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 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

Support Flyer
SUSE Support
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.

   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.

   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 25 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.

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

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.

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