



Micro Focus

# Welcome to Customer Care

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## Welcome to Micro Focus Customer Care

Thanks for choosing Micro Focus.

A key component of any Micro Focus product is the level of support you will enjoy going forwards. This document will help you get the most of that support.

Micro Focus is committed to maintaining the highest level of customer satisfaction by providing quality solutions to customer issues at all levels. And there are many ways to access this support.

Our experienced and dedicated engineers will provide comprehensive technical support. [Contact us](#) either by phone or through our web portal. Use the portal to log incidents and track progress through to resolution. Our [knowledgebase](#) is also a key resource for technical information and is regularly updated by our engineers.

To ensure we maintain the highest levels of performance, the final step with every incident closed is an email survey. This is your opportunity to provide feedback on our performance. In the unusual event of a low score, we follow up with you to identify how we can improve our service.

We are here to help ensure your success, every step of the way.

Kind regards,

Owen Finn  
VP, Worldwide Maintenance Renewals & Customer Care



## Our Services

Micro Focus Customer Care is here to meet your critical business software requirements and to deliver outstanding services that earn consistently high satisfaction ratings from users.

Our customers rank the following among their highest-rated benefits:

- Access to our highly-experienced support engineers
- Free product updates
- Replacement license keys
- Technical resources, including the Micro Focus Community, demos and sample utilities
- Preferred options on new product
- Attractive maintenance plans

All Micro Focus Support customers enjoy these benefits with our base Support agreements. If you are managing mission-critical projects and applications our premium services provide enhanced levels of Support. Refer to our maintenance and support plans for details.

## Getting Started...

### Electronic Product Delivery

Your new Micro Focus product will arrive electronically. You will receive an email with a link to our SupportLine web portal. Use it to log into your dedicated download area using your [SupportLine web portal](#) User Name. If you don't already have a login, then register on the site. For more information check out the [EPD Tutorial](#) videos.

### Licensing your product

You can use your Micro Focus product without a license for up to 30 days. After this time, you will need to complete the license verification process to continue using it. If you need help with licensing refer, to product documentation or contact Support – we will be happy to help.

### Contacting Customer Care

If you have a critical issue, [phone us](#) for an **immediate** response. For anything else, contact us through the [web portal](#). You'll enjoy all these benefits...

### Benefits of using the web portal

- Immediate email confirmation of your Support Incident number
- Add your own reference numbers for easier incident management
- Real-time tracking of your company's incidents via the web
- Immediate contact with your support engineer via the web
- Run Excel reports on incidents for internal management of outstanding issues
- A constantly-updated [knowledge base](#)
- The latest [product documentation](#)
- [Demos and utilities](#) – user tips that help you get maximum value from your product
- All product updates and some upgrades. Check out the [Product Update](#) video.



## Registering for the SupportLine web portal

To register, you'll need your product serial number, typically a 12 digit string. It's on the Electronic Product Delivery (EPD) web page if the product arrived electronically or on the product packaging if not. Did you receive your product directly via EPD? Then you have already been registered. Just add your product serial numbers to your *Product Portfolio*. Need more? Check out the [Web Login](#) video.

## Reporting a Support Incident (SI)

The time it takes to achieve resolution will reflect the quality of the initial incident reporting. A high quality support incident should have:

- An accurate – but short – description of the symptom
- A complete summary of the circumstances and context of the failure
- As much detail as possible – if in doubt, include it!
- Important details such as chronology, symptoms, configuration, workload levels and 3rd party software involved
- Where possible, step-by-step instructions of how to reproduce the error.
- Attach the source, application, log files and any applicable projects. If possible, zip them to minimize attachment size.
- Populate the User Sort field with any free-form value that helps you to sort your company's incidents in a meaningful way – your internal issue tracking number, for example.

For further diagnostic information specifically related to the Micro Focus Enterprise product suite, please refer to the Troubleshooting and Diagnostic Guide.

*We recommend managing any incidents via the SupportLine web portal to ensure any updates are delivered immediately to the Support Engineer managing the SI.*

Our [Reporting an Incident](#) video has more.

## Support Incident Closure

We will only close an incident once you have confirmed that the issue has been satisfactorily resolved. On closure, we will ask you to complete a Customer Satisfaction survey. This feedback helps us to maintain our high levels of service. For any other feedback, please email [feedback.supportline@microfocus.com](mailto:feedback.supportline@microfocus.com).

## Customer Care escalation process

If an incident is not being managed or progressed to your satisfaction, you can escalate it with us. Please note that this only applies to 'high priority' incidents defined as 'a critical loss of data, major failure with no workaround, or a problem causing a critical impact on your operation'. To escalate an incident, [contact Customer Care](#) and request that the incident is escalated. Provide information explaining the reason for the request – for example, outage of a mission critical system.

Your incident will be escalated and the relevant management notified.

If you are still not satisfied with how your incident is being progressed, your Support Engineer can put you in touch with the local Support Manager, the regional Support Director or the Global Support Director if necessary.

## Hours of Operation

SupportLine hours from Monday to Friday are:	
Australia	9am to 5:00pm AET
Germany	9am to 5:30pm CET
France	9am to 6:00pm CET
North America	8:30am EST to 5:30pm PST
United Kingdom	9am to 5:30pm GMT

For urgent technical support outside local Customer Care office hours, [phone us](#) and your call will be redirected to an open support center.

## A note about 24x7 support

Some product contracts allow for 24x7 support for critical issues. Please check your contract to see if you are eligible.

## 'Critical' consulting support coverage

The delivery of a Micro Focus software solution often involves integration into IT infrastructures and operations involving hardware, networks and third party or custom software applications.

Incidents – especially high priority incidents – occurring at this time are rarely software-related but are generally a consequence of a configuration issue within your environment. Consequently these events are not covered by the Micro Focus SupportLine contract.

Therefore we **strongly recommend** engaging Micro Focus Professional Services, either onsite or remote, to support critical projects or events including:

- Solution analysis and design
- Solution design validation
- Production cut-over planning
- Production cut-over readiness validation
- Production cut-over event support

Contact [Consulting@microfocus.com](mailto:Consulting@microfocus.com) for more information.



## Introducing the SupportLine web portal

If you are a first time user you will need to register. We walk you through the registration process below.

Alternatively, please view the [Web Login](#) video.

You will need your product Serial Number to complete the registration process automatically. Refer to Page 5 for details. If your product arrived via EPD, you just need to add your product serial numbers to your *Product Portfolio* as detailed on Page 9.



If you don't know your Serial number, check the 'Serial Number not known' box and we'll process your registration manually for you.

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**SUPPORTLINE**

- Contact SupportLine
- Login
- My Details
- My Incidents
- Knowledge Base
- Product Updates
- Licensing
- Product Documentation
- Examples and Utilities
- Support Resources
- Micro Focus Community
- Academic Support
- Our Services
- Customer Reference

**Register...**

Please complete the registration form below. If you do not know your Serial Number, check the 'Serial Number not known' box, and our SupportLine team will register you manually using the information provided.

\*Indicates required field

\*First Name Customer

\*Last Name Care

\*Email customer.care@microfocus.com

\*Company Name Micro Focus Ltd

A Serial Number (Covered by your maintenance agreement) 600000476616 ?

Serial Number not known

NEXT CANCEL

At this point, you'll need to confirm the address of the company name entered. Once you've done so, you'll see the form below. Most of the fields will have been pre-filled – just enter a preferred User Name and click Next. That's it, the registration process is complete. You may now add more Serial Numbers to your *Product Profile*, if you wish.

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- Micro Focus Community
- Academic Support
- Our Services
- Customer Reference

**Register...**

Please fill in the form so that we can create your SupportLine account.

\*Indicates required field

\*Title Mr.

\*First Name Customer

\*Last Name Care

\*Email Address customer.care@microfocus.com

\*User Name UserAccount1

\*Company Name Micro Focus Limited

\*Address1 The Lawn

Address2 Old Bath Road

Address3

\*City Newbury

\*Zip RG14 1QN

\*Country United Kingdom

\*State/Region Berkshire

Language English

\*Phone +44 (0)1635 32646

NEXT CANCEL

We'll send you a confirmation email and a separate email with your temporary password. Change the password at the earliest opportunity.





Once registered, log in to take full advantage of all the features of the SupportLine web portal.

Use the left navigation bar to access the portal's features. Most are self-explanatory, and we describe the main points of interest on the following pages.

### A note about numbers...

Do you have more than one Micro Focus product installed? Then consider adding the additional product serial numbers to your *Product Profile*. Just choose *My Product Profile* from the *My Details* menu and follow the instructions to add or remove serial numbers to your Product Portfolio. This process is explained in the [My Details](#) video.

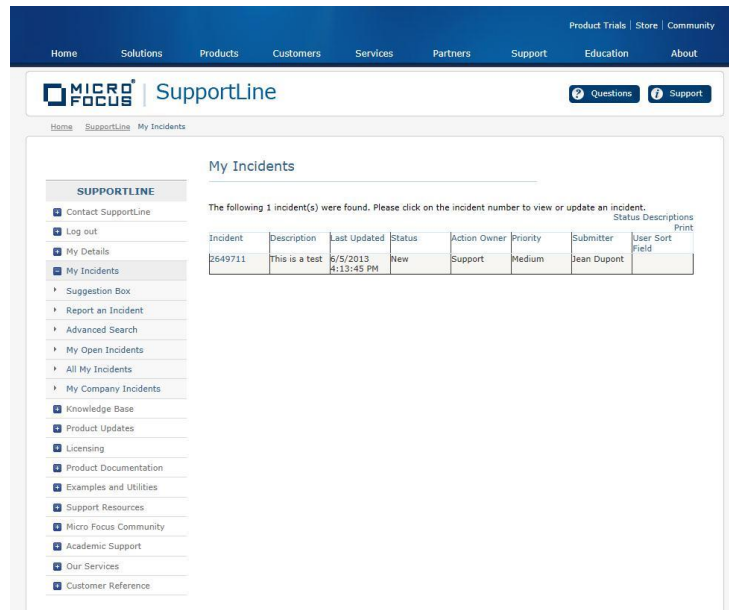
### ... and reporting incidents

Managing your Support Incidents through the portal is straightforward. To create a new Support Incident, just follow the Report an Incident link. It's under *My Incidents*. Pick the appropriate product from the Serial Number drop down list to view all the products in your *Product Profile*. Check out our [Reporting an Incident](#) video.

Once you've done that, enter any further information relevant to this Support Incident, and hit 'Submit'. The incident will be automatically created in our CRM and will be processed by a Support Engineer. We'll send you an email with the Support Incident number and the details. Use this number in any correspondence with Customer Care.

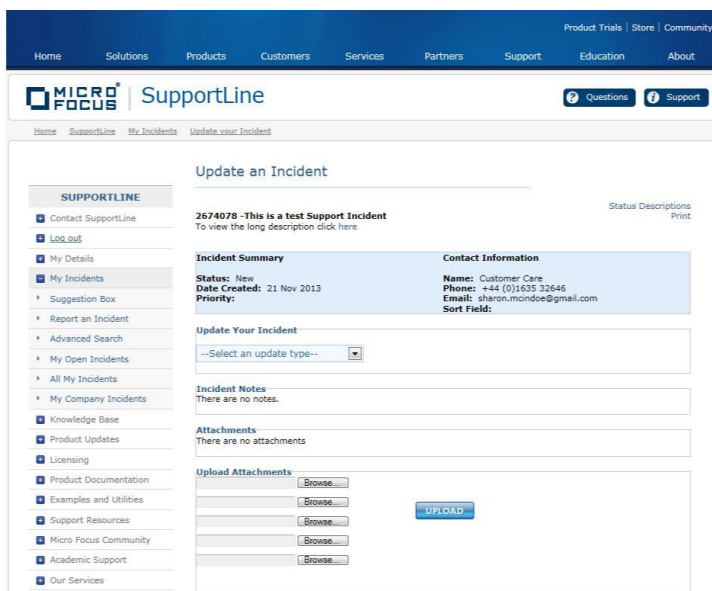
We will help you as quickly as we can and we process incidents in order of priority. If your issue is particularly urgent, please call your local support centre to ensure we are aware of the urgency.

To view or update an existing incident, use the *My Open Incidents* function. It's in the left hand navigation bar.



Just click on the relevant Support Incident number in the results table to view the Support Incident detail page.

Need to update the Support Incident with more information? Use the *Update an Incident* page, shown below, to amend the priority or add attachments. Select 'Update Type' from the list and follow the instructions. These changes will be immediately reflected in our CRM and your Support Engineer notified of the update.





Need to perform a more advanced search or create a report detailing your Support Incidents? Just use the *Advanced Search* feature. Simply enter the parameters for your search and click 'Submit'.

The screenshot shows the 'Advanced search' page in the SupportLine interface. On the left is a sidebar with a 'SUPPORTLINE' menu containing items like 'Contact SupportLine', 'Log out', 'My Details', 'My Incidents', 'Suggestion Box', 'Report an Incident', 'Advanced Search', 'My Open Incidents', 'All My Incidents', 'My Company Incidents', 'Knowledge Base', 'Product Updates', 'Licensing', 'Product Documentation', 'Examples and Utilities', 'Support Resources', 'Micro Focus Community', 'Academic Support', 'Our Services', and 'Customer Reference'. The main area is titled 'Advanced search' and contains several sections: 'Search Incidents' with radio button options, a dropdown for serial numbers, and two text input fields; 'Filter by Status' with a dropdown set to 'All'; 'Filter by date reported' and 'Filter by date updated' with date range pickers; and an 'Export summary of search results to a file' checkbox. A blue 'SUBMIT' button is located at the bottom of the search form.

## Technical resources

The Micro Focus [knowledge base](#), [Community](#) and [product documentation](#) provide key technical resources to help your success with your product.

Our Support engineers keep the knowledgebase up to date with the most recent product information. You can engage with other other users as well as Micro Focus staff in Forums on the Community.