

SUSE® Customer Support Quick Reference Guide

SUSE® Support is here when you need us. The SUSE Support website (www.suse.com/support) and SUSE Customer Center (<https://scc.suse.com>) provide access to world-class support and ensure a quick resolution. This quick reference guide is a summary of customer support best-practices. For a complete view of SUSE technical support resources and policies, refer to the SUSE Technical Support Handbook (www.suse.com/support/handbook).

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 Support Forums:**
<https://forums.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 the Forums

SUSE's Support Forums (<https://forums.suse.com>) are recognized by customers as the best in the Linux industry. Communicate with other SUSE system administrators on best-practices and solutions, search for past posts, or contribute your own expertise. Your current question or issue may have already been resolved and documented here.

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 or forums.

Prepare to Contact Support

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*

1. 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 SupportConfig tool see www.suse.com/c/free_tools/supportconfig-linux

90% of SUSE customers are satisfied with SUSE engineers, and two-thirds of SUSE customer's rate SUSE engineers with a perfect score.

Contact us at:
www.suse.com

2. 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 at www.suse.com/support/handbook/#severity.

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.

Only authorized users defined by your company users can submit a support incident via the SCC. If you would like to be added as an authorized user, or are unsure of your status, please contact entitlements@suse.com.

Monitor and Update Your Support Incident

The 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 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. For non-urgent issues, contact ccescalations@suse.com and include your support incident number.

Contact Customer Support

North America

- +1 800 858 4000 or +1 801 861 4000

South America

- +5411-5272-1091
- Brazil: +55 11 3345-3950

Europe, Middle East and Africa

- English: +31 10 286 4440
- Spanish: +31 10 286 4441
- German: +31 10 286 4442
- French: +31 10 286 4443
- Italian: +31 10 286 4445
- Polish: +48 22 537 50 97 (8 a.m. - 6 p.m. CET)

Asia Pacific and Japan

- Australia: 1800 631 733
- India: +91 80 4002 2990
- Japan +81 3 5797 8777
- Rest of Asia Pacific: 00 80080080045 or 001 80080080045

About SUSE Support

SUSE knows open source. With 25 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. 90% of SUSE customers are satisfied with SUSE engineers, and two-thirds of SUSE customer's rate SUSE engineers with a perfect score.