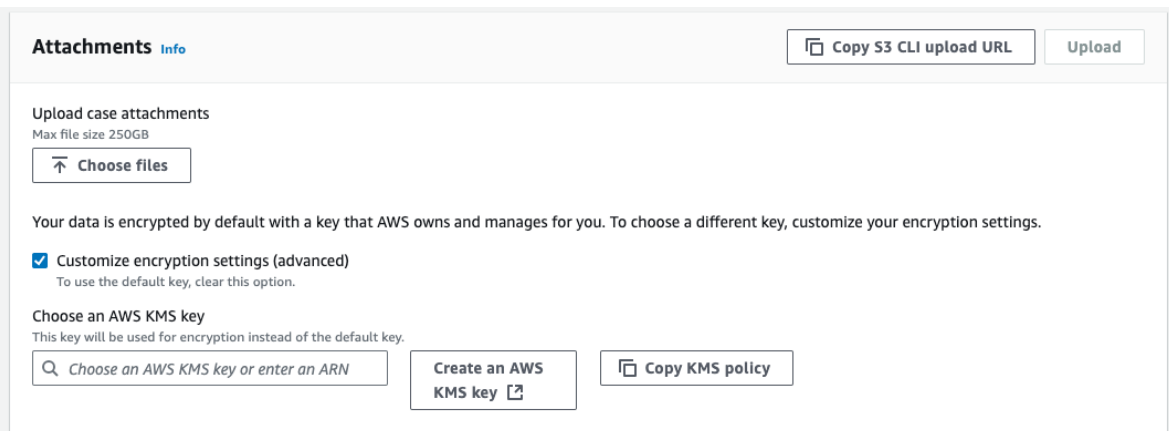
Your correspondence, as well as any responses you may have received from a support engineer, appears under the correspondence section.

ADD AN ATTACHMENT TO A SUPPORT CASE THROUGH AWS CONSOLE

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



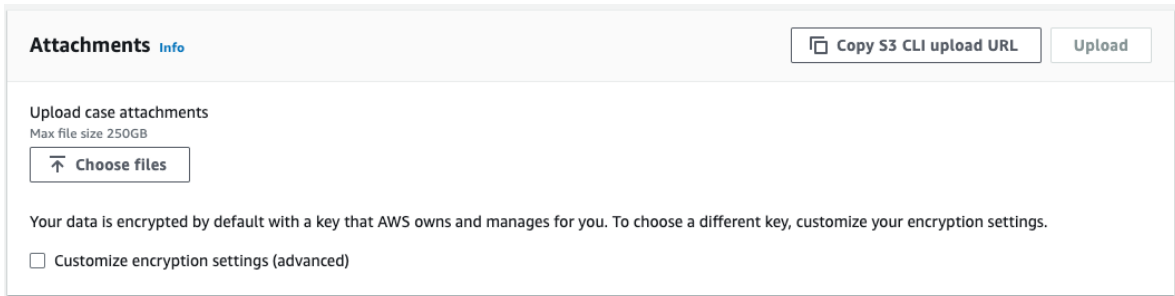
2. Find and select which file(s) you want to add to your support case. There is a 250gb limit on files being uploaded, and not all file types can be accepted.
3. (Optional) Customize encryption settings. Choose an AWS KMS Key to associate to the individual file.



- Files by default are encrypted with a key provided by the AEAS service, this feature allows you as a customer to customize your encryption on each file provided to AWS Elemental support. To ensure the team is able to decrypt the file, you will need to include the provided KMS policy details for any key attached to provided files. More details on the AWS Key Management Service can be found [here](#).
- Click **Submit**.

ADD AN ATTACHMENT TO A SUPPORT CASE THROUGH CLI

- Find the Attachments section at the bottom of the screen. Click **Copy S3 CLI upload URL**:



Attachments [Info](#)

[Copy S3 CLI upload URL](#) [Upload](#)

Upload case attachments
Max file size 250GB

[Choose files](#)

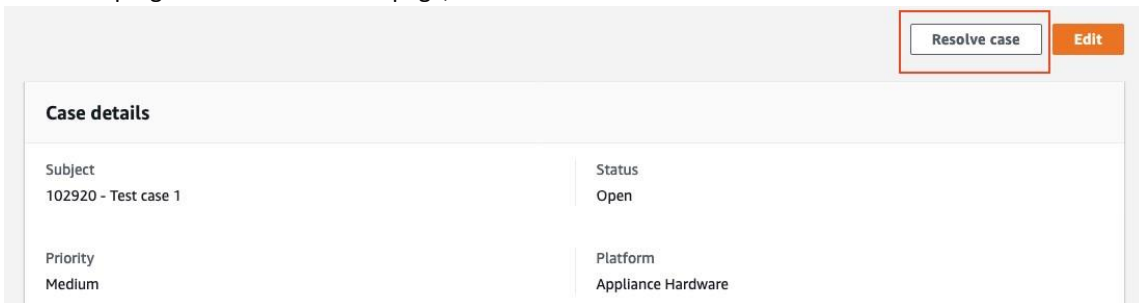
Your data is encrypted by default with a key that AWS owns and manages for you. To choose a different key, customize your encryption settings.

☐ Customize encryption settings (advanced)

- Find and select which file(s) you want to add to your support case. There is a 5gb limit on files being uploaded through CLI, and not all file types can be accepted.
- Past the S3 CLI upload URL into the AWS Command Line Interface
- Update <your_file_path> at the bottom of the copied command and execute with AWS CLI.

RESOLVE A SUPPORT CASE

- On the Elemental Support Center home page, under Open support cases, find the case you would like to resolve.
- On the top right of the case details page, click the **Resolve case** button:

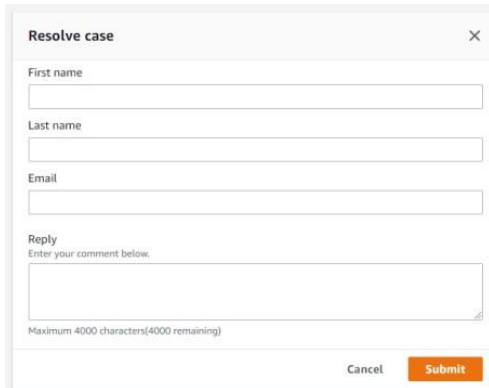


[Resolve case](#) [Edit](#)

Case details

Subject 102920 - Test case 1	Status Open
Priority Medium	Platform Appliance Hardware

- On the resolve case form, fill in your contact information and comments. Click **Submit**:



A dialog box titled "Resolve case" with a close button (X) in the top right corner. It contains four input fields: "First name", "Last name", "Email", and "Reply". The "Reply" field is a larger text area with a placeholder "Enter your comment below." and a character count "Maximum 4000 characters(4000 remaining)". At the bottom, there are "Cancel" and "Submit" buttons.

RE-OPEN A SUPPORT CASE

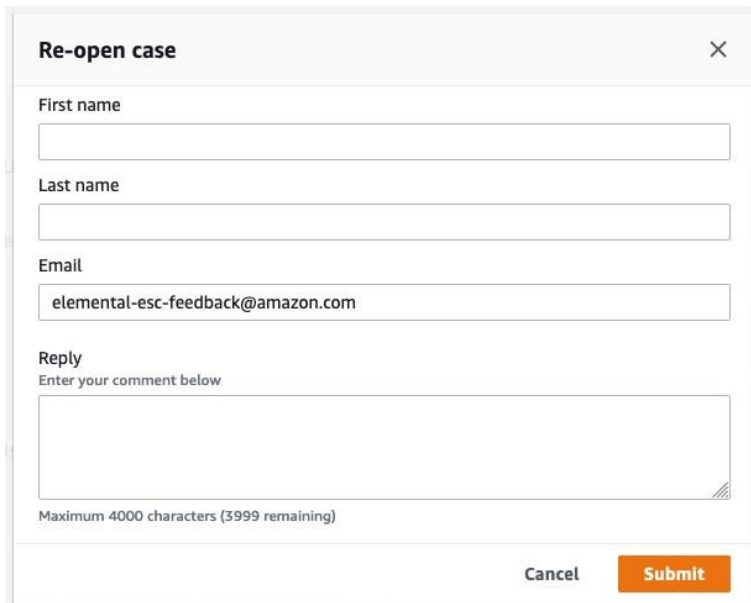
Cases can be re-opened for up to 14 days after being closed. If you need to re-open a case after it has been closed 14 days, open a new support case outlining the issue you are facing, making sure to reference the old case number.

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



A screenshot of the "Case details" screen. The breadcrumb navigation at the top reads "AWS Elemental Appliances and Software > Support Center > Your support cases >". On the right side, there is a button labeled "Re-open case" which is highlighted with a red rectangular box. Below the breadcrumb, the "Case details" section is visible, showing "Subject" and "Status" tabs.

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



A dialog box titled "Re-open case" with a close button (X) in the top right corner. It contains four input fields: "First name", "Last name", "Email", and "Reply". The "Email" field is pre-filled with "elemental-esc-feedback@amazon.com". The "Reply" field is a larger text area with a placeholder "Enter your comment below." and a character count "Maximum 4000 characters (3999 remaining)". At the bottom, there are "Cancel" and "Submit" buttons.

3. Click **Submit**.

ADDITIONAL RESOURCES

[AWS Elemental Appliances and Software Service Getting Started Guide](#)

[Quotes and Orders User Guide](#)

[Activations User Guide](#)

If you need help with the Elemental Support Center, contact us using the [Request Form](#).