

# GoAhead® ASKBRIAN e-service Getting Started Guide

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GoAhead® maintains the ASKBRIAN e-service database to provide customers with access to Web-based support tools, enabling them to submit and track any incidents they may encounter. This Getting Started Guide provides a description of the incident workflow and walks users through submitting an incident, tracking its progress, and accessing the knowledge base.



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## Introduction

GoAhead maintains the ASKBRIAN e-service to provide customers with a Web-based support tool. Using the ASKBRIAN e-service, you can perform a keyword search of the solutions knowledge base and can submit and track any support-related issues you may encounter. ASKBRIAN allows you to:

- Submit new support incidents (bugs, enhancements, questions, etc.)
- Check the status on open support incidents
- Find out if a fix is available for a particular bug
- Determine what fixes a new patch provides
- Find and download technical documentation and white papers

This Getting Started Guide is intended for new users of the ASKBRIAN e-service. Basic instructions are given, explaining how to log on and how to access the knowledge base. It also provides an outline of the support incident workflow and detailed instructions for submitting and tracking support incidents.

## Logging On

Log on to the ASKBRIAN e-service by pointing a browser (Microsoft Internet Explorer 4.0 or later, Netscape Navigator 4.08 or later, or Netscape Communicator 4.5 or later) at the following URL:

<https://support.goahead.com/tmtrack>

When prompted, enter a user name and password. The first time you log on, use the username and password provided to you by GoAhead Software. Upon entering a valid user name and password, your ASKBRIAN homepage appears.

Your homepage allows you access to the knowledge base and any incidents you have submitted. If you are a new user with no submitted incidents, your homepage looks similar to Figure 1.

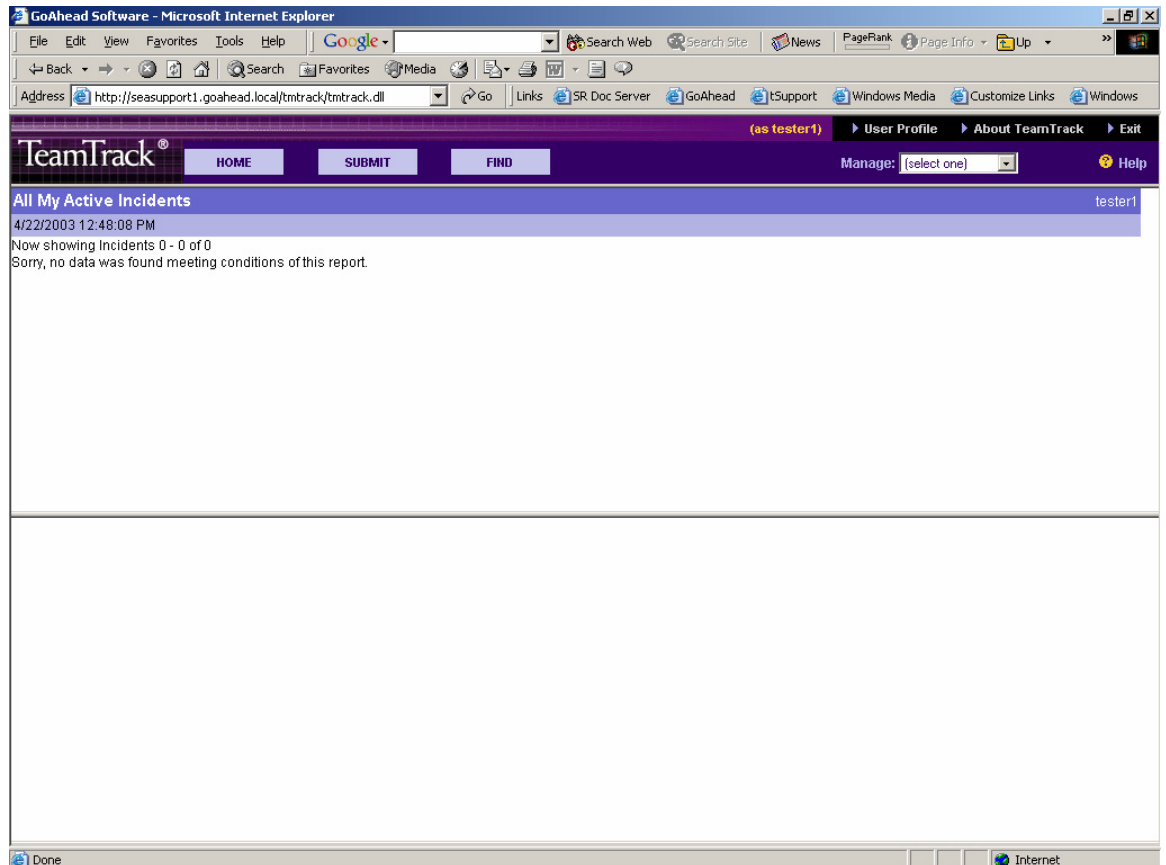


Figure 1

## **Change Your Password After Your Initial Logon**


It is important for security reasons to change your password immediately after logging on the first time to the ASKBRIAN e-service. To change your password, select “User Profile” from the ASKBRIAN menu bar and complete the password fields.

## **The Knowledge Base**

When an issue arises, the first place to get information is the ASKBRIAN knowledge base. The knowledge base is a repository of known problems and their resolutions, as well as technical documentation and white papers. You can quickly perform a keyword search of the product database before submitting your incident to the ASKBRIAN e-service.

### **Browsing the Knowledge Base**

To browse the knowledge base, select Knowledge Base from the “Manage” drop down menu on the ASKBRIAN menu bar. This expands the knowledge base folder. Expand the folders until you locate the folder you want to browse. For example, Figure 2 shows the public SelfReliant® knowledge base.

Problem summaries are listed next to the  icon. To view a description of the problem and all of its associated resolutions, click the problem summary title.

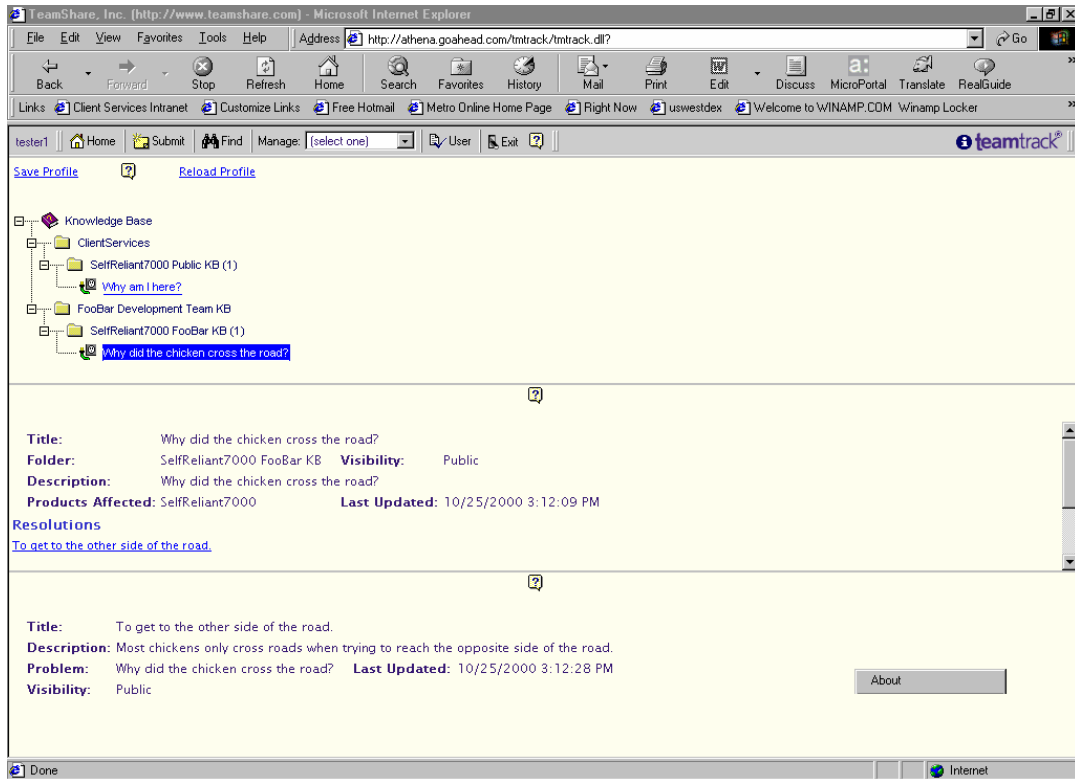


Figure 2

## Searching the Knowledge Base Using Keywords

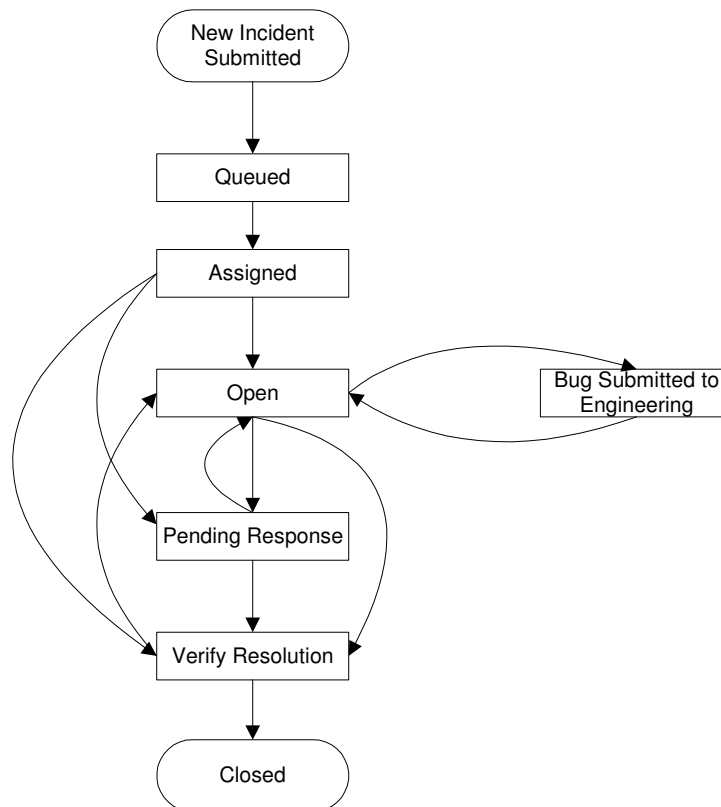
To locate something specific in the public knowledge base, you can search for the problem or resolution by using either a keyword search or the incident number.

To perform a keyword search among all problem summaries and descriptions in the knowledge base, click the FIND button, located at the top of the ASKBRIAN window. At the top of the frame that opens is a drop down menu labeled “Find in Table” Select either Problems or Resolutions. You can select another option if you want to do a keyword search in those areas, but note that only Problems or Resolutions searches the knowledge bases. Enter your keyword(s) and press Find. A list of issues that include your keyword(s) is presented. Click on any item for details about that item.

If you are unable to quickly resolve your issue via the knowledge base support tool, ASKBRIAN also provides direct assistance from GoAhead Client Services when you submit a support incident.

## Support Incident Workflow

Figure 3 illustrates the workflow for support incidents submitted to GoAhead Client Services. When a support incident is submitted, an email is sent to the submitter verifying that the incident has been successfully entered into the ASKBRIAN database. The support incident is then assigned to a Support Engineer. The Support Engineer reviews the incident and moves it to one of three possible states: Open, Pending Response or Verify Resolution. Whichever state the incident moves into, the Support Engineer acknowledges the support incident with an email to the submitter. The target time for acknowledgement by the Support Engineer is one business day from the time of submission.



*Figure 3*

The Open state indicates that a Support Engineer is working on a resolution.

The Pending Response state indicates that the Support Engineer has sent email to the submitter asking for additional information and that any further activity toward resolving the incident has stopped. The submitter must respond before the incident

can move out of the Pending Response state, either by sending email to the Support Engineer assigned to the incident or adding a note to the incident.

The Verify Resolution state indicates that the Support Engineer has suggested a resolution. An email response from the submitter verifying that the suggested resolution did or did not resolve the incident moves the incident out of this state. If there is no response after three attempts to contact the submitter, the incident is moved to the Closed state. It can be re-opened at the request of the submitter.

Once no further activity on a support incident is required, the incident is moved to the Closed state. The incident can be re-opened at any time at the request of the submitter. If an incident is in the Closed state, it is considered inactive and is represented by the 📁 icon. An incident in any state other than Closed is considered active and is represented by the 📌 icon.

A special state for defects (bugs) is the Bug Submitted to Engineering state. While an incident is in this state, it means that a bug has been entered into GoAhead's bug-tracking system and is actively being worked by GoAhead's Development organization. Once a bug has been assigned to Development, it is planned and scheduled for a release. If it is a critical issue that requires an immediate fix, the support incident remains active until the fix has been distributed via a fix release to the submitter. At this point, the support incident is moved to Verify Resolution, and after the submitter confirms that the fix addresses the bug, the support incident is moved to Closed. If it is not a critical incident, the support case is closed after the bug has been planned for a product release. The submitter is provided with the planned product release version in which the bug will be repaired and the support incident is moved to Closed.

## Submitting a Support Incident

To submit a new incident, click the SUBMIT button in the upper left-hand corner of the ASKBRIAN window. A hierarchical list of projects that you have permission to submit incidents into appears in the main window, organized by product. Figure 4 shows a project list that depicts the SelfReliant project as available for incident submission.

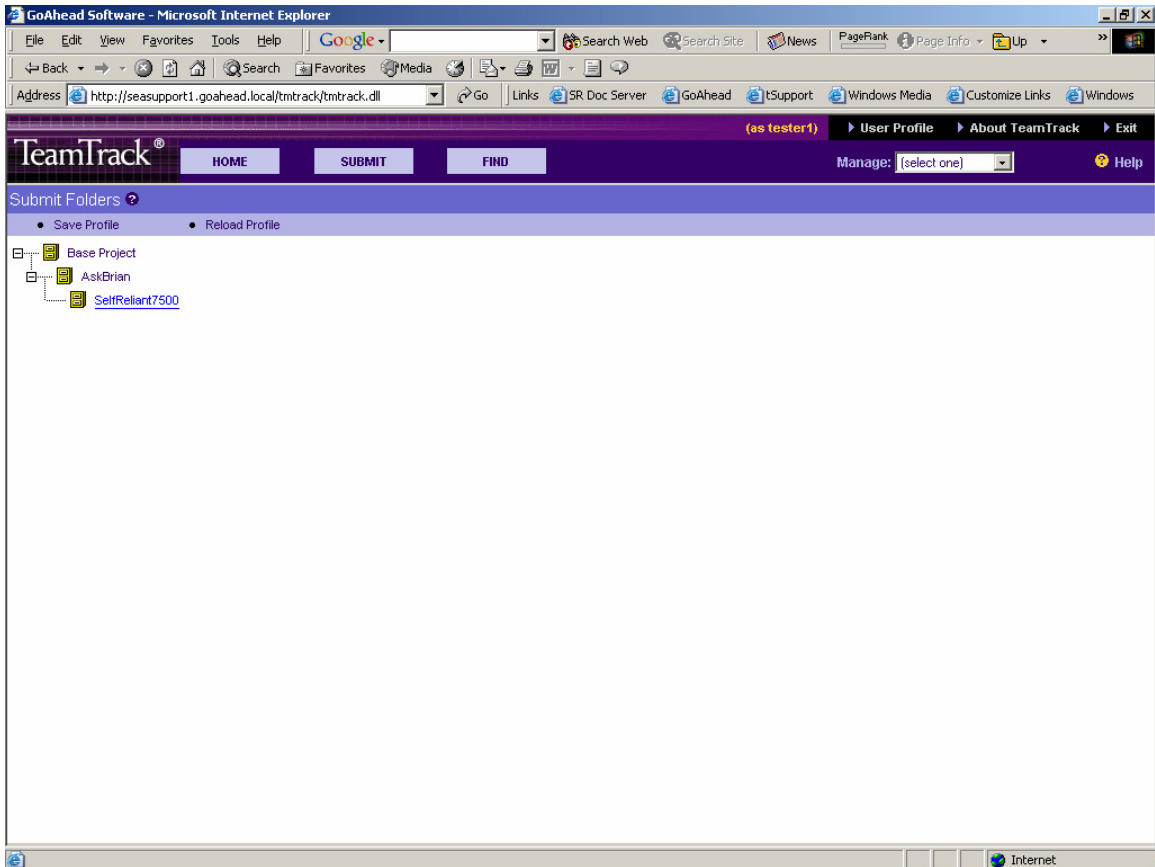


Figure 4

After selecting the appropriate project folder, you are prompted to enter information pertaining to your support incident. In the Summary, type a one-line description of your issue, In the Description, type detailed information, including as much detail as possible to reduce the amount of time needed to resolve your incident. When you finish entering all the information required, click the Submit button. You are presented with a view of your newly entered incident. A graphical representation of the incident state is shown, allowing you to track the incident status. To return to your home page view, click HOME in the upper left hand corner of the ASKBRIAN screen.

Table 1 describes in generic terms the incident impact levels. For a more complete definition of impact levels refer to your support agreement document.

**Table 1: Incident Impact Definitions**

<b>Impact</b>	<b>Description</b>
<b>1-Critical</b>	The incident is classified as 1-Critical if the customer's design, development, quality assurance, or production is on hold until the problem can be resolved; and the presence of the problem causes a non-recoverable failure and impairs a major product feature. Incidents with this classification require an immediate fix or suitable workaround and are worked at the highest priority.
<b>2-High</b>	The incident is classified as 2-High if the customer's design, development, quality assurance, or production is severely inconvenienced by the problem; and the result of the problem produces a technically severe situation. Incidents with this classification are typically planned for the next service pack.
<b>3-Medium</b>	The incident is classified as 3-Medium if the customer's design, development, quality assurance, or production is moderately inconvenienced by the problem; and the result of the problem creates a minor error. Level 3-Medium incidents are evaluated and planned for future fix releases.
<b>4-Low</b>	The incident is classified as 4-Low if the customer experiences minor or no inconvenience due to the problem. Incidents with this classification are addressed when possible.

## Steps to Take Before Submitting an Incident

You may be able to solve your problem without submitting an incident. There are several steps that ought to be taken before you submit an incident to ASKBRIAN:

- Review the documentation.
- Review the ASKBRIAN e-service Knowledge Base.
- Check trace logs for errors. Try to resolve errors that are not related to the incident.
- Make sure you are using the latest release (fix release or service pack).
- Use sample applications and extensions to verify the problem.

When you do submit an incident, including the right information can dramatically reduce the amount of turn-around time a Support Engineer needs to suggest a resolution:

- Capture and attach trace data and other useful bug detection information. If the trace data contains errors not associated with the incident, flag them as unrelated and document their cause.

- Attach sample applications, extensions, sample code, scenarios, etc., that could help the Support Engineer reproduce the problem. See the next section on Test Cases for more information.
- Determine if the problem is intermittent or whether it happens all the time, and include this information in the incident description.
- Determine whether the problem occurred as a result of new logic or existing logic. For example, did the problem not occur yesterday, but occurs today now that something new has been added? Provide this information in the problem description.
- Include as much relevant information as possible regarding the system on which the problem occurs. For example, include information about the platform configuration and the version of GoAhead software on the system having problems.

## Test Cases

To confirm and fix a support incident that describes a bug requires an isolated test case that demonstrates the bug. The minimum test case should include instructions for duplicating the problem. If needed to resolve the issue, include some simplified code to help demonstrate the defect. If you are unable to produce a test case that can be used to duplicate the problem on one of the platforms support by GoAhead, GoAhead can provide specialized troubleshooting assistance on a time and materials basis. In addition to the description, files, and URLs, attach additional notes to your support incident either upon submission or when it is in any state other than Closed. Use this capability to attach sample code and instructions for reproducing the bug.

## Tracking Incident Status

Your ASKBRIAN home page lists all of the incidents that you or other individuals on your project have submitted. Incidents are organized by product. (Depending on what permissions you have, only one product may be available.) Only active incidents appear by default on your home page view. An active incident is defined as an incident that is in any state other than Closed.

## Viewing Inactive Incidents

To view inactive incidents, click the FIND button. In the Find window, you can search all of your submitted incidents, both active and inactive. There are several built-in queries located at the bottom of the Find window.

## **Incident Correspondence and email Notifications**

You receive automatically-generated email notifications when there is a state change for any incident you submitted. If you do not want to receive these notifications, you can disable them, but they will be disabled for all incidents you submit.

A Support Engineer will correspond with you via email regarding your incidents. The ASKBRIAN database is designed to track incidents by providing succinct information about the incident's description, status, and resolution. The system also provides an email server that the submitter and Support Engineer can use to correspond regarding the support incident. When the submitter or Support Engineer originates email messages from ASKBRIAN, the messages are automatically appended to the support incident as attachments.

## **Adding notes, URLs or file attachments**

Upon submitting and reviewing an incident, you have the option of adding notes, URLs, or file attachments to the incident. Simply click the Action drop-down menu at the top of the lower frame.

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