

Support Flyer

SUSE Customer Support Quick Reference Guide

SUSE Knows Open Source

With nearly 30 years of experience, we understand the needs of a multitude of customers and have the expertise to ensure solutions provide the quality and support a business needs. SUSE has achieved 8,500 certified applications and 13,500+ certified hardware systems. Over 90% of SUSE customers are satisfied with SUSE engineers, and two-thirds of SUSE customers rate SUSE engineers with a perfect score.

Support Tools

- SUSE Support Website:
www.suse.com/support
- SUSE Customer Center:
<https://scc.suse.com>
- SUSE Technical Support Handbook:
www.suse.com/support/handbook
- SUSE Support Knowledgebase:
www.suse.com/support/kb
- SUSE & Rancher Community
<https://community.suse.com/>

Review the Knowledgebase

The SUSE knowledgebase (www.suse.com/support/kb) is a valuable resource of knowledge, guides, and known solutions created by SUSE experts and driven by customer need. Many issues can be identified and resolved in the knowledgebase before contacting support.

Check in with the Community

[The SUSE & Rancher Community](#) is a thriving hub of knowledge. Communicate with other System Administrators on best practices and solutions, search for past posts, and contribute your own expertise.

Confirm Support Status for Your SUSE Product

SUSE products are supported for up to thirteen years. Get more information about our SUSE product's support lifecycle policies. Verify key lifecycle dates for your product at www.suse.com/lifecycle. If your SUSE product is no longer eligible for technical support, you may still find answers in the knowledgebase, forums, or through an authorized SUSE Partner.

Prepare to Contact Support

- 1 **Know the background**
Gather the following information to expedite your issue:

- Description of problem or symptoms
- Any error messages
- Software version and service pack
- Hardware platform
- Recent changes to system

2 Prepare a SupportConfig

Background information such as log files and configuration of your SUSE Linux system can be provided easily by running the SupportConfig tool installed by default on SUSE Linux Enterprise Server. Run the command 'supportconfig' without options to create a local archive to review and eventually upload to Customer Support. For more information on the SupprtConfig tool see <https://www.suse.com/support/kb/doc/?id=000019514>

3 Define Severity

We recognize that some issues can be urgent. To ensure SUSE is responding appropriately to your request, define the issue severity from the [SUSE Technical Support Handbook](#)

Submit a Support Incident

The fastest way to submit a support incident is through the SUSE Customer Center (SCC) at <https://scc.suse.com>. If you are submitting a Critical incident, please call your nearest support center to ensure your incident has appropriate visibility.

Root Cause Analysis

If an issue or problem is ongoing, the engineer will troubleshoot the situation (or environment) to identify the current problem or issue. Solving the ongoing issue may also be the root cause but if the system is running and the fault is no longer persistent the engineer will apply their discretion.

SCC Access Issues

Only authorized users defined by your company users can submit a support incident via the SCC. You can read more options on the [SCC FAQ Help](#) pages.

Monitor and Update Your Support Incident

Your SCC provides ongoing visibility to your open and closed support incidents. At the SCC, you can update your incident, contact the assigned support engineer, and upload files and logs.

After-Hours Support

Regular business hours are Monday to Friday, excluding public holidays, and the hours of operation are as follows: Americas 08:00 to 20:00 ET, EMEA 08:00 to 20:00 CET, APAC 07:00 to 19:00 from your local country, LATAM 08:00 to 17:00 UTC-3. Support outside of regular business hours is available to customers with a Priority subscription. Customers with a Standard subscription who

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open a support incident outside of regular business hours will receive a response the next business day.

Escalation

If your issue is not being addressed in a timely manner, call your nearest support center to speak to a representative. Phone numbers can be found in [the SCC](#).

About SUSE Support

SUSE Support provides transparent, follow-the-sun, personalized service from the leaders in open source. Backed by SUSE Support means your business will always have a relationship with a SUSE team that is dedicated to providing you with business value and customer satisfaction.

Our dedicated support engineers are:

Always On: We know that service outages don't always happen during the day. That's why we have 24x7, follow-the-sun, localized support. Or, connect with us online through forums, knowledge base articles and documentation.

Experienced: When problems arise, you need to talk to a someone who can help you minimize downtime. Our support engineers have deep technical expertise built on more than 28 years of SUSE history.

Treats You Like Family: Our number one goal is to get you to problem resolution. We are transparent, proactive and will communicate with you openly and honestly.

SUSE
Maxfeldstrasse
90409 Nuremberg
www.suse.com

For more information, contact SUSE at:
+1 800 796 3700 (U.S./Canada)
+49 (0)911-740 53-0 (Worldwide)

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