Customer Self Service Redesign – Version 2.4 – Sitemap

Utility Navigation

- 0.1 Sign Out
- 0.2 Profile Settings
- 0.3 Contact Support
- 0.4 Feedback
- **0.5 Search**

0.0 CAMS

3.0 Home

4.0 Contracts

4.1 Contract Details

2.0 Accounts

1.0 Tickets

2.1 View/Edit Account

2.2 Account Selections

1.1 Create New Ticket

1.3 Watch Tickets

1.2 View/Edit Ticket

2.1.3 Clone Environment

2.3 Environment Details

1.2.2 Escalate to Management

1.2.1 Add New Event

2.4 Quick New Environment

2.1.1 Add New Environment

2.1.2 View/Edit Environment

2.1.4 Contact Details

Accounts Tab

Tickets Tab

2 Sections displayed on the home tab:

My Alerts
Support News
OT Customer Support Tweets

1 Sections displayed for each account:

Contacts
Environments
Attachments
Emails

Legend

- ↓ Gateway to the site
- — Relationship between pages
- → Path flow
- ▭ Page
- ⬚ Group of related pages
- ▨ External resource
- ▭ Popup layer
- **New for this Phase**

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

Welcome to Customer Self Service

I would like to: [--Choose a Quick Action-- ▼]   **Ticket #** [   ] [>]

| Open a new ticket |
| Add a new site |
| Edit my preferences |
| Search |

My Alerts

⚠ **Maintenance for Content Server ends 10/27/2011.** Please renew contract 12034799 before this date to prevent any interruption in support.

Event added to ticket 999255 on 5/3/2011.

Ticket 989198 'Need help with this issue please' was assigned to a customer support representative.

You opened ticket 989198 on 5/3/2011.

Ticket 990153 was closed by shayes on 5/3/2011.

Event added to ticket 999255 on 5/3/2011.

Ticket 989198 'Need help with this issue please' was assigned to a customer support representative.

You opened ticket 989198 on 5/3/2011.

Ticket 990153 was closed by shayes on 5/3/2011.

Event added to ticket 999255 on 5/3/2011.

Ticket 989198 'Need help with this issue please' was assigned to a customer support representative.

You opened ticket 989198 on 5/3/2011.

Ticket 990153 was closed by shayes on 5/3/2011.

Event added to ticket 999255 on 5/3/2011.

Ticket 989198 'Need help with this issue please' was assigned to a customer support representative.

You opened ticket 989198 on 5/3/2011.

Ticket 990153 was closed by shayes on 5/3/2011.

Event added to ticket 999255 on 5/3/2011.

Ticket 989198 'Need help with this issue please' was assigned to a customer support representative.

You opened ticket 989198 on 5/3/2011.

Ticket 990153 was closed by shayes on 5/3/2011.

Event added to ticket 999255 on 5/3/2011.

Ticket 989198 'Need help with this issue please' was assigned to a customer support representative.

Support News

We will be performing system maintenance starting 7/15/2011 at 09:00PM EDT. The system will be unavailable until 7/16/2011 at 01:00AM EDT.

During this time, you will not be able to open new tickets or change information for current tickets. If you have an immediate support need during this maintenance period, please contact your local support center.

Customer Alerts and Content World 365 Have Gone to the Blogs…

Customer Alerts and Content World 365 blogs have been established on the KC. With this change, customers and partners now have the ability to manage their own Customer Alert and Content World 365 subscriptions. Read more

OT Customer Care Tweets

OTCC **OTCC** OpenTextCustomerCare New #OTKB article: #OpenText #eDOCS - "Creating a Custom Event Handler in eDOCS DM" http://owl.li/4O9Ct *18 minutes ago*

OTCC **OTCC** OpenTextCustomerCare "Best Practices - Managing Update Cumulative Patches in #OpenText #ContentServer" http://owl.li/4NTwm #OTCT *1 hour ago*

OTCC **OTCC** OpenTextCustomerCare RT @lptacek: #OpenText Conversations aggregates most blogs related to OpenText: http://owl.li/4NT8Y *1 hour ago*

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

Tickets

Ticket # [   ] [Go]

Displaying tickets for accounts: **OpenText Corp HQ, OpenText EMEA, OpenText APAC**

[Change account selections](#) to control which tickets display in the list.

Open New Ticket   Watch Tickets   **View** [My Watched Tickets ▼]   Export

Displaying tickets **1-4** of **4**   View All |◀ ◀ | Page [1 ▼] of 1 | ▶ ▶|

Ticket # ▲	Subject	Created	Last Modified	Priority	Status	Contact	Account	Original Ticket #
314767	RF relocation for mat	3/2/2011	3/2/2011 3:45PM	3	Open	Bob Smith	OpenTex	
140099	Trouble installing late	8/01/2007	8/15/2007 6:15AM	1	Open	Ted Parkins	OpenTex	
140001	Can't access reports	7/11/2007	6/30/2008 8:55PM	3	Open	Jill Engleman	OpenTex	
139400	The login default view	12/17/2006	3/12/2007 9:15AM	3	Open	Tara Bint	OpenTex	

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

Watch Tickets

Use the checkboxes to select which tickets you want to receive email notifications for.

Only tickets that

- Are not closed
- Were created by another user

should be available in the "watch" list.

[Export](#)

Displaying tickets **1-44** of **44**   [View Paginated](#) |◀ ◀ | Page [1 ▼] of 1 | ▶ ▶|

☑	Ticket # ▲	Subject	Created	Last Modified	Priority	Status	Contact	Account
☑	314767	RF relocation for mat	3/2/2011	3/2/2011 3:45PM	3	Open	Bob Smith	OpenText Corp HQ
☐	300622	Unable to complete m	12/31/2009	8/15/2007 6:15AM	2	Open	Ted Parkins	OpenText Corp HQ
☐	299400	Latest version has a b	10/11/2008	6/30/2008 8:55PM	3	Action-Cu	Jill Engleman	OpenText Corp HQ
☐	298313	Please contact us to c	9/13/2008	3/12/2007 9:15AM	3	Action-Op	Tara Bint	OpenText EMEA
☐	200222	Request for new supp	3/12/2008	3/2/2011 3:45PM	3	Open	Bob Smith	OpenText Corp HQ
☑	140099	Trouble installing late	8/01/2007	8/15/2007 6:15AM	1	Open	Ted Parkins	OpenText Corp HQ
☑	140001	Can't access reports	7/11/2007	6/30/2008 8:55PM	3	Open	Jill Engleman	OpenText Corp HQ
☑	139400	The login default view	12/17/2006	3/12/2007 9:15AM	3	Open	Tara Bint	OpenText Corp HQ
☐	138999	Another issue with ins	11/09/2006	3/2/2011 3:45PM	3	Open	Bob Smith	OpenText Corp HQ
☐	137500	Found a bug in the lat	7/7/2006	8/15/2007 6:15AM	2	Bug	Ted Parkins	OpenText Corp HQ

[Save]   [Cancel](#)

Search [_____] [>]

| Home | Tickets | Accounts | Contracts |

New Ticket

*An * indicates a required field.*

Status
Open

Priority *
[3 - Normal ▼]

'Product Line', 'Application' and 'Application Version' should auto-populate based on the Environment selected.

'Product Line' and 'Application' should NOT be editable unless the user has selected "N/A" for his Environment.

An option of "Not Listed" should be available for 'Application Version'.

'Add New Environment' option is always available. If a new environment is created from this link, it should then be selected automatically in the 'Environment' drop down.

Contact Details

Contact
Sean Hayes
+1.602.555.8888
sean.hayes@opentext.com

Preferred Contact Method
[CSS ▼]

Contact Language
[English ▼]

Account *
[OpenText Corp HQ ▼]

Environment *
[My Awesome Test Environment ▼]

View Selected Environment Details

Add New Environment

Product Line *
[Vignette ▼]

Application *
[Vignette Content Management ▼]

Application Version *
[7.3.1 ▼]

Preferred Phone Numbers
Separate numbers with ;
[+1.602.555.8888 ▲▼]

Preferred Email Addresses
Separate addresses with ;
[sean.hayes@opentext.com ▲▼]

Ticket Details

Subject *
[_____]

Description *
[_____]

Attachments

*The number of attachments is unlimited but **each file cannot exceed 25MB**. To upload files larger than 25MB, request an FTP account.*

Change "Contact Support" to a "request an FTP account" link for users who know they have files that exceed 25MB.

File Name	Size	Status

[Add Files] [Start Upload]   0 b   0%

[Save]   Cancel

2011-08-16

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

New Ticket

*An * indicates a required field.*

Status
Open

Priority *
[3 - Normal   ▼]

Contact Details

Contact
Sean Hayes
+1.602.555.8888
sean.hayes@opentext.com

Preferred Contact Method
[CSS   ▼]

Contact Language
[English   ▼]

Account *
[OpenText Corp HQ   ▼]

Environment *
[My Awesome Test Environment   ▼]

View Selected Environment Details

Add New Environment

Product Line *
[Vignette   ▼]

Application *
[Vignette Content Management   ▼]

Application Version *
[7.3.1   ▼]

Preferred Phone Numbers
Separate numbers with ;
[+1.602.555.8888   ▲
                         ▼]

Preferred Email Addresses
Separate addresses with ;
[sean.hayes@opentext.com ▲
                          ▼]

Ticket Details

Subject *
[   ]

Description *
[▲
                                                               ▼]

Attachments

*The number of attachments is unlimited but **each file cannot exceed 25MB**.*

Your username and password will be emailed to your contact email address and will be added as an Event to this ticket.

Your FTP account information will be available once you have saved this new ticket and will be valid for 30 days.

File Name	Size	Status

2011-08-18

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

New Ticket

*An * indicates a required field.*

Status
Open

Priority *
[3 - Normal   ▼]

Contact Details

Contact
Sean Hayes
+1.602.555.8888
sean.hayes@opentext.com

Preferred Contact Method
[CSS   ▼]

Contact Language
[English   ▼]

Account *
[OpenText Corp HQ   ▼]

Environment *
[My Awesome Test Environment   ▼]

View Selected Environment Details

Add New Environment

Product Line *
[Vignette   ▼]

Application *
[Vignette Content Management   ▼]

Application Version *
[7.3.1   ▼]

Preferred Phone Numbers
Separate numbers with ;
[+1.602.555.8888   ▲
                                     ▼]

Preferred Email Addresses
Separate addresses with ;
[sean.hayes@opentext.com   ▲
                                     ▼]

Ticket Details

Subject *
[   ]

Description *
[   ]

The page at https://css.opentext.com says: ⊠

ERROR: File too large - logs.zip

An FTP account for uploading files larger than 25MB to this
ticket will be created automatically once you have saved this
new ticket.

Your username and password will be emailed to your contact
email address and will be added as an Event to this ticket.

[OK]

Attachments

*The number of attachments is unlimited but **each file cannot exceed 25MB**.*

Your FTP account information will be available once you have saved this new
ticket and will be valid for 30 days.

File Name	Size	Status

Add Files   Start Upload   0 b   0%

2011-08-18

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

Ticket #1088500: VCM Issue

FTP Account Enabled | Escalate to Management | ☐ Watch This Ticket

Ticket created successfully, but file attachment failed. An FTP account for uploading files larger than 25MB was automatically created for this ticket.

Your user name and password were emailed to your contact email address and were added as an Event to this ticket.

If you need assistance with this issue, please Contact Support

Use Case 3

If a user attempts to upload a file larger than 25MB via the HTML4 uploader, the system will queue auto-provisioning of FTP credentials upon new ticket creation.

This status message will appear in place of the current message.

Created: 8/7/2011 12:36PM   **Last Modified:** 8/7/2011 at 12:36PM by Sean Hayes

Status   **Priority**
[Open   ▼]   [3 - Normal   ▼]

+ Contact Details

[Save]   Cancel

+ Ticket Details

- Event Details

Add New Event   Expand All   Export

Displaying events **1-1** of **1**   View All ⟨⟨ ⟨ | Page [1 ▼] of 1 | ⟩ ⟩⟩

Event Subject	Created ▲	Added By	Attachments
− FTP Account Information	8/7/2011	Administrator	

Use this FTP information to upload files larger than 25MB to this ticket. Your FTP account will expire on 9/7/2011.

FTP Server: ftp.opentext.com

Username: 1088500shayes

Password: j92*as!3

Search [_____] [>]

Home	Tickets	Accounts	Contracts

Ticket #1088499: Bug during installation process

Request FTP Account | Escalate to Management | ☐ Watch This Ticket

An FTP account for uploading files larger than 25MB to this ticket has been created and is valid for 30 days.

Your username and password have been emailed to your contact email address and were added as an Event to this ticket.

Created: 8/1/2011 11:15AM   **Last Modified:** 8/1/2011 at 11:43AM by Administrator

Status
[Open   ▼]

Priority
[3 - Normal   ▼]

+ Contact Details

[Save]   Cancel

+ Ticket Details

- Event Details

Add New Event   Expand All   Export

Displaying events **1-1** of **1**   View All |◀ ◀ | Page [1 ▼] of 1 | ▶ ▶|

Event Subject	Created ▲	Added By	Attachments
⊟ FTP Account Information	8/1/2011	Administrator	

Use this FTP information to upload files larger than 25MB to this ticket. Your FTP account will expire on 9/7/2011.

FTP Server: ftp.opentext.com

Username: 1088499shayes

Password: k33*d00#

2011-08-18

Profile Settings   Contact Us   Feedback   Sign Out   Help

Search [_____] [>]

| Home | Tickets | Accounts | Contracts |

Ticket #1088499: B

Request FTP Account | Escalate

Created: 8/1/2011 11:15AM

Status
[Open   ▼]

+ Contact Details

[Save]   Cancel

+ Ticket Details

- Event Details

Add New Event   Expand All

No events to display

Event Subject

Export

|◀ ◀ | Page [1 ▼] of 1 | ▶ ▶|

New Event

Subject *

[_____]

> The page at https://css.opentext.com says: [✕]
>
> An FTP account for uploading files larger than 25MB to this
> ticket has been created.
>
> Your username and password were emailed to your contact
> email address and will be added as an Event to this ticket.
>
> [OK]

Attachments

*The number of attachments is unlimited but **each file cannot exceed 25MB**. To upload files larger than 25MB,* request an FTP account.

File Name

[   ]

[Add Files] [Start Upload]   **0 b**   **0%**

[Save]   Cancel

2011-08-18

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

Ticket #1088499: B

Request FTP Account | Escalate

Created: 8/1/2011 11:15AM

Status
[Open ▼]

+ Contact Details

[Save]   Cancel

+ Ticket Details

- Event Details

Add New Event   Expand All

No events to display

Event Subject

New Event

Subject *

N

The page at https://css.opentext.com says: ⊠

ERROR: File too large - logs.zip

An FTP account for uploading files larger than 25MB to this ticket has been created.

Your username and password were emailed to your contact email address and will be added as an Event to this ticket.

[OK]

Attachments

*The number of attachments is unlimited but **each file cannot exceed 25MB**. To upload files larger than 25MB, request an FTP account.*

File Name		Size	Status

[Add Files]   [Start Upload]   0 b   0%

[Save]   Cancel

Export

|◀ ◀ | Page [1 ▼] of 1 | ▶ ▶|

2011-08-18

Profile Settings   Contact Us   Feedback   Sign Out   Help

Search [＿＿＿＿＿＿＿] [>]

| Home | Tickets | Accounts | Contracts |

Ticket #1088499: B
FTP Account Enabled | Escalate t

Created: 8/1/2011 11:15AM

Status
[Open   ▼]

+ Contact Details

[Save]   Cancel

+ Ticket Details

- Event Details

Add New Event   Expand All

Displaying events **1-1** of **1**

Event Subject
[+] FTP Account Information

New Event

Subject *

N

The page at https://css.opentext.com says: [✕]

ERROR: File too large - logs.zip

An FTP account for uploading files larger than 25MB already exists for this account.

The username and password were emailed to your contact email address and are available as an Event to this ticket.

[OK]

Attachments

*The number of attachments is unlimited but **each file cannot exceed 25MB**. To upload files larger than 25MB, use your FTP account.*

File Name

[Add Files] [Start Upload]   0 b   0%

[Save]   Cancel

Export

|◀ ◀ | Page [1 ▼] of 1 | ▶ ▶|

2011-08-18

Profile Settings   Contact Us   Feedback   Sign Out   Help

Search [_____] [>]

| Home | Tickets | Accounts | Contracts |

Ticket #1088501: Trouble with VCA taglib

FTP Account Enabled | Escalate to Management | ☐ Watch This Ticket

'Request FTP Account'
link should change to
'FTP Account Enabled'
when valid credentials
are available for the
ticket.

Event created successfully, but file attachment failed.

If you need assistance with this issue, please Contact Support

Created: 8/10/2011 12:11PM   **Last Modified:** 8/10/2011 at 1:50PM by Administrator

Status   **Priority**

| Open ▼ | | 3 - Normal ▼ |

+ Contact Details

[Save]   Cancel

+ Ticket Details

- Event Details

Use Case 8

If a user attempts to upload a
file larger than 25MB via the
HTML4 uploader in the New
Event window, the system will
queue auto-provisioning of FTP
credentials upon new event
creation.

This popup message and this
status message will appear in
place of the current messages.

Message from webpage   ⊠

File attachment failed because it exceeded 25MB. An FTP
account for uploading files larger than 25MB has been
created for this ticket. Your username and password were
emailed to your contact email address and were added as
an Event to this ticket.

                         [OK]

Add New Event   Expand All   Export

Displaying events **1-2** of **2**   View All |◀ ◀ | Page [1 ▼] of 1 | ▶ ▶|

Event Subject	Created ▲	Added By	Attachments
⊞ FTP Account Information	8/10/2011	Administrator	
⊞ Adding log file	8/10/2011	Sean Hayes	

2011-08-18

Profile Settings   Contact Us   Feedback   Sign Out   Help

Search [＿＿＿＿＿＿＿] [>]

| Home | Tickets | Accounts | Contracts |

Ticket #1088501: Trouble with VCA taglib

FTP Account Enabled | Escalate to Management | ☐ Watch This Ticket

'Request FTP Account' link should change to 'FTP Account Enabled' when valid credentials are available for the ticket.

Event created successfully, but file attachment failed.

If you need assistance with this issue, please Contact Support

Created: 8/10/2011 12:11PM   **Last Modified:** 8/12/2011 at 8:04M by Sean Hayes

Status
[Open   ▼]

Priority
[3 - Normal   ▼]

Use Case 9

If a user attempts to upload a file larger than 25MB via the HTML4 uploader in the New Event window and a valid FTP account already exists, the user should be notified of how to access the FTP account credentials. Another FTP account should not be provisioned.

This popup message and this status message will appear in place of the current messages.

+ Contact Details

[Save]   Cancel

+ Ticket Details

– Event Details

Add New Event   Expand All

Message from webpage   ☒

File attachment failed because it exceeded 25MB. An FTP account for uploading files larger than 25MB already exists for this account.

The username and password were emailed to your contact email address and are available as an Event to this ticket.

[OK]

Export

Displaying events **1-2** of **2**   View All |◀ ◀ | Page [1 ▼] of 1 | ▶ ▶|

Event Subject	Created ▲	Added By	Attachments
⊞ Adding log file	8/12/2011	Sean Hayes	
⊞ FTP Account Information	8/10/2011	Administrator	

2011-08-18

Search [_____] [>]

| Home | Tickets | Accounts | Contracts |

New Ticket

*An * indicates a required field.*

Status
Open

Priority *
[3 - Normal   ▼]

Contact Details

Contact
Sean Hayes
+1.602.555.8
sean.hayes@o

Account *

Preferred Phone Numbers
...bers with ;
8888 ▲
▼

New Environment

Account: OpenText Corp HQ

*An * indicates a required field.*

Environment Name *
[_____]

Status *
[Active   ▼]

Type *
[Production   ▼]

Product Line *
[--Select--   ▼]

Application
[--Not Available--   ▼]

Application Version
[--Not Available--   ▼]

Additional configurations can be made to this environment after creation by accessing it from the dashboard page for this account.

[Save]   Cancel

Preferred Cont
[CSS]

Contact Langu
[English]

nail Addresses
...resses with ;
opentext.com ▲
▼

Ticket Deta

Subject *
[ ]

Description *
[▲
                                    ▼]

Attachments

The number of attachments is unlimited but each file cannot exceed 25MB. Please contact support *if you need to upload a file larger than 25MB.*

File Name	Size	Status
		▲
		▼

[Add Files] [Start Upload]   0 b   0%

[Save]   Cancel

Search [   ] [>]

Home	Tickets	Accounts	Contracts

Ticket #300515: Support Quotes

Escalate to Management | Watch Ticket

<div style="background:yellow">
Escalate to Management link should only available for "Vignette" product line for now.

After ticket has been escalated, remove link and replace with text "Ticket Escalated".

"Watch Ticket" should take effect immediately w/o having to save the ticket. Once this link is clicked, the text should change to "Unwatch Ticket".
</div>

Created: 1/27/2011 5:16PM

Last Modified: 2/18/2011 at 11:05AM by Sean Hayes

Status
[Open   ▼]

Priority
[3 - Normal   ▼]

- Contact Details

Contact
Sean Hayes
+1.602.555.8888
sean.hayes@opentext.com

Preferred Contact Method
[CSS   ▼]

Contact Language
[English   ▼]

Account
OpenText Corp HQ

Environment
My Awesome Test Environment

Product Line
Vignette

Application
Vignette Content Management

Application Version
[7.3.1   ▼]

Preferred Phone Numbers
Separate numbers with ;
[+1.602.555.8888   ]

Preferred Email Addresses
Separate addresses with ;
[sean.hayes@opentext.com   ]

[Save]   Cancel

+ Ticket Details

- Event Details

Add New Event   Expand All   Export

Displaying events **1-4** of **4**

View All |◀ ◀ | Page [1 ▼] of 1 | ▶ ▶|

Event Subject	Created ▲	Added By	Attachments
− Installation guide	2/18/2011	Sean Hayes	1: installguide.pdf (24MB)
The same issue happened again around 11:07am today. VCM logs, which were generated today, are attached into the ticket, and heap dump, which was got after VCM restarted, is attached into the ticket too. startup timestamp: <Jul 7, 2010 11:07:23 AM EDT> <Info> <NodeManager@*.*:37055> <BaseProcessControl: saving process id of WebLogic Managed server 'VgnVCMServer', pid: 10868> We'd like to know what the root cause is about the issue. Thanks			
+ Have a few more questions to add	2/3/2011	Sean Hayes	
+ Forgot to add the files	1/28/2011	Sean Hayes	5: log.txt (3MB), screen-shot.jpg (5.6MB), 22143.jpg (1.1MB), serverlog.txt (22.9MB), core-dump.png (4.74MB)
+ Opening Ticket Attachments	1/27/2011	Sean Hayes	2: fn-prod-vcm-logs-20110127.tar.gz (24MB), screenshot.jpg (1MB)

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

Ticket #300515: Support Quotes

Escalate to Management | Watch Ticket

Created: 1/27/2011 5:16PM   **Last Modified:** 2/18/2011 at 11:05AM by Sean Hayes

Status   **Priority**
[Open   ▼]   [2 - Serious   ▼]

<div style="background-color: yellow;">
If users change the Priority value of a ticket from 3 to 2, they will receive this popup message immediately. The system will reset the SLA agreement timeframe upon ticket save.
</div>

+ Contact Details

[Save]   Cancel

+ Ticket Details

- Event Details

Add New Event   Expand All   Export

Displaying events **1-4** of **4**   View All |◀ ◀ | Page [1 ▼] of 1 | ▶ ▶|

Event Subject	Created ▲	Added By	Attachments
⊞ Installation guide	2/18/2011	Sean Hayes	1: installguide.pdf (24MB)
⊞ Have a few more questions to add	2/3/2011	Sean Hayes	
⊞ Forgot to add the files	1/28/2011	Sean Hayes	5: log.txt (3MB), screen-shot.jpg (5.6MB), 22143.jpg (1.1MB), serverlog.txt (22.9MB), core-dump.png (4.74MB)
⊞ Opening Ticket Attachments	1/27/2011	Sean Hayes	2: fn-prod-vcm-logs-20110127.tar.gz (24MB), screenshot.jpg (1MB)

The webpage at http://css.opentext.com/ says: ☒

By changing the severity, you agree to reset the start time for the Service Level Agreement for response. The time will be reset when this ticket is saved.

[OK]

2011-08-31

Search [_____] [>]

| Home | Tickets | Accounts | Contracts |

Ticket #300515: Support Quotes

Escalate to Management | Unwatch Ticket

Created: 1/27/2011 5:16PM   **Last Modified:** 2/18/2011 at 11:05AM by Sean Hayes

Status
[Open   ▼]

+ Contact Details

[Save]   Cancel

+ Ticket Details

– Event Details

Add New Event

Displaying emails **1-4** of **4**

Event Subject
⊟ Installation guide

The same issue happened aga[i] ... attached into the ticket, and h ... too.

startup timestamp:
<Jul 7, 2010 11:07:23 AM EDT ... process id of WebLogic Managed server 'VgnVCMServer', pid: 10868>

We'd like to know what the root cause is about the issue. Thanks

⊞ Have a few more questions to add	2/3/2011	Sean Hayes	
⊞ Forgot to add the files	1/28/2011	Sean Hayes	5: log.txt (3MB), screen-shot.jpg (5.6MB), 22143.jpg (1.1MB), serverlog.txt (22.9MB), core-dump.png (4.74MB)
⊞ Opening Ticket Attachments	1/27/2011	Sean Hayes	2: fn-prod-vcm-logs-20110127.tar.gz (24MB), screenshot.jpg (1MB)

Escalate Ticket #300515

*An * indicates a required field.*

What type of escalation would you like to make? *
[--Select--   ▼]

What type of problem are you experiencing? *
[--Select--   ▼]

How would you like to be contacted? *

○ Email   [sean.hayes@opentext.com]

○ Telephone   [+1.602.555.8888]

Please provide any additional comments.

[   ]

[Save]   Cancel

Escalation options:
- Talk with a manager regarding the quality of service
- Request increase to Priority 1
- Other

Problem options:
- Response time too slow
- Support Engineer not accessible
- Support Engineer does not have the technical skills to help with my problem
- Support Engineer not behaving professionally
- Feel you are entitled to after hours support
- Other

Search [_____] [>]

| Home | Tickets | Accounts | Contracts |

Account: OpenText Corp HQ

Summary Details

Only display address sub-fields that have values.

CSS Nickname
[OpenText Corp HQ]

Primary Contact
[Sean Hayes   ▼]

End User Code
UE001455675332

Primary Phone Number
[+1.602.555.8888]

Alternate Phone Number
[+1.717.904.9898]

Fax Number
[+1.425.795.8950]

Address

Address 1: 275 Frank Tompa Drive
City: Waterloo
State/Province: ON
Zip/Postal Code: N2L 0A1
Country: CA

To change your address information, please contact your local support department.

[Save]   Cancel

+ Contacts

- Environments

Add New Environment   Clone Environment   Export

Displaying environments **6-10 of 12**   View All |◀ ◀ | Page [2 ▼] of 3 | ▶ ▶|

Environment Name	Type	Status ▲	Product Line
wlideavapdv01	Development	Active	Vignette Portal
wlideavapqa01	QA	Active	Vignette Portal
wlideawebpr01	Production	Active	Vignette Portal
wlcsswebqa01	QA	Inactive	Vignette Portal
wlcsswebqa02	QA	Inactive	Vignette Portal

- Attachments

Add New Attachment   Export

Displaying attachments **1-5 of 27**   View All |◀ ◀ | Page [1 ▼] of 6 | ▶ ▶|

File Name	Created ▲	Added By
serverlog.txt (2MB)	2011/03/01	Sean Hayes
installguide.pdf (22.1MB)	2011/02/28	Support
screenshot.jpg (1.75MB)	2011/02/22	Jill Anderson
logs.zip (24.9MB)	2011/01/17	Sean Hayes
serverlogs20110105.txt (19MB)	2011/01/05	Aaron Cure

- Emails

Expand All   Export

Displaying emails **31-35 of 35**   View All |◀ ◀ | Page [7 ▼] of 7 | ▶ ▶|

Subject	Created ▲	From
+ Some more information	2011/03/05	sean.hayes@opentext.com

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

New Environment

Required fields are marked with (*)

Environment Name (*)

[   ]

Status (*)

[Active   ▼]

Type (*)

[Production   ▼]

Product Line (*)

[--Select--   ▼]

Environment Details

*Select **Application** and **Application Version** to view available configuration options.*

Application

[--Not Available--   ▼]

Application Version

[--Not Available--   ▼]

The 12 additional configuration fields are hidden. Once an "Application" and" Application Version" are selected, those fields that have selectable values will become visible.

Comments

[   ]

[Save]   Cancel

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

New Environment

Required fields are marked with (*)

Environment Name (*)

[   ]

Status (*)

[Active   ▼]

Type (*)

[Production   ▼]

Product Line (*)

[Vignette   ▼]

Environment Details

Select **Application** and **Application Version** to view available configuration options.

Application

[V7 VCM   ▼]

Application Version

[-N/A-   ▼]

No other configurations are available for this application version.

If none of the 12 additional configuration fields have selectable values, this message will display instead of any fields.

Comments

[   ]

[Save]   Cancel

2011-08-05

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

New Environment

Required fields are marked with (*)

Environment Name (*)

[   ]

Status (*)

[Active   ▼]

Type (*)

[Production   ▼]

Product Line (*)

[Bluebird   ▼]

Environment Details

*Select **Application** and **Application Version** to view available configuration options.*

Application

[ODOC   ▼]

Application Version

[2.6.0   ▼]

Application Server and Version

[Livelink 9.1   ▼]

If any of the 12 additional configuration fields have selectable values, those fields only will become unhidden once "Application" and "Application Version" are selected.

Comments

[   ]

[Save]   Cancel

2011-08-05

Profile Settings   Contact Us   Feedback   Sign Out   Help

Search [_____] [>]

| Home | Tickets | Accounts | Contracts |

Account: OpenText Corp HQ

Summary Details

CSS Nickname
[OpenText Corp HQ]

Primary Contact
[Sean Hayes ▼]

End User Code
UE001455675332

Primary Phone Number
[+1.602.555.8888]

Alternate Phone Number
[+1.717.904.9898]

Fax Number
[+1.425.795.8950]

Address

Address 1: 275 Frank Tompa Drive
City: Waterloo
State/Province: ON
Zip/Postal Code: N2L 0A1
Country: CA

To change your address information, please contact your local support department.

[Save]   Cancel

+ Contacts

- Environments

Add New Environment   Clone Enviro...   ...port

Displaying environments **6-10 of 12**   ...ew   ...▶|

Clone Environment

Which environment do you want to clone?

| --Select-- ▼ |
| wlideavapdv01 – Vignette Portal |
| wlideavapqa01 – Vignette Portal |
| wlideawebpr01 – Vignette Portal |
| wlcsswebqa01 – Vignette Portal |
| wlcsswebqa02 – Vignette Portal |

[Continue]   Cancel

Environment Name			t Line
wlideavapdv01			e Portal
wlideavapqa01			e Portal
wlideawebpr01			e Portal
wlcsswebqa01	QA	Inactive	Vignette Portal
wlcsswebqa02	QA	Inactive	Vignette Portal

- Attachments

Add New Attachment   Export

Displaying attachments **1-5 of 27**   View All |◀ ◀ | Page [1 ▼] of 6 | ▶ ▶|

File Name	Created ▲	Added By
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logs.zip (24.9MB)	2011/01/17	Sean Hayes
serverlogs20110105.txt (19MB)	2011/01/05	Aaron Cure

- Emails

Expand All   Export

Displaying emails **31-35 of 35**   View All |◀ ◀ | Page [7 ▼] of 7 | ▶ ▶|

Subject	Created ▲	From
[+] Some more information	2011/03/05	sean.hayes@opentext.com
[+] What's up	2011/03/03	helpdesk@opentext.com

2011-08-05

Profile Settings   Contact Us   Feedback   Sign Out   Help

[>]

| Home | Tickets | Accounts | Contracts |

Contracts

On **export**, these additional fields need to be included:

- Bill to Number
- SUIDs (could be several, comma separate)
- Serial Numbers (could be several, comma separate)
- Invoice Number
- Invoice Date
- Customer PO Number

Export

Displaying contracts **1-7** of 7

View All |◀ ◀ | Page [1 ▼] of 1 | ▶ ▶|

Contract#	Start Date	End Date		End User Code	End User Name	Bill To	Product
12034349	1/1/2011	12/31/2013	✔	EU0029218	Acme	Open Solutions Inc.	Content Server
12034349	2/3/2010	2/2/2012	✔	EU00292888	Apex	Open Solutions Inc.	Right Fax
12055555	11/14/2010	11/13/2011	✔	EU00292999	Pinnacle	Open Solutions Inc.	CVS
12032194	9/18/2003	**9/17/2011**	⚠	EU0029218	Acme	Open Solutions Inc.	Hummingbird
12034333	3/31/2006	3/30/2011	✖	EU0029218	Acme	Open Solutions Inc.	Vignette
12034735	1/7/2010	1/8/2011	✖	EU0029218	Acme	Open Solutions Inc.	RedDot
12033616	5/5/2009	10/11/2010	✖	EU0029218	Acme	Open Solutions Inc.	LiveLink

Contract# is not unique; can repeat with different date ranges upon renewal. Invoice# is unique.

2011-08-19

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

Contract #12034349

Invoice Date: 9/24/2010

Invoice Number: SUS08177102

Customer PO Number: OSI01-0000030392

End User Name: Acme

End User Code: EU0029218

Bill To Name: Open Solutions, Inc.

Bill To Number: 152983

Alerts

Your maintenance contract is in **good standing**.

Your maintenance **ends 31 December**! Please contact your support representative before this date to renew to avoid any lapse in support availability.

You have **premium level support** for Content Server.

Line Items

Export

Displaying line items **1-3** of 3

'SUID' and 'Serial Number' apply only to two product lines—hide these two columns when not applicable.

View All |◀ ◀ | Page [1 ▼] of 1 | ▶ ▶|

Product Line ▲	Description	SUID	Serial Number	Quantity	SKU	Start Date	End Date	
Content Server	description			1	9991	1/1/2011	12/31/2011	✔
Records Manag	description			1	9992	1/1/2011	12/31/2011	✔
eDiscovery	description			1	9993	1/1/2011	12/31/2011	✔

2011-08-23

Search [   ] [>]

| Home | Tickets | Accounts | Contracts |

Search Results

[vignette] [Search]

Your search for: **vignette** returned **151 results** - *Clear search results*

*Search currently works for **Tickets only**. We will be extending the search functionality in the near future.*

All   Tickets   Accounts   Contracts

Displaying results 1-5 of 151

chrome attachment test (Ticket #1088247)

Last Modified: 5/4/2011 11:28AM by ITSMMiddleware

Lorem ipsum onsectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim vignette quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

New ticket with attachments. (Ticket #1088246)

Last Modified: 5/2/2011 11:58AM by ITSMMiddleware

Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse vignette consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum.

肿瘤内科学全球核心教程推荐书 subject from clay (Ticket #1088245)

Last Modified: 4/29/2011 0:49PM by ITSMMiddleware

Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea vignette consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum zzril delenit augue duis dolore te feugait nulla facilisi. Nam liber tempor.

SUID: 30852-12107 Captaris RightFax Priority Upgrade Request - RENAULT TRUCKS (Ticket #1088159)

Last Modified: 4/18/2011 4:20AM by bmacandr

Lorem ipsum onsectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim vignette quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

9.4 FP1 SR3 - Problem with Exchange Connector (Ticket #1017440)

Last Modified: 4/15/2011 11:24AM by sherrod

Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse vignette consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum.

1 2 3 4 5 6 7 Next Last