
Magento Enterprise Edition Customer Support Guide

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www.magento.com/support/enterprise-edition

Thank You

for using Magento Enterprise Edition

Customer support is a vital part of the total Magento Enterprise Edition customer experience.

We are dedicated to ensuring that every support issue is resolved to your satisfaction. To enable you to maximize the return on your investment, we offer several support offerings designed to meet your business needs.

This document provides an overview of the Magento Enterprise Edition Customer Support services and how to utilize them.

Download this Customer Tech Support Guide at
www.magento.com/support/enterprise-edition

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Checklist

Before Opening Cases

- ✓ Visit Enterprise Edition Customer Support at www.magento.com/support/enterprise-edition
- ✓ Create a Shared Access Portal account that uses a distribution list
 - ✓ Learn more at merch.docs.magento.com/ee/user_guide/magento/magento-account-share.html
- ✓ Utilize Magento U Training courses to educate and certify your team at www.magento.com/training/overview
- ✓ Review Technical Resources during planning and pre-deployment at www.magento.com/resources/technical
- ✓ Assign appropriate resources with experience using Magento
- ✓ Reference self-help resources on magento.com – ebooks, webinars, and white papers
- ✓ Familiarize yourself with Gold Support plan and coverage
- ✓ Consider upgrading to Platinum Support for 24-hour support coverage

Opening a Case

- ✓ What information will be needed / requested by our Support team?
 - ✓ Configurations – system, storage, network diagrams
 - ✓ Log File – error messages, etc.
 - ✓ Have there been any recent changes to the environment – operating system, storage, etc.
 - ✓ Dumps of your code and data to reproduce the issue
 - ✓ Temporary removal of extension(s) during problem diagnosis
- ✓ Use Support Tool if using 1.14.x
- ✓ For Priority 1 issues, use our P1 Hotline number (located in the section “Submitting a Support Request” below)

Reporting Bugs or Requesting Feature Enhancements

- ✓ Reporting of bugs should be submitted directly to the Support team through the normal support process
- ✓ Submitting feature enhancements should be done via the form in the customer portal or through the normal support process

Case Closure and Customer Satisfaction Survey

- ✓ Feedback – A short survey will be sent to you once the case has been closed. **Your feedback is very important to us and is one of the key ways we measure how well Magento Enterprise Edition Customer Support is meeting your expectations.** Please fill out and return the survey as soon as possible so we can continue to improve our support processes.

Introduction

To ensure that your experience with Magento Enterprise Edition Customer Support is as effective and efficient as possible, we would like to define the following roles and share some best practices that can accelerate the problem-solving process and enhance your customer service experience.

Roles and Responsibilities

Customer Roles and Responsibilities

Magento Enterprise Edition Customer Support can work most effectively with your organization by collaborating with a regular set of contacts for technical issues. We realize that you and your company may have multiple individuals in these roles, so we recommend utilizing a distribution list, as currently our Support Case Management system supports one (1) technical contact per customer account.

Magento Enterprise Edition Customer Support Roles and Responsibilities

Customer Success Group

Contact your Customer Success Group Account Manager when requesting help with product licensing, or with support contract issues. Their responsibilities include, but are not limited to:

- Helping you navigate through the Magento ecosystem
- Modifying account contacts
- Answering questions on license upgrades and renewals
- Resolving product licensing issues
- Helping escalate support issues when necessary
- Introducing you to the Magento Expert Consulting Group (ECG) when needed
- Helping you be successful on the Magento Enterprise platform

Technical Support Analysts

Technical Support Analysts are the support team members who handle your support requests. Whether the request is logged through the customer portal or via a call to our support center, they will be your point of contact for issue resolution.

Their responsibilities include, but are not limited to:

- Handling inbound phone calls and accurately documenting your support requests into our case management system
- Performing initial problem investigation and when possible, problem replication and isolation
- Setting appropriate expectations regarding response times, follow-up, and needed information based on your support agreement and the priority of the issue being reported
- Collaborating with our sustaining engineering group and product engineering whenever patches or hot fixes may be required
- Collaborating with product development and product engineering to address feature requests and other product enhancements



Best Practices

Based on our experience in supporting customers with Magento Enterprise Edition installations, we would like to share with you some recommendations and best practices for a highly effective support relationship.

Educational Offerings for Your Technical Staff

We have found that customers who invest in Magento Enterprise Edition education courses for their staff are much more effective in defining the symptoms of their technical problems and working with us to resolve underlying issues. The return on investment is almost immediate when you consider the cost of education versus the cost of downtime. The Magento U programs offer the knowledge, skills, and credentials to successfully deploy and maintain Magento installations. Learn more about our educational offerings at: www.magento.com/training/overview.

Plan Ahead

Before deploying Magento Enterprise Edition, it is beneficial to review the release notes and other related technical documentation for your environment. Release notes and technical documentation can be located at www.magento.com/help/documentation. We also recommend that you carefully define your project plans and include adequate testing time and a “crisis” plan to ensure that your technical team knows how to contact all vendors involved.

For complex installations, or customizations, Magento offers a variety of consulting packages to help you assess existing systems and applications, and to install and manage your Magento Enterprise Edition installation. Our in-house professional services team, the Expert Consulting Group (ECG), can provide you with these services. For more information contact consulting@magento.com.

Assign Appropriate Resources

Individuals assigned to deploy and customize Magento Enterprise Edition should be experienced with the installation, operation, and maintenance of the hardware, desktop, server, network operating systems, storage, and applications in your environment before installing Magento Enterprise Edition. If you require assistance, Magento Enterprise Edition Solution Partners are available to identify the best solution for your environment, develop the solution, and implement it for you. Our Solution Partners have met Magento's qualification standards, including product certification.

Utilize Self-Help Resources

Our customers can also take advantage of these Magento Enterprise Edition self-help resources:

Business Resources at www.magento.com/resources/business

Technical Resources at www.magento.com/resources/technical

Magento Documentation at www.magento.com/help/documentation

Provide Complete and Accurate Information

Accurate and timely issue resolution depends on you providing accurate and timely information to our Customer Support team. Please note any recent environment changes, and include any screenshots, error messages, and log files when reporting an issue if possible.

Magento Enterprise Edition Policies Regarding Secure Remote Support Access

Magento Enterprise Edition Customer Support will not store or manage user account information or passwords for customer systems or applications. It is recommended that customers use unique and strong user-based accounts and passwords for network and application access. Magento Enterprise Edition Customer Support is unable to provide assistance for issues involving lost or forgotten passwords or user account information.

Magento Enterprise Edition Recommendations

The following recommendations are provided as a guideline to help ensure Magento Enterprise Edition Customer Support personnel are able to provide you with remote support assistance without compromising your information security policy.

User Accounts and Passwords

All default, shared, or generic user accounts and passwords created during the installation and configuration of your Magento Enterprise Edition product(s) should be removed, disabled, or changed to comply with the terms of the PCI-DSS. Magento Enterprise Edition Customer Support will not maintain or store user account information, including passwords, for your system.

Magento Enterprise Edition Customer Support currently utilizes a **Secure Remote Support Solution** product as its preferred method for all remote support tasks. This solution is an on-demand, secure, web-based, remote access application. A “Support Session” can only be started via a cooperative exchange between the customer and a Magento Enterprise Edition Customer Support agent.

Magento Enterprise Edition customers do not need to purchase additional software or services in order to receive remote support from our Customer Support team using this tool. Additionally, Magento Enterprise Edition customers are not required to install any special remote agents or software on their equipment to facilitate remote access using this tool. All that is needed is secure internet access.



Support Request Life Cycle

Whether you contact Magento Enterprise Edition Customer Support by phone, web portal, or email, your Support Request is promptly logged and your issue quickly assigned to the appropriate individual.

Support Request Stages Include:

- 01 Creating your profile and registering via our online portal
- 02 Collecting information to help troubleshoot the problem
- 03 Submitting a Support Request
- 04 Working the problem by the appropriate Technical Support Analyst
- 05 Remote “Support Session” with a System Admin or Development engineer, if necessary
- 06 Closing the Support Request

Collecting Information

These guidelines describe the information Magento Enterprise Edition Customer Support needs to begin diagnosing the reported issue. Please attempt to gather as much pertinent information as you can before you contact Magento Enterprise Edition Customer Support.

Configurations

System, storage, and/or network configuration diagrams and files are very helpful when troubleshooting some issues. Having these diagrams and/or information on file for easy upload to Magento Enterprise Edition Customer Support will help to speed up the problem-solving process.

Log File

If you are reporting an issue you encountered while installing Magento Enterprise Edition, it is helpful to have any log files and error messages received. If there is any physical hardware that is failing, providing log files from the hardware can also be helpful to troubleshoot and resolve the reported issue.

Record Any Recent Changes

Check to see if any changes have recently occurred in your Magento Enterprise Edition environment. Also of particular note are recent changes to versions of a guest operating system, host operating system, networking, storage or applications of particular interest.

System Support Tool for EE 1.14.x

Starting in version 1.14.1 there is a system reporting tool that gives you the ability take periodic full or partial snapshots of the system and save them for future reference. You can compare performance settings before and after code development cycles, or changes to server settings. The system reporting tool can dramatically reduce the time spent preparing and submitting the information required by Support to begin an investigation.

Levels of Customer Support Priorities

The Priority Level is a measure of the relative impact of the technical issue on your business. Accurately defining the priority level ensures a timely response and helps Magento Enterprise Edition Customer Support to understand the nature of your issue.

Problem Priority

Upon receipt of a properly submitted Software problem, as specified on the Site, Support Services shall be prioritized in accordance with the guidelines below:

- 1. Priority 1 (“P1”)** - A P1 is a catastrophic production problem within the Software that severely impacts the Licensee’s Production Server Instance, or because of which Licensee’s Production Server Instance is down or not functioning, or that results in a loss of production data and no workaround exists. P1 problems must be reported on Magento’s toll-free support telephone number in order to expedite resolution. Magento will use continuous efforts 24x7x365, with appropriate escalation to senior management, to provide a resolution for any P1 problem as soon as is commercially reasonable.
- 2. Priority 2 (“P2”)** - A P2 is a problem within the Software where the Licensee’s system is functioning but in a reduced capacity, or the problem is causing significant impact to portions of the Licensee’s business operations and productivity, or the Software is exposed to potential loss or interruption of service. Problems existing in a non-production environment that would otherwise qualify as a P1 if they were in a production system qualify as P2. Magento will use efforts during its normal hours of operation, 24 hours a day, (Monday – Friday) to provide a resolution for any P2 problem as soon as is commercially reasonable.

- 3. Priority 3 (“P3”)** - A P3 is a medium-to-low impact problem that involves partial and/or non-critical loss of functionality, or that impairs some operations but allows Licensee’s operations to continue to function. Problems for which there is limited or no loss of functionality or impact to Licensee’s operation and for which there is an easy workaround qualify as P3. Magento will use efforts during its normal hours of operation, 24 hours a day, (Monday – Friday) to provide a resolution for any P3 problem in time for the next minor release of the Software.

- 4. Priority 4 (“P4”)** - A P4 is for a general usage question or issue that may be cosmetic in nature or documentation related, but the Software works without interruption. Magento will use efforts during its normal hours of operation 24 hours a day, (Monday – Friday) to provide a resolution for any P4 problem in time for the next major release of the Software.

- 5. Enhancement Request (“ER”)** - An ER is a recommendation for future product enhancement or modification to add official support and documentation for an unsupported or undocumented feature, or features that do not exist in the Software. Magento will take ERs into consideration in the product management process, but has no obligation to deliver enhancements based on any ER.



Submitting a Support Request

All currently licensed Magento Enterprise Edition Merchants or Partners can reach Magento Enterprise Edition Customer Support via our online portals, or telephone, based on the level of support plan purchased by the customer. Response (Acknowledgement) times are listed in the table below.

| | Gold | Platinum |
|---|------------------------------------|------------------------------------|
| Customer Web Portal Electronic Case Submission Case (Ticket) Management | ✓ | ✓ |
| Phone Support / Response Priority 1 | 4 Hour response 24x7x365 | 2 Hour response 24x7x365 |
| Web Case Support / Response Priority 1 | 4 Hour response 24x7x365 | 2 Hour response 24x7x365 |
| Web Case Support / Response Priority 2 - 4 | 24 Hours, Monday - Friday (PST) | 24 Hours, Monday - Friday (PST) |

Submitting a Support Request Online Via Our Customer or Partner Portals

Submitting a Support Request online via our Merchant or Partner Portal is the fastest method to file a support issue and is available to all Enterprise Edition Merchants and Partners covered by a current product subscription and support plan.

Merchant Portal - www.magentocommerce.com/products/customer/account/login

Partner Portal - www.magento.com/partners/portal/customer/account/login - The Magento Partner Portal is the single destination for Partner support, resources, and tools to market and sell your products.

Within our portals you have the ability to:

- Open a new Support Request
- Request closure of a Support Request
- Look up legacy support cases
- Download releases and support patches
- Review online documentation and white papers

Calling Our Customer Support Center for P1 Issues

For “P1” issues call **1-877-282-7436** or outside the US **+001 310 945-1310**

See the table above for Priority 1 response times.

Working the Problem

A Technical Support Analyst (TSA) is assigned to your Support Case and will own your issue until it is mutually agreed that the case can be closed. Occasionally, Magento Enterprise Edition Customer Support may reassign a Support Case from one TSA to another, due to time zone differences, or if different product expertise is required.

The assigned TSA will contact you by email and/or phone as appropriate during the resolution process. Your responsibility is to have the appropriate people and resources available to work with the TSA during the service hours defined in your support plan. The TSA will work with you to help resolve the issue, taking whatever steps are necessary to first fully diagnose the problem and then find a solution.

This may involve:

- Requesting additional information
- Recommending the installation of specific software and/or patches
- Requesting specific debugging data from your system (and, if necessary, conducting tests to generate this data)
- Requesting your code, data, or software to help reproduce the problem
- Performing additional tests to reproduce the issue within your development/test environment
- Verifying bugs with our development/engineering team
- Implementing and testing recommended workarounds that may avoid the problem
- Requesting participation from your in-house expertise or your Solution Partners (for example, networking, database, or other technology-specific personnel/vendors to help troubleshoot)

Reporting an Error or Requesting a Feature

Error (Bug) Report

If you feel you have found an error in a Magento Enterprise Edition product and you have an active software subscription with us, you should report the error to Magento Enterprise Edition Customer Support via the normal Support Request process.

If you do not have an active software subscription and want to alert us to an error, please post the issue to the appropriate product community forum, or email us at support@magento.com.

Feature Requests

If you have a suggestion for how to improve or enhance Magento Enterprise Edition, your input is always welcome. Please submit your suggestions through the Feature Request form within the customer portal, or via the normal Support Request process. Unless additional information is needed, you will not receive a personal response. Please note that we do not provide technical support via this form.

Customer Support Policies

Customer Support is intended to assist with, troubleshoot, and resolve specific issues resulting from the use of Magento Enterprise Edition on a supported platform and with all prerequisites met. Issues arising from a need for training, implementation services, and customization may be referred to our professional services organization or Expert Consulting Group (ECG) to contract for the services appropriate to the need.

The provision of customer support does not imply that Magento Enterprise Edition Customer Support will fix all software defects or make changes or enhancements to the software upon request.

The following items are NOT generally supported:

- Operating systems and third-party applications
- Alterations or revisions to the Magento Enterprise Edition core software made by the customer
- Continued support for issues where Magento Enterprise Edition Customer Support has provided corrections not implemented by the customer or where data requested from the customer necessary to resolve the issue is not provided
- Issues that cannot be replicated by Magento Enterprise Edition Customer Support after following a customer's instructions



Support Request Escalation Policy

You can escalate a Support Request at any time by speaking directly with the TSA assigned to your ticket, or by requesting to speak with a Customer Support Manager.

The escalation process is especially appropriate in the following situations:

- You need to communicate a critical business impact to Magento Enterprise Edition Customer Support management
- You are dissatisfied with the responsiveness to, or resolution of, your Support Request

We highly recommend that you contact Magento Enterprise Edition Customer Support by phone for escalations. This will ensure that your request is directed to the appropriate resources as soon as possible to achieve a successful and timely resolution.

You can request that the TSA assigned to your support case increase the priority level without an escalation if the business impact of a Support Request changes or was not correctly recorded initially.

Support Request Closure

A Support Request is typically closed when you confirm that a resolution has been reached or if Magento Enterprise Edition Customer Support does not hear back from you after three (3) attempts to contact you regarding closing the request. It is our standard practice to reach out to you prior to closing any Support Requests.

Customer Satisfaction Surveys

Your feedback is one of the key ways we measure how well Magento Enterprise Edition Customer Support is meeting your expectations. Our quest for continuous improvement values your feedback on our product quality, services delivery, and process improvements. Customer satisfaction surveys give you the opportunity to provide Magento Enterprise Edition Customer Support with valuable information to help improve our interactions with you and design the support offerings that match your needs.

We ask the following two questions in our survey:

How satisfied were you with the recommendations or solutions that were provided?
How satisfied were you with your customer support experience?

After a Support Request is closed, you will be invited to fill out a short survey about your experience and whether our solution or recommendations have met your expectations.



