Zentyal Support
Customer Guide

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PROPRIETARY INFORMATION

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Index

1 | *Introduction*

Thank you for choosing Zentyal for your information infrastructure.

Zentyal is committed to help you leveraging and maximizing your IT systems investment with maintenance, documentation and support resources. This commitment is materialized through a variety of resources, extending from our remote support professionals and platform to dedicated documentation and quality assured software updates, all designed to ease administration of your resources.

This guide will help you make the most of the extensive support resources available to you. We welcome your comments and suggestions and invite you to provide your feedback to your Account Manager or any Zentyal Customer Support representative.

2 | Zentyal Quickstart Checklist

This checklist summarizes the main information and tools you need to successfully support your Zentyal software products and services.

2.1 | Zentyal Support Options

Zentyal Support Coverage level for your Zentyal Server is provided in a per-subscription basis, thus, knowing which Support Option your organization has selected is important in order to take full advantage of the Support Service. You can check the Service Level Agreement (SLA) assigned to each one of your subscriptions in the purchase order or invoice.

You can learn more about the different Zentyal Support Options in the Section Zentyal Support Options (page 8) of this guide.

2.2 | Confirm Access

Whenever a Zentyal Subscription is purchased, Zentyal creates accounts that represent your company and the necessary users in our systems. Once your account has been provisioned you must check that you have access to the Zentyal Support Platform, especially in case of a newly created company or user account.

After your purchase has been confirmed, please check your access to the **Support Platform**[1] (you can access it by directly pointing your browser at: https://zentyal.atlassian.net/servicedesk/customer/portal/4).

2.3 | Activate Your Servers

Zentyal Servers need to be activated in order to benefit from the Quality Assured Software Updates from Commercial Repositories for the server. In order to activate your Zentyal Server, please follow the indications in section Server Activation on the page 18.

Besides having activated the server, it is highly recommended that the server is updated before engaging with Zentyal Support (you can read more about the Support Policies in section Server Activation and Update Policy on the page 12).

2.4 | Improve Your Skills with Zentyal Training

Customers who invest in Zentyal training courses are typically more effective in troubleshooting and in working with us to resolve issues. The return on this investment is almost immediate when you consider the cost of the training versus the cost of downtime.

Zentyal offers different training programs and certifications aimed at improving the knowledge and skills required to maintain a Zentyal environment. To learn more, visit https://zentyal.com/training/ .

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1 https://zentyal.atlassian.net/servicedesk/customer/portal/4

2.5 | Know Your Support Resources

This guide contains information about the variety of support resources provided for Zentyal customers:

- Zentyal Server

  - Zentyal Documentation

  - Quality Assured Software Updates

- Knowledge Base

- Zentyal Support Platform

3 | Zentyal Support Options

3.1 | Standard Support

Standard Support is the default and most typical support option. It is included in all the standard Zentyal Editions (Yearly subscriptions, Single support tickets and Legacy support products).

Zentyal Standard Support provides technical support for **Zentyal Server** features and functioning, including assistance and doubt resolution about installation, configuration, maintenance and management of the installed Zentyal Server modules, as well as help in troubleshooting and when appropriate, bug reporting and interfacing with Zentyal Engineering Team for more complex troubleshooting scenarios and whenever a bug qualifies for an immediate Engineering fix.

Zentyal will attempt to provide a workaround or a full resolution. Zentyal does not guarantee a resolution or resolution time.

Standard Support can also handle general questions, feature requests or suggestions for future Zentyal versions on your behalf (routing them to the appropriate internal or public tracker for their evaluation by the development team).

3.2 | Standard Support Levels

Zentyal Standard Support offers different levels of response (SLA – Service Level Agreement). Unless stated otherwise, support level is associated to the type of Zentyal Subscription and the Severity level of the incident:

Severity	Micro, Small, Medium	Premium
S1	1 business day	4 business hours
S2	1 business day	4 business hours
S3	2 business days	1 business day
S4	2 business days	2 business days

Severity	Business Ticket	Express Ticket
S1/S2/S3/S4	2 business days	4 business hours

These initial response time frames are based on your subscription. Zentyal also uses the Severity Level assigned by you and the Support Team in order to prioritize urgent inquiries.

Please note that the Service Level Agreement (SLA) refers to **response time**, not **resolution time**. See Business Hours and Business Days in page 11 for more details.

3.3 | Support from a Local Partner

Zentyal is a channel-focused company that is constantly looking for qualified partners all over the globe. We have established partnership agreements with IT and managed service providers operating locally, regionally, nationwide and internationally.

When an adequate local Partner is available, Zentyal will initially suggest to register and get support for your Zentyal environment through a Zentyal Partner.

Support coverage by Partners is at least equivalent to the level of support provided by Zentyal Standard Support. Besides, local Partners may provide (and often do) higher support value which range from options like on-site support, hardware maintenance or desktop support to the complete management of IT infrastructures.

Please do not hesitate to contact your Account Manager or Zentyal Sales if you wish to learn more about the Partners available in your region and/or the services they offer.

3.4 | Professional Support and Dedicated Engineers

Zentyal Standard Support and Zentyal Partner Network cover support for the out-of-the-box functionality of Zentyal Server. This usually caters for most of the support requests.

If you have additional support needs, Zentyal offers dedicated support options (as a separately paid service) for critical environments or custom configurations:

Professional Support Services

Professional Support is applicable to customers of Zentyal Professional Services, depending on the terms of the project. If you are a client of Zentyal Professional Services (OEM integrations, migration projects, etc…) please contact your Account Manager about the details of your support options.

Customers of Professional Services are kindly prompted to use the regular Zentyal Support platform for Service Requests that are suspected beforehand not to be related to their particular environment or customizations.

Dedicated Support Engineer

Opposed to the standard support workflow, a Dedicated Support Engineer provides a unique contact person for all of a given customer's Service Requests.

A Dedicated Support Engineer can also provide direct contact methods (email, instant messenger and/or phone) to your organization.

If you wish to have a unique and direct contact point with Zentyal Support, please contact your Account Manager for further information about this option (as a paid service). This option is restricted to highly critical scenarios or customers with dozens of hosts.

4 | *Support Policies*

4.1 | Supported Products

Zentyal Support offers coverage for all the Zentyal products, as long as they are included in your subscription or contract.

4.2 | Severity Level

Severity Levels are assigned by you to each Service Request at the moment of its creation. Severity Levels are described in the table below, together with some examples of situations for each level.

Severity Levels can be adjusted at any time during issue resolution to fit the current state of an open issue if the impact changes. Zentyal will also adjust the severity if an issue doesn't meet the criteria for a given level.

Zentyal uses Severity Levels to better understand the importance of an issue to your organization, and when assigning Support or Engineering resources for defect troubleshooting and resolution.

Severity Level	Definition	Examples
S1	**Critical:** Incidents that cause a total loss of service in a production system.	• Incidents in production systems that cause a total loss of service. • Service is down in the production system. • Critical loss of performance in production systems. • Data corruption in production systems. • Incidents when upgrading or migrating production systems. • Space problems in critical partitions of production systems (/, /var, /usr). • Loss of bootloader. • Report of a bug with a critical impact on production systems.
S2	**High:** Incidents that cause a partial loss of service in a production system.	• Incidents in production systems that cause a partial loss of service. • Unstable operation of a service in production systems. • Severe loss of performance in production systems. • Recovery or loss of important credentials. • Incidents related to packages in production systems. • Space issues on non-critical partitions of production systems (/boot, /home) • Report of a bug with a severe impact on production systems.

Severity Level	Definition	Examples
S3	**Medium:** Incidents that affect a service in a production system, but it can be used normally; specific inquiries about the system and incidents in non-production environments.	• Doubts about system configuration. • Queries on how to obtain certain information about the services and/or the system. • Incidents that affect the service of production systems, although the service can be used normally. • Incidents or doubts in other than production environments. • Report of a bug with low impact on production systems.
S4	**Low:** Questions and enhancement/feature requests about the product and/or system.	• Cases with no business impact for the client. • Generic questions about the product. • Requests for new features or improvements. • Requests for information about migrations or upgrades to higher versions of Zentyal.

4.3 | Business Hours and Business Days

Zentyal Support Hours are Monday to Friday, 10:00 – 18:00 CET excluding bank holidays[2].

4.4 | Support Contacts

Support Contacts are your organization's primary interface with Zentyal Support and must have a reasonable understanding and skills about the technologies they are managing (such as networking, hardware and operating systems).

Only enabled accounts can access Zentyal Support Portal. There is however no limit to the number of accounts that you can designate to access the Zentyal Support portal. Feel free to open a Service Request through the Support Portal if you wish to make changes, add or remove accounts with access to Zentyal Support.

Zentyal will only communicate with the support contacts involved in an issue. Zentyal will never engage any end-user or 3rd party[3].

Zentyal reserves the right to require the removal of a given contact from the Support list if we repeatedly determine that a contact fails to meet the technical requirements for Zentyal systems administration. Zentyal has training services available if your organization requires training for your Zentyal administrators or support contacts.

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2   Currently excluding bank holidays applicable at Zentyal Headquarters in Zaragoza, Spain. See D – Business Hours and Days for details.
3   Zentyal Partners should note that Zentyal will not collaborate with end-customer employees directly, requiring the partner to handle communication with their customers at all times.

Zentyal runs a certification program including a "Zentyal Certified Associate"[4] for System Administrators. This verifies the base skills necessary for administration of Zentyal based environments. In addition, if you are receiving support through a local Partner, note that all Zentyal Partners must have a number of employees certified by Zentyal, which in turn yields better levels of support to end customers and improves communication between Zentyal Partners and Zentyal.

4.5 | Server Activation and Update Policy

For issues related to production Zentyal Server systems, it is required that servers are activated with their unique License Activation Keys and using Quality Assured Updates before engaging Zentyal Support.

It is also highly recommended that server software is up to date. This can be checked from Zentyal Server interface, in the "*Software Management / System Updates*" section.
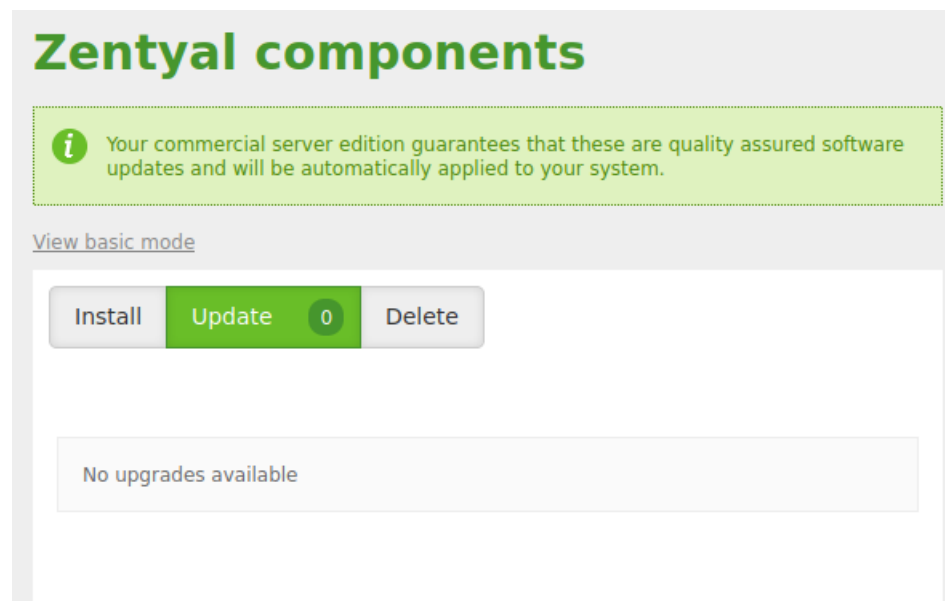

Figure 1: Updates available for Zentyal modules

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4   https://zentyal.com/product/zeca-certification-exam-voucher/
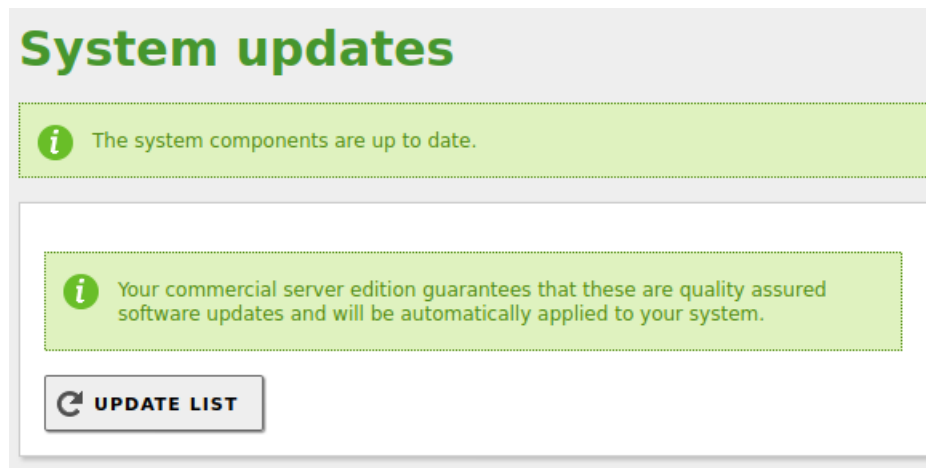

Figure 2: System updates available

You may be asked to update your system packages if they are found to be outdated and Support suspects that you may be hitting a bug. This is due to the fact that Zentyal fixes are provided as progressive packages (for example, if you are running Zentyal 6.0, a firewall fix will be provided as zentyal-firewall-6.0.x where "x" is the latest version of the 6.0 firewall package). Because of this, troubleshooting should be done on an updated system in order to ensure that the issue is reproducible in the latest version.

A consequence of the above is that Zentyal will never provide a *hot-fix* for a software package only for a given installation. Code fixes will always be applied to the latest version, at the same time ensuring that the fix is applied to the main code line and that subsequent upgrades will also include the fix to the issue that you had hit.

In other occasions, if a *workaround* for a bug is available via configuration mechanisms, Zentyal may consider a Service Request resolved after providing a workaround and filing the bug, thus leaving the final resolution for a later package update or for Engineering consideration.

4.6 | Customer Tasks and Scenario Availability

Zentyal provides technical assistance, including doubt resolution about installation, configuration, maintenance and management of the installed Zentyal Server modules, as well as help in troubleshooting any configuration issue or possible defect.

In order to do this, Zentyal Support may require different pieces of information or actions to be taken in your Zentyal Server or your environment. Often, Zentyal will initially send a list of requests and questions in order to understand your inquiry.

You are expected to provide technical details and information about your infrastructure to our Support Engineers as requested by Zentyal in order to help us understanding your question. You are required to try and provide the requested information and actions to a reasonable extent. In all cases, please do reply to each of the questions sent (in many cases they may seem obvious to you, but sometimes they are not so from the point of view of the Support Engineer working on your request).

In order to troubleshoot a given issue, you may be required to create one or more user accounts (with appropriate privileges). In rare cases, access credentials for existing users may be necessary.

Unfortunately we don't always find the root cause of an issue in the first steps of the research, but including all the relevant information about the scenario from the beginning helps reducing final resolution time. See "C – Helpful information to Include in New Service Requests" in page 29 for some hints about useful information to send when opening a Service Request.

You may be required to provide information from (or access to) other systems involved in the research (such as desktops sitting behind Zentyal in order to run tests, or other network devices or servers). If the scenario where a given issue has been detected is not available, Zentyal Support may refuse to further examine the incidence.

Finally, when Zentyal needs to reproduce an environment for a particular issue, Zentyal will always try first to reproduce your scenario in our lab. If we fail to reproduce your issue, you may be prompted to prove that the issue can be reproduced by you in a different environment than the one initially reported. If neither Zentyal nor you can generate such an environment, Zentyal will only provide support on best-effort basis.

Zentyal Support aims to troubleshoot and provide a resolution procedure for a given question or issue. When doing changes or running procedures or tests in the target server is required, Zentyal will send instructions to perform those tasks and retrieve data in order to continue troubleshooting or validate a solution. Even if remote access to your server is available to Zentyal Support for troubleshooting, Zentyal will not apply changes or fixes to your environment[5], but send your system administrator the appropriate steps to accomplish the task[6].

In some cases – to better understand the problem or to speed up its resolution, it may be necessary that you enable remote access to the server so that the Support Team can analyze it. See Appendix B - Remote Access on page 28 below for more information on the remote access.

4.7 | Communication Methods

The default communication channel with Zentyal Standard Support is the Support Platform. All new Service Requests must be created at that site (as described in Initiating a Service Request in page 20 below).

You can request a shared remote desktop session with Zentyal Support Team by indicating that in your Issue via the Zentyal Support Platform.

Sometimes Support Engineers will wish to share a remote desktop session with you in order to improve understanding of your issue or speed up resolution. If you fail to collaborate or to be available to a reasonable degree, Zentyal may close the Service Request (note that you can always open a new one if you wish to tackle the problem later on).

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5   In some cases, in order to speed up resolution, Support Engineers may offer to apply some changes or procedures for you, depending on the potential risks of the task and the conversations held with your system administrator, and always on best-effort basis.
6   Note that Zentyal Partners often offer higher levels of service, handling application of configuration steps or fixes (and in general, complete maintenance of servers).

4.8 | Supported Environments

Zentyal supports Zentyal installations running on x86_64 (64-bit) architectures, either on physical hardware or on a virtual machine.

Zentyal Server is an Ubuntu based system. For the installation, you can use the installer image provided by Zentyal, or alternatively you can carry out the installation on a (clean) Ubuntu Server LTS system using our package repositories as described in the documentation.

Being a Linux system, you may wish to perform different modifications to the default installation. Zentyal aims to support any environment where Zentyal would reasonably need to be installed for production purposes.

Common changes include custom configuration of storage strategies (RAID, LVM, iSCSI volumes or SAN storage). While Zentyal does not directly support these storage technologies, we do support (and often recommend when appropriate) Zentyal systems using those storage strategies.

Zentyal installations using NAS (like NFS or CIFS) for any of the Zentyal or system directories are specifically unsupported.

Using any kind of distributed filesystem, or any kind of HA (High Availability) or distribution/clustering techniques for some or all Zentyal modules require the existence of a current Zentyal Professional Services contract. Please contact your Account Manager if you need to deploy such functionality.

4.9 | Hardware and 3rd Party Software Considerations

Hardware

Sometimes, hardware may be suspicious of malfunctioning. In this case, we will report back to you for you to examine the particular hardware piece.

In extremely rare cases, hardware may be suspicious of being incompatible with Zentyal Server software. In these cases we will try and reproduce the issue on different hardware. If hardware proves to be the root cause, Zentyal may not be able to provide a software fix, and would instead suggest using alternative hardware to resolve the problem[7]

There are some issues which are difficult to troubleshoot remotely (like those related with boot loaders and RAID configuration, among others). If during troubleshooting of one of these issues it is proposed to send existing hardware to Zentyal for further analysis (either by you or a Support Engineer), a Zentyal Support Manager must validate this action. Note that shipping costs are not covered by Zentyal in any case.

Zentyal Server is based on Ubuntu by Canonical and we recommend to deploy Zentyal Server only on hardware certified for Ubuntu Server[8]. Issues for other hardware will be treated in a best-effort basis (see Best Effort below).

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7   This is highly dependent on the hardware piece. Network and storage drivers are more likely to get patches than other devices. Note that yet this is a process that often takes weeks or months. Therefore, our recommendation is to test *final* hardware well in advance before taking the deployment to production.
8   http://www.ubuntu.com/certification/server/

3rd Party Software

Zentyal Standard Support does not provide assistance about any software or functionality that is not part of an out-of-the-box Zentyal module.

Zentyal will provide advice about integration of 3rd party software with Zentyal to a reasonable degree (for example, integration of other applications with Zentyal LDAP for authentication purposes).

Some issues, however, may be related to well-known industry software or common scenarios (like browsers, mail clients, etc...). Zentyal aims to help its users to overcome any question or issue related to Zentyal environments, while at the same time improving our understanding of Zentyal user base and boosting future improvements of Zentyal software and documentation. In cases where the root cause of the issue is not under Zentyal's control, however, Zentyal Support may apply a best-effort policy (see below).

If during the resolution of an issue Zentyal Support finds that some 3rd party application or non-Zentyal package may be conflicting with Zentyal software, we may ask you to disable or remove it from the system or network in order to continue troubleshooting and determine the root cause of the issue.

4.10 | Subscription Expiration

When a Zentyal Server subscription expires, the server will stop working and the client will loose access to the services associated to the subscription.

Any open issue related to that server will be closed as *Unsupported* by Zentyal.

Note that when a subscription expires, any data saved in Zentyal systems is not preserved. Assigning a new subscription to the same server will not restore inventory, monitoring or alerts data.

You can find information about expiration dates of your subscriptions via Zentyal Server interface. You will also receive automated emails 30, 15 and 7 days before a subscription expires.

4.11 | Best Effort

If, after initial research, the root cause of an issue is found to be outside Zentyal's Standard Support scope or outside the control of Zentyal Engineering Team, Zentyal Support will normally refer you to the vendor of the related software or hardware, or to Professional Services.

However, in cases where the issue is related to common Zentyal usage (i.e. issues related to well-known browsers, mail clients or mobile devices), we aim to provide assistance under best-effort policy.

In these cases, Zentyal cannot guarantee bug fixes and will assign support resources to different extents, depending on availability.

4.12 | Product and Support End-of-Life

Zentyal Server has a well defined release policy that states when new versions of Zentyal Server are released and how these relate to the base operating system Ubuntu Server.

Release Date	Supported Until	Zentyal Server Edition	Base Ubuntu Server Edition
11/2018	04/2023	Zentyal 6.X	Ubuntu LTS 18.04
11/2016	04/2021	Zentyal 5.X	Ubuntu LTS 16.04
10/2014	04/2019	Zentyal 4.X	Ubuntu LTS 14.04
09/2013	03/2018	Zentyal 3.2	Ubuntu LTS 12.04
09/2012	09/2015	Zentyal 3.0	Ubuntu LTS 12.04
09/2011	09/2014	Zentyal 2.2	Ubuntu LTS 10.04

Figure 3: Zentyal Release Policy

Only ***commercial editions*** are supported by Zentyal Support. These include 5.0, 5.X, 6.0, 6.X... Development releases are not supported by Zentyal Support.

Commercial editions are **maintained and supported** during approximately **4.5 years** after their initial release date, and are periodically reinforced with updates or new minor releases that introduce new stable features, fixes and security patches. These updates are defined and published at the sole discretion of Zentyal.

You can find full and up to date information about Zentyal Release policy at: https://www.zentyal.com/release-policy/

5 | Zentyal Support Workflow

The following section describes the general workflow that both your organization and Zentyal must follow to ensure a correct treatment of Support Requests.

5.1 | Server Activation

As described in the Server Activation and Update Policy policy above, it is necessary that servers are activated and using Quality Assured Software Updates before engaging Zentyal Support.
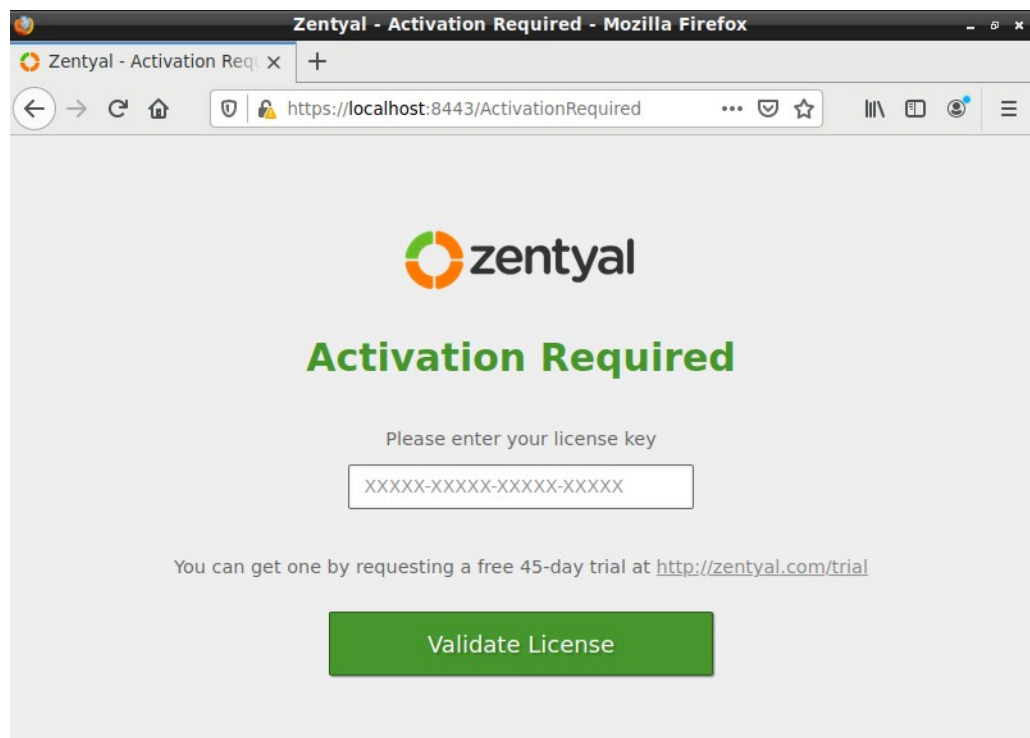
Figure 4: Activation of a Commercial Zentyal Server Edition (when finishing the installation)

It is also necessary that server software is up to date. This can be checked from Zentyal Server interface, in the "*Software Management / System Updates*" section as described in the Server Activation and Update Policy.

If you require additional information to activate or update your Zentyal Server, please see the Knowledge Base in the Zentyal Support Portal, or open a Support Ticket via the Zentyal Support Portal.

5.2 | Scope of Zentyal Standard Support

Zentyal Support is prepared to provide assistance with requests about technical issues related to **Zentyal Server**.

There are some categories not covered by Standard Support. Those would require you to contact your Account Manager if you wish check how Zentyal Professional Services or a Zentyal Partner can assist you.

Please follow the table below describing the scope of support and the appropriate contact points for each type of inquiry:

Topics covered/outside of the scope of Standard Support	
Topic	**Resource**
Problem isolated to non-Zentyal product	Contact your product vendor's support directly.
Problems with subscriptions Zentyal Support Portals access	Contact your Account Manager in order to check your access details.
Server activation	Contact Standard Support.
Questions about Zentyal User Interface and out-of-the-box functionality	Contact Standard Support.
Issues related to 3rd party software	Contact Standard Support (best-effort basis).
Feature requests / enhancements	Contact Standard Support or alternatively use https://github.com/zentyal for feature request suggestions. You can also contact Professional Services for feature requests as a paid service.
Hardware related problems	Supported by Standard Support in a best effort basis (see Hardware and 3rd Party Software Considerations section of this document).
Server update/upgrade (limited to the modules and features supported by the migration tools/scripts)	Contact Standard Support (you may be referred to Professional Services for scenarios out of the scope of Standard Support).
Performance tuning Capability planning	Available for Zentyal Partners only. Contact Standard Support.
Server reinstallation / migration to another machine	Available for Zentyal Partners only. Contact Standard Support.
Module development Advanced customizations	Use the community resources or contact Professional Services as a paid service.
Installation and environment validation	Excluded (may be available from local Zentyal Partner).
Migration from existing / 3rd party environments	Excluded (may be available from local Zentyal Partner).
End user and desktop issues	Excluded (may be available from local Zentyal Partner).
On-site support	Excluded (may be available from local Zentyal Partner).

The table above describes the level of support provided by Zentyal Standard Support. Zentyal Partners may (and often do) extend the scope of support to other areas. If you have purchased your Zentyal Subscription from a local partner, please contact them to know more about the details of your Support scope.

If you wish to receive Professional Services from a 3rd party, your Zentyal Account Manager will be happy to assist you selecting an adequate or closest Zentyal Partner.

Note: If you receive support from a Zentyal Partner, always contact your partner first.

5.3 | Initiating a Service Request

Support is based on **Service Requests** (or "**Issues**"), which are managed through our Zentyal Support Platform.

Service Requests are created through our support platform by customers, although under some circumstances, issues can also be created by Zentyal Support on your behalf (for example to separate a new problem or a second inquiry from an existing ticket, or if you reach us through a different channel).

Issues are created via the Support Portal at:

https://zentyal.atlassian.net/servicedesk/customer/portal/4

Once you are logged in, you **click on "Get IT help"**:

Figure 5: Creation of a new service request

Basic Issue Information

Try to fill in at least the following information:

1. Enter a descriptive **subject** for the inquiry.

2. Fill in a comprehensive **description** of the issue.

3. You can attach files. **Screenshots** and/or **log files** are often helpful.

4. Indicate a **Priority** (Severity) for the issue, according to your business needs and following the guidelines for the Severity Level described in page 10.

Issue Description

When filing a service request, a good description can be key to fully understand the issue.

When filling the issue description, please take the time to collect and include:

1. **Description** of the problem or question, including information such as problem symptoms and frequency or conditions that cause the error.

2. If it's an issue, describe what happens, when does it happen, what are the expected results and the actual results.

3. **Diagnostic information**: error messages, error logs, diagnostics and tests performed.

4. Describe your **scenario** to help us providing the best possible answer or alternatives. Include environmental information like networking components, other involved software or services, and network diagrams when available.

5. **Environment changes**: reflect possible problem sources such as hardware, software or network changes and upgrades, introduction of new applications into the system environment, and recent configuration changes.

6. Notify any **customizations** that have been made to this system, if any (like hooks, custom stubs or any other kind)

7. Include references to other previous service requests if you think they may be related.

Remote access

When necessary to better understand the problem or to speed up its resolution, you or the Zentyal Support may request remote access to your Zentyal Server. For this purpose, you must follow the instructions of the Support Engineers in the service request, to allow the access. You must express clearly that we can access your server and any other indications (such as whether it is a production system, and the type of testing we can perform). After completing the necessary tasks on your server, the client must terminate the remote session.

See Appendix B - Remote Access on page 28 for more information on the support remote access.

5.4 | Issue Analysis

Your engagement in the analysis and resolution process with the technical support engineer is required for prompt resolution. Zentyal Support will normally send information through the support platform, so it is important that you pay attention to the Support Portal or the email through which you manage the portal.

5.5 | Issue Workflow

Initial Response

After receiving your inquiry, Zentyal Support will review the information provided and investigate solution or responses for your request.

Triage is the procedure by which incoming requests are assigned to the appropriate person, within a time frame that allows the Support Engineer to examine the case and provide an initial response in time with the SLA (Service Level Agreement).

Issue Handling

Always when possible, each Issue is assigned and handled by a single Support Engineer during the life of issue until its closure. However, there are cases when multiple Engineers are responsible of the communication with the customer and researching and delivering the appropriate resolution.

The workflow that tickets follow from creation to closure is simplified in the following diagram:
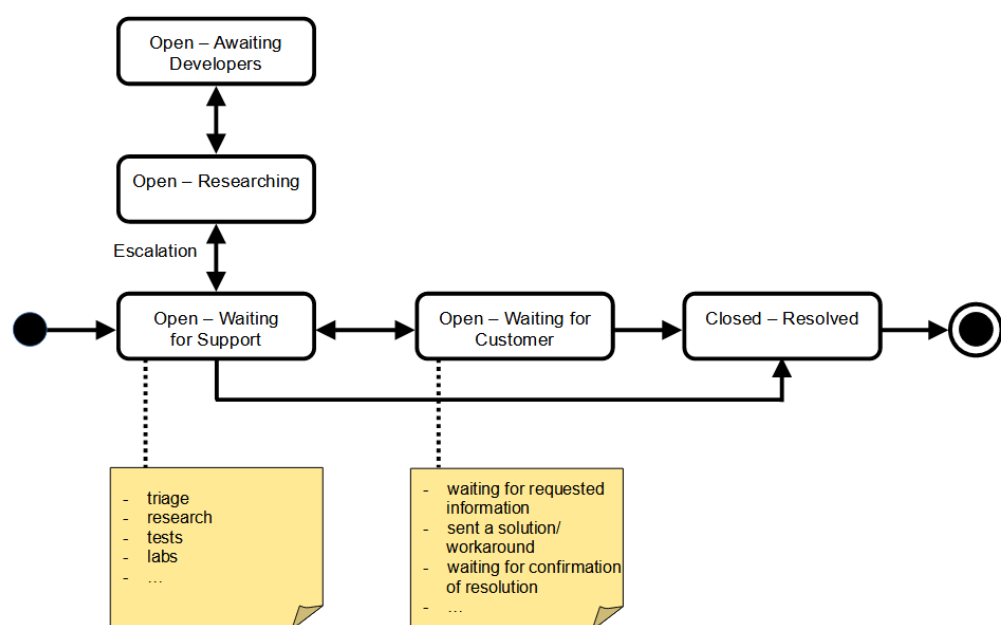

Figure 6: Workflow for support tickets

Whenever information is required from your side, the issue status will be changed to "**Open – Waiting for Customer**" to reflect that.

Similarly, if an issue has been escalated and the Support Team needs to carry out extensive research or testing, or is awaiting feedback from the Engineering or Development Team, status will be changed to "**Open – Researching**" or "**Open – Awaiting Developers**". During the issue escalation, the response SLA timer will be on hold.

Problem Resolution

A variety of factors can contribute to hardware and software questions or failures. Zentyal Support staff strives to provide timely and appropriate relief to such failures which may include providing you with information, workarounds, configuration changes and software fixes.

Requests for Fixes

In the event of a product defect, Zentyal will request a fix to the Engineering team. This will be served by Engineering team in the basis of the technical and business impact:

- Severity Level 1 defects are prioritized and will normally result in a package being released to include the resolution of that issue.

- Severity Level 2 defects are typically prioritized for correction in the next version of the corresponding package or packages.

- Severity Level 3 and 4 defects and enhancements are scheduled for review during future product release cycles.

Zentyal Support will coordinate with the Development Team and inform you of whether Development is able and accepted to provide a fix, and if appropriate, the target version of the fix and the estimated date. Note that in no case Zentyal guarantees a resolution or a fix.

The preferred delivery mechanism for Zentyal Server software fixes is a package release performed through the Quality Assured Software Updates repository. Those can be easily applied via "Software Management" to registered Zentyal boxes and they represent the most stable and current version of the product.

In some occasions, Zentyal Support will send one or more packages to be manually installed on the affected server. This is normally done for urgent cases where we don't wish to wait for the package to undergo the normal Quality Assuring procedures. In such cases, you will be informed appropriately.

Issue Closure

Zentyal Support attempts to actively confirm resolution with you. After a solution has been sent, we will continue in contact with you to verify that it resolves your question or issue.

We will always request confirmation for closure in writing. If the Support Team believes that the issue has been solved, but there is no confirmation within two weeks, Zentyal will close the issue. If the issue is assigned to the customer and without activity for more than 30 days, Zentyll will close the case.

If you believe that your case is not resolved, you have the opportunity to request its re-opening by opening another ticket during the month following its closing. You should not add comments on tickets that have already been closed. The Support Team does not receive notifications about comments on tickets that have already been closed, so your comments or any additional information that you provide will not be read.

Issue Escalation Request

Request for escalation of a Service Request raises Zentyal awareness about an issue across the organization (Sales Representative, Support Management, and Engineering where appropriate).

Service Request escalation can be sought for a number of reasons, including:

- You are not satisfied with the progress of your Service Request.

- The business impact of your Service Request has changed.

After Zentyal has done an internal evaluation of the escalation request, it can be approved or rejected.

6 | Zentyal Training

Zentyal Training services provide training on the appropriate skills and knowledge necessary to help you get the most out of Zentyal products and Zentyal Support. Zentyal offers flexible courses, certifications and on-site training.

Courses

Zentyal integrates over 30 open source components in one single easy-to-use platform, allowing you to manage efficiently computer networks. A comprehensive set of on-line training courses allows the technicians of your organization to quickly take advantage of Zentyal. You can find more information about the courses here: https://zentyal.com/training/

Certification exam

The Zentyal Certified Associate (ZeCA) certification exam is aimed at system administrators and network technicians that manage Zentyal Server deployments and want to validate their knowledge with vendor-certified exam. You can find more information about the courses here: https://zentyal.com/training/

The official book

The Zentyal book "Zentyal for Network Administrators" covers all relevant aspects of Zentyal Server configuration and administration, together with best practices and a large number of practical exercises. This book is available as an eBook and in print format and is sold through Lulu: https://www.lulu.com/spotlight/zentyal

7 | A - Frequently Asked Questions

I've recently purchased a commercial Zentyal edition with support. When does the maintenance period begin?

Subscription period begins when the subscription is provisioned and access details are sent to you. Your subscription(s) details can be found in the invoice sent attached to your provisioning message.

How can I determine the Support Level for my Zentyal Server?

You can check your Support Level in the invoice sent attached to your provisioning message.

Who should I contact if I am interested in renewing or upgrading my support or Zentyal Editions?

Your Account Manager is available to assist you. You can also contact Global Sales at "sales@zentyal.com".

8 | B - Remote Access

Zentyal Support may be interested or need to access your Zentyal server to diagnose problems or examine incidents in depth.

As described in the Remote access section on page 22, to provide our Support staff with access to your server, you must expressly allow remote access to your server as indicated by the Support Team in your Service Request. You must clearly reflect the fact that we can access your server and any other indications (such as whether it is a production system, and the type of testing we can perform).

The default connection method will be via the SSH protocol. You can provide alternative methods (e.g. TeamViewer) when required. After completing the necessary tasks on your server, the customer must terminate the remote session.

During the diagnosis of a server, note that Zentyal Support can install small and well-known tools on your server if they are not already available, to help with the resolution. The list of tools that could be installed includes programs like *ccze, curl, dhcpdump, elinks, ethtool, hdparm, htop, iftop, iotop, iptraf, lsof, ltrace, lynx, nmap, netstat-nat, psmisc, strace, tcpdump, telnet, traceroute* and other similar system administration tools.

9 | C – Helpful information to Include in New Service Requests

When submitting an issue, please try to ensure the following information is included in your problem description if appropriate:

Was this working before?

Make it clear if your issue is about a service that was formerly working, or if in the contrary it is about a new configuration. The difference between troubleshooting a system that was working from one that was never correctly configured is big and knowing this beforehand leads to a quicker resolution.

When did this problem start? Were any changes done to the environment?

This includes changes to network devices or configuration, new applications introduced to the system, or even power outages.

Have any customization been done to this system, or is it an out-of-the-box installation?

We support customizations (like hooks or templates) only on best-effort basis. In any case, we are happy to look into any issue at least until any possible Zentyal problem has been ruled out. Knowing whether a system has been customized (outside Zentyal administration interface) is sometimes crucial.

Have you tried to troubleshoot the issue? How?

Even if you have not got any results, it is very interesting for us to know what possibilities have been checked, already or if any changes have been made in an attempt to solve the problem or issue.

Is your system up to date?

You can quickly check if your system is up to date from the "Software Management > System Updates". Consider updating your system and reproducing the issue before contacting Support (a newer package could already include a solution for the issue you are hitting).

Do you have a network diagram?

A network diagram is very often useful to better understand your scenario. Please include a network diagram if the issue or question involves several devices.

10 | D – Business Hours and Days

The following business hours and days apply.

Business Hours:

Monday - Friday 10:00-18:00 (Central European Time Zone, CET)

Early Closings:

December 24th (Close 16:00)

December 31st (Close 16:00)

Daylight savings time and Holidays

We observe daylight savings time when in effect. Zentyal observes the following holidays:

January 1st - The New Year's Day

January 6th - Epiphany of the Lord

January 29th - Saint Valerius

March 5th - The Cincomarzada

April 1st - Holy Thursday

April 2nd - Holy Friday

April 23rd - Saint George's Day

May 1st - May Day

August 16th - Assumption of Mary

October 12th - National Day of Spain

November 1st - All Saints' Day

December 6th - Día de la Constitución

December 8th - Immaculate Conception

December 25th - The Christmas Day