

QUICK REFERENCE GUIDE: RED HAT GLOBAL SUPPORT SERVICES (GSS)

DATASHEET

SUPPORT AT YOUR FINGERTIPS.

The Red Hat Customer Portal (access.redhat.com) helps you solve problems better, faster, smarter.

CHECK THE KNOWLEDGEBASE

The Red Hat® knowledgebase (access.redhat.com/knowledge/search) is a library of technical knowledge, frequently asked questions (FAQs), and best-practice guides that Red Hat engineers generate while supporting customers. Many customers can quickly resolve problems by searching the knowledgebase first. This vital resource helps quickly troubleshoot and solve problems without having to open a ticket.

GATHER RELEVANT INFORMATION

1. BACKGROUND

Providing the following information will help our technical support engineers resolve your issue more quickly:

- Hardware type/make/model on which the product runs
- Software version
- Latest upgrades
- Recent changes to the system
- Explanation of the problem and symptoms
- Any message or significant information from when the problem occurs

2. DIAGNOSTICS

Technical support engineers often request and analyze specific diagnostic data (such as sosreports, dumps, traces, or logs) in order to effectively identify and resolve issues. Before contacting Red Hat, please be prepared to provide as much of this information as possible. If you're not sure how to gather relevant diagnostic data, try searching our knowledgebase or request assistance from your technical support engineer.

The following knowledgebase articles will help you gather required information:

Red Hat JBoss® Middleware – access.redhat.com/articles/17131

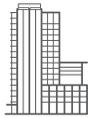
Red Hat Enterprise Linux – access.redhat.com/solutions/3592



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ABOUT RED HAT

Red Hat is the world's leading provider of open source solutions, using a community-powered approach to provide reliable and high-performing cloud, virtualization, storage, Linux, and middleware technologies. Red Hat also offers award-winning support, training, and consulting services.

Red Hat is an S&P company with more than 80 offices spanning the globe, empowering its customers' businesses.

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3. ACCOUNT AND CONTACT INFORMATION

In addition to background and diagnostic information about your issue, we also need to know more about how to contact you. Be ready to provide the following information:

- Red Hat customer number or Red Hat Network (RHN) login name
- Company name
- Contact name
- Preferred method of contact (phone or email) and contact information (phone number or email address)

4. ISSUE SEVERITY

We strive to respond to all customer inquiries and requests as quickly as possible. When submitting a new issue, you will be asked to assign the appropriate severity level based on the definitions provided at access.redhat.com/support/policy/severity/. This information will give us an understanding of the impact that the issue has on your organization, and we can then respond and prioritize accordingly.

SUBMIT A SERVICE REQUEST

The easiest way to submit a service request is through the Red Hat Customer Portal at access.redhat.com/support/cases/#/case/new.

If you are submitting a ticket for a severity-1 or severity-2 issue, we recommend that you follow up with a phone call to your local support center. Regional contact information and business hours can be found at access.redhat.com/support/contact/technicalSupport.

AFTER-HOURS SUPPORT

Standard GSS business hours are listed by region at access.redhat.com/support/contact/technicalSupport. After-hours support is available for premium subscription customers with severity-1 and severity-2 issues (access.redhat.com/support/offerings/production/sla).

ESCALATION

There are two types of escalation available in the Red Hat Support process:

- If you feel that your issue isn't being resolved appropriately or that you need a more senior resource, you might require a technical escalation.
- If you feel that your issue has become more severe or should be a higher priority, you might require a management escalation.

Sometimes issues are escalated along both paths simultaneously. For more details, including contact information, see access.redhat.com/support/policy/mgt_escalation.

REOPENING A SERVICE REQUEST

If you need to re-open a case that has been closed, visit the Red Hat Customer Portal (access.redhat.com/support/cases/#/case/list) or call your local support center (access.redhat.com/support/contact/technicalSupport). You will be asked to provide the original service request number.