




Software Intelligence for Digital Leaders

Introduction to CAST Technical Support

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- Troubleshoot issue related to CAST Suite Products (including Highlight) and Official Extensions with following logo in Extension Downloader) By ★ **CAST Product**
 - This includes funcrel and beta versions
 - Provide workarounds
 - Post analysis for root cause and delivery of a final solution
- Answering questions about the use of CAST AIP Products and official extensions
- Editing [Troubleshooting Guides](#)

Notes:

- *Feature Requests are dealt by the Product Manager Team. Connect to [Community](#) for submission.*
- *Customisation development is dealt by the Delivery Services Team.*

Support Organization



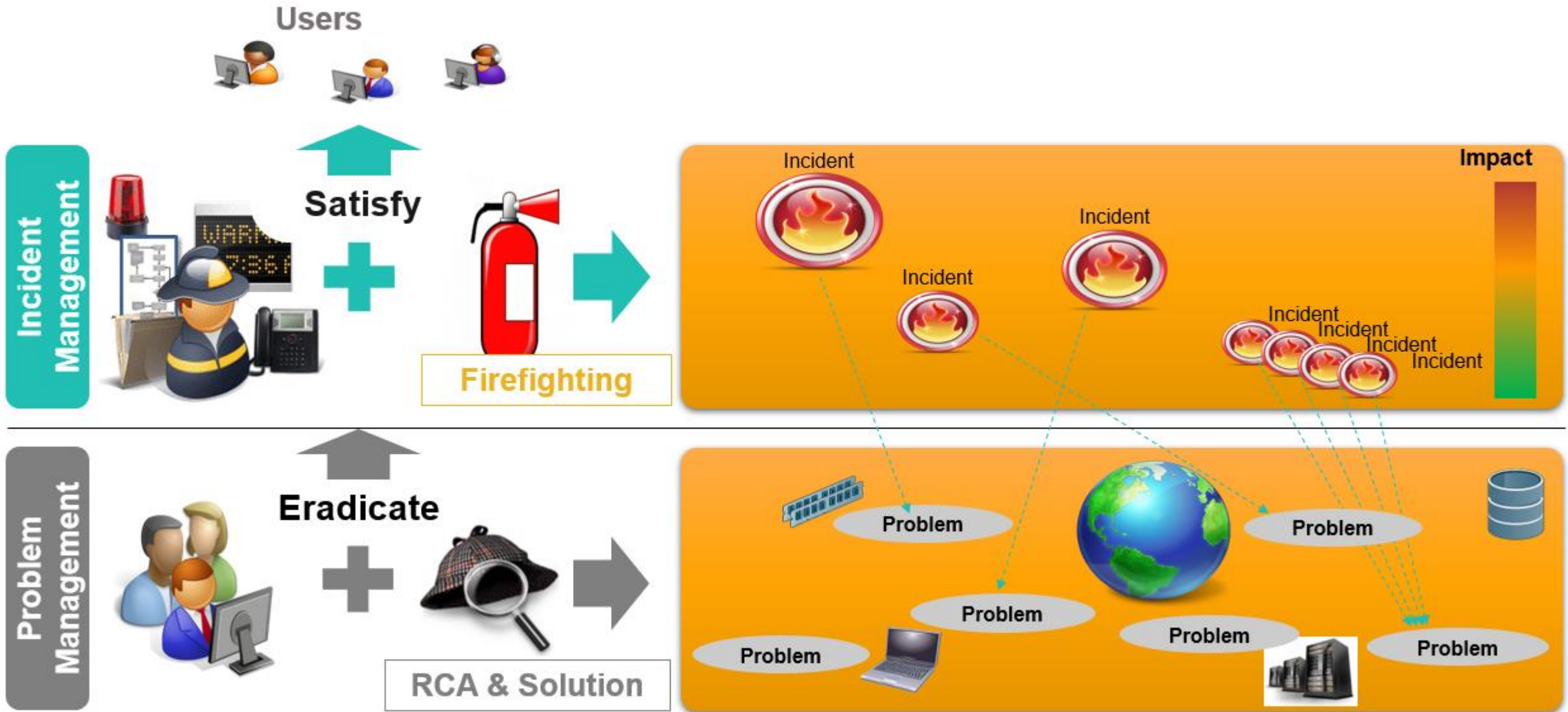
- Follow the Sun Organization to provide a 24/5 support.
 - Support Offices located in France, India and North America
 - All employees are ITIL certified
 - Support is driven by SLAs
 - The support is divided in 3 technical groups
 - Platform Management : Components used before generating analysis/snapshot
 - Production: Components used to generate Analysis/Snapshot
 - Consumption: : Components used to generate Snapshot and using the data generated by Analysis/Snapshot
- specialization offers a better reactivity and case distribution is eased

CAST Support SLAs

Error Severity level	Severity level description	Incident		Problem
		Acknowledgment Time	Resolution Time not to exceed:	Resolution Time not to exceed:
1	BLOCKING: Reported issue preventing all useful work from being done by Software, or Software functionality is inoperative.	Less than 2 hours after notification - constant effort until fixed	24 business hours	25 business days
2	SEVERE IMPACT: Software is partially inoperative and is considered as severely restrictive by Licensee in its ability to have the Software perform according to Documentation.	Less than 4 hours	56 business hours	30 business days
3	DEGRADED OPERATIONS: Reported issue disabling specific non-essential functions of Software; and/or Licensee has determined a work-around for the Error condition.	Less than 48 hours	10 business days (previous was 15 business days)	90 business days
4	MINIMAL IMPACT: Any deviation from Documentation not otherwise included in a Severity 1, 2, or 3 categories	Within a week	N/A	6 months

<https://help.castsoftware.com/hc/en-us/articles/204455607-CAST-Support-SLA>

Incident and problem management





Incident :The Product is not behaving as described in the product documentation. Typical examples include availability or performance issues.
Support's objective is to restore the service as quickly as possible using either a workaround or a previously documented definitive solution. The focus is on unblocking the customer



Information Request/question : The Customer is searching for information or advice which is not available in the product documentation or in the Community forum.
Support's objective is to provide the requested information or guidance either by querying internal subject matter experts or by leveraging the user community.
An Information Request is not a substitute for consulting activities (project management, training, development of complex custom solutions, etc.)



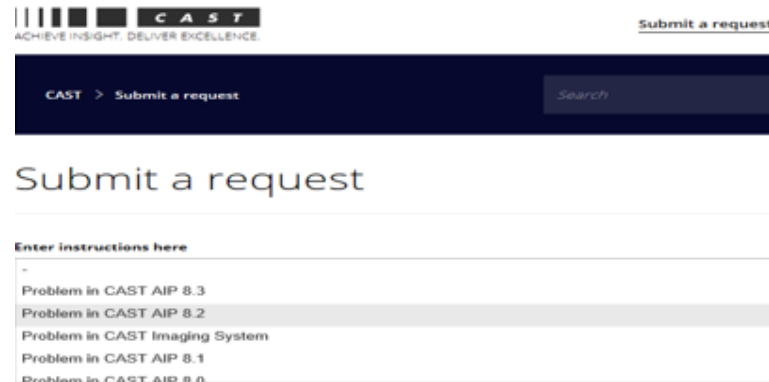
Problem : A defect in the product, an issue in configuration, a flaw in the documentation, or any other issue related to CAST products which is likely to lead to future incidents
Support's objective is to identify the root cause and correct it via a corrective action or a definitive solution which will proactively mitigate the risk.
Problems are opened by the support based on Incident

How to contact CAST Technical Support and submit a request?



- Call Hot line – See [Opening Hours and Phone Numbers](#)
- Email – [Send us an email!](#) : You may contact CAST Technical Support by sending an email to help@castsoftware.com
- Sign in [CAST Help Center](#) and submit a request (recommended method)
 - Sign Up before first connection to get registered to CAST Help Center.
 - To submit a request :

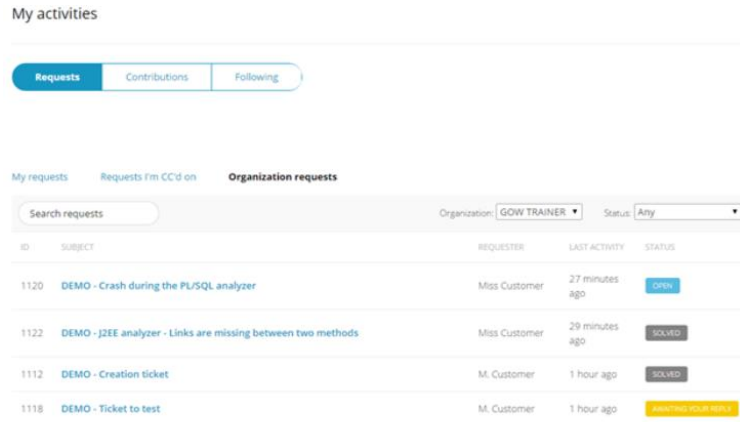
- Sign In [CAST Help Center](#)
- [Submit a request](#)



- Provide required input
- A ticket will be created to follow-up the request.

How to track tickets

- The progress of your company's tickets can be easily tracked :



- More information on [Help Center Ticket tracking](#) & [Ticket Statuses](#)

Status	Description
New	means that the request is received and has not been assigned to a Support Agent.
Open	means that the request has been assigned to an agent who is working to resolve it
Awaiting your reply	means that the assigned agent has a follow-up question for the requester. The agent may need more information about the support issue. Requests that are set to Pending typically remain that way until the requester responds and provides the information the agent needs to continue resolving the request.
Solved	means that the agent has resolved the support issue by providing fix, hot fix, work-around or explanation. Solved tickets are closed, typically, 28 days after they have been set to Solved. Until a ticket is closed, the requester can reopen the ticket. For example, the requester may not agree with the agent that the support issue is resolved.

- Provide CAST Technical Support with a clear and complete description:
 - **The subject and description field** should be filled carefully with at least the error message and the symptom (it enables our system to automatically suggest solutions)
 - **The observed result:** with the complete error or warning message if there is one, with a description of the result if wrong, and with a description of the product behavior: crash, hang, performance with the measurements and the description of the environment (machine properties, server dedicated to CAST)...
 - **The expected result**
 - A detailed and complete **step-by-step scenario** to be followed by CAST support to reproduce the case
 - Screenshots showing the configurations, the observed and expected results.
- Provide sufficient input for CAST Technical Support to investigate or reproduce the problem:
 - If you are using AIP run the latest [CAST Support Tool \(CST\) alias Sherlock](#) with the options that are suggested by the support engineer
 - [Upload](#) the output zip file to the ticket.

NDA can be signed by CAST to restrict the use of input to the problem resolution. NDA can be requested in the ticket.

- If you are not able to provide required input, then provide details connection to your environment.

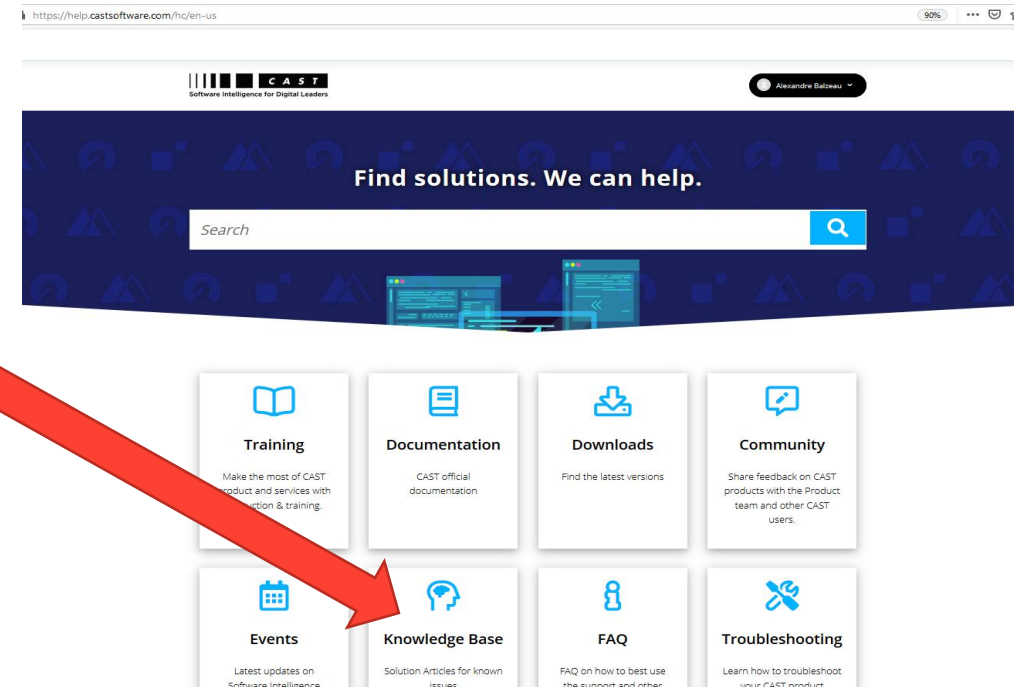
If accounts are nominative, please provide CAST Technical Support with several accounts, to allow accesses by several Support Engineers.

Note that connecting to environments is usually sufficient to fix configuration issues but may not be sufficient to fix bugs.

Information also available at [Required input for problem resolution](#)

- If you are using Highlight
 - the Local Agent generates traces and log files. These log files are located on the machine where the local agent is running.
 - For any issue with the portal : please provide Company and User IDs

- **Trouble Shooting Guides** : technical guides to help you troubleshoot issues encountered while using CAST AIP
 - <https://doc.castsoftware.com/display/TG/Technical+Guides>
- **The Knowledge base articles**: solution-oriented articles



- Both are accessible via the support portal

CAST Self Help resource



→ help.castsoftware.com

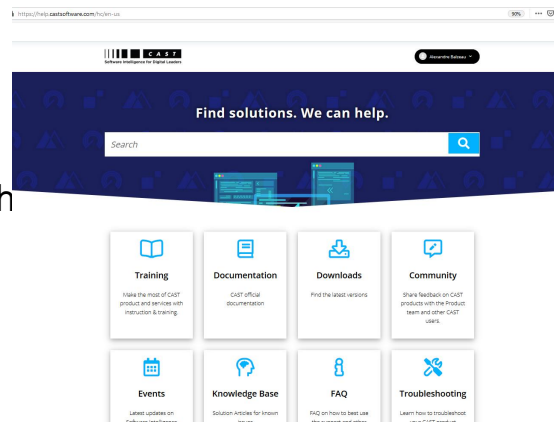
→ Support Access

→ Access to Knowledge

→ Community

→ Community as such

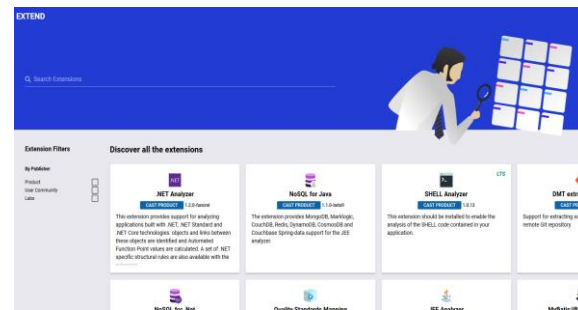
→ Feature request



→ <https://extendng.castsoftware.com>

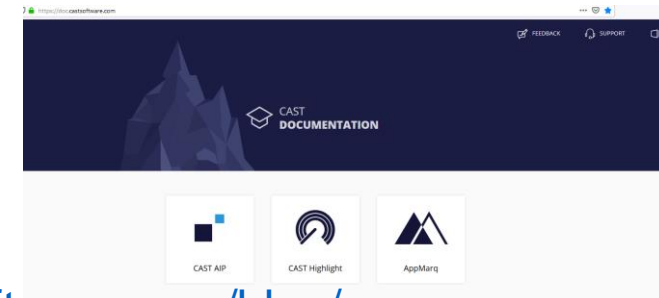
→ Download and upload extensions

→ Download center for all CAST Product

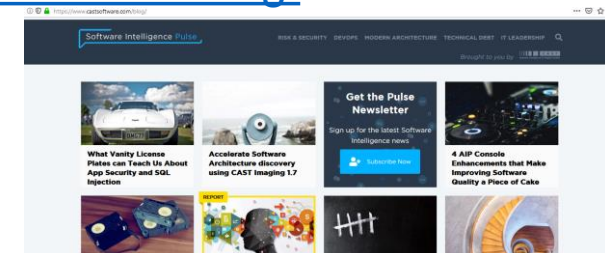


→ [Doc.castsoftware.com](https://doc.castsoftware.com)

→ Official website for documentation for all cast products



→ www.castsoftware.com/blog/



→ <https://technologies.castsoftware.com/rules>

→ CAST rules Documentation

