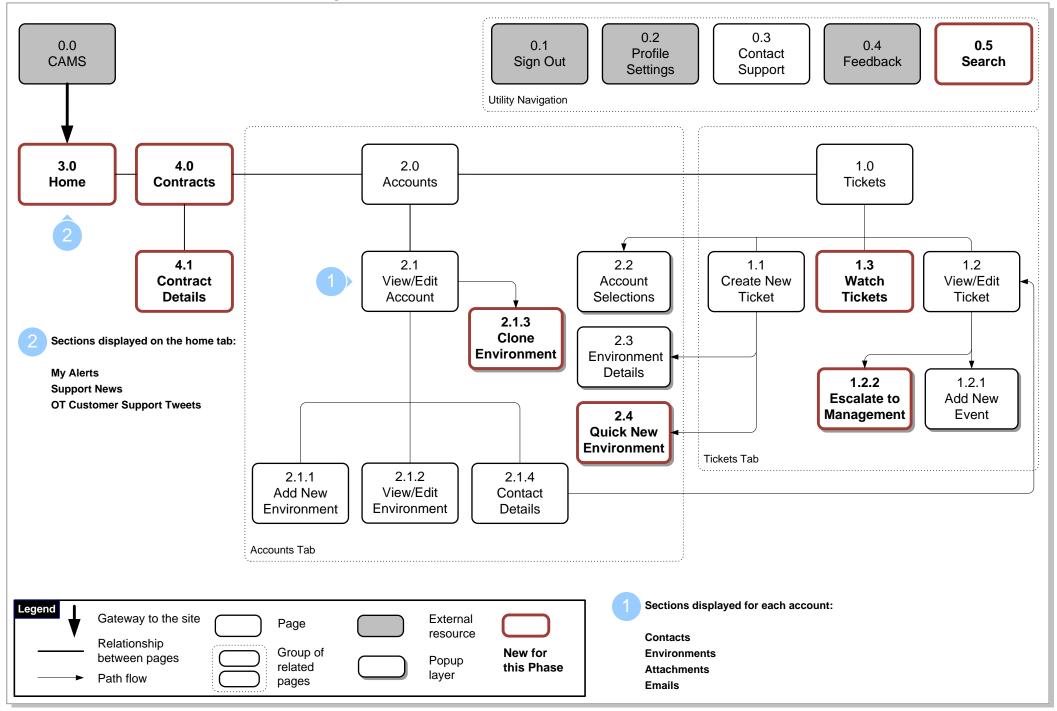
Customer Self Service Redesign – Version 2.4 – Sitemap

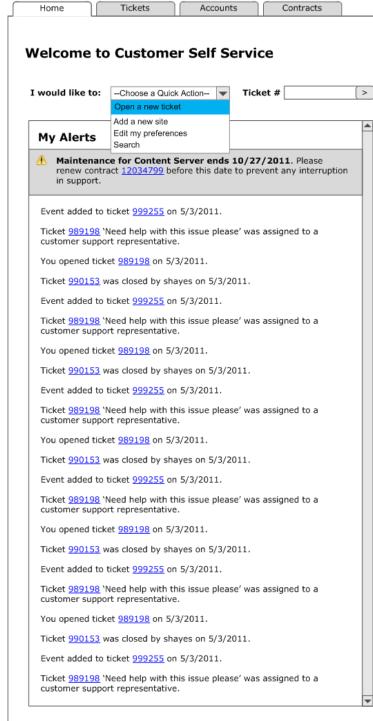


Profile Settings Contact Us Feedback

Search >

Sian Out

Help



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



отсс

OpenTextCustomerCare
New #OTKB article:
#OpenText #EDOCS "Creating a Custom Event
Handler in eDOCS DM" http://
owl.li/409Ct
18 minutes ago



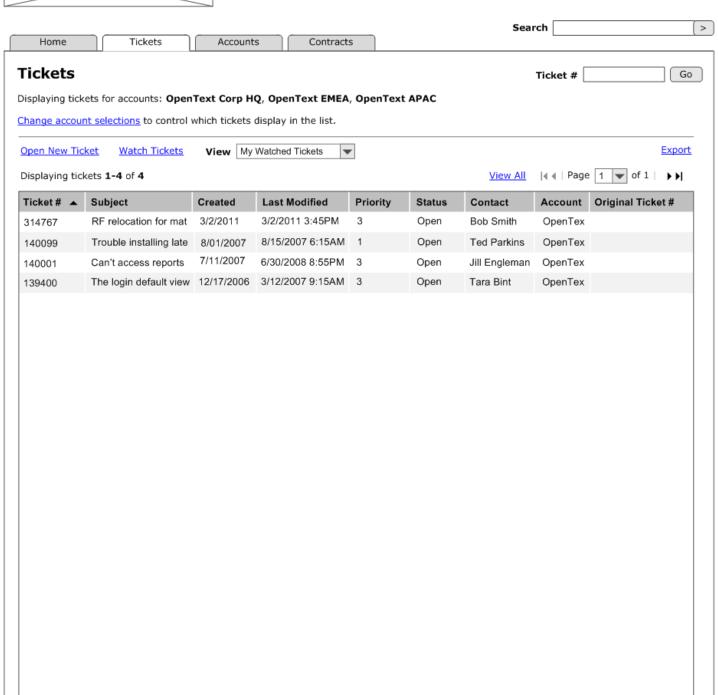
отсс

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



отсс

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



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

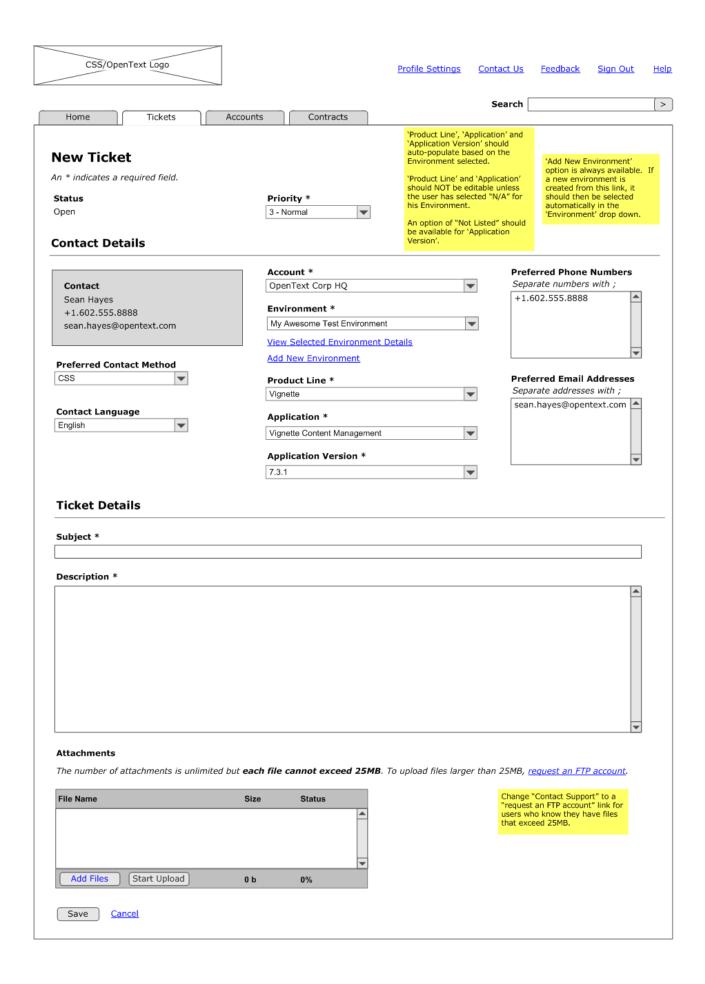
Displaying tickets 1-44 of 44

View Paginated | ◀ ◀ | Page | 1 | ▼ of 1 | ▶ ▶|

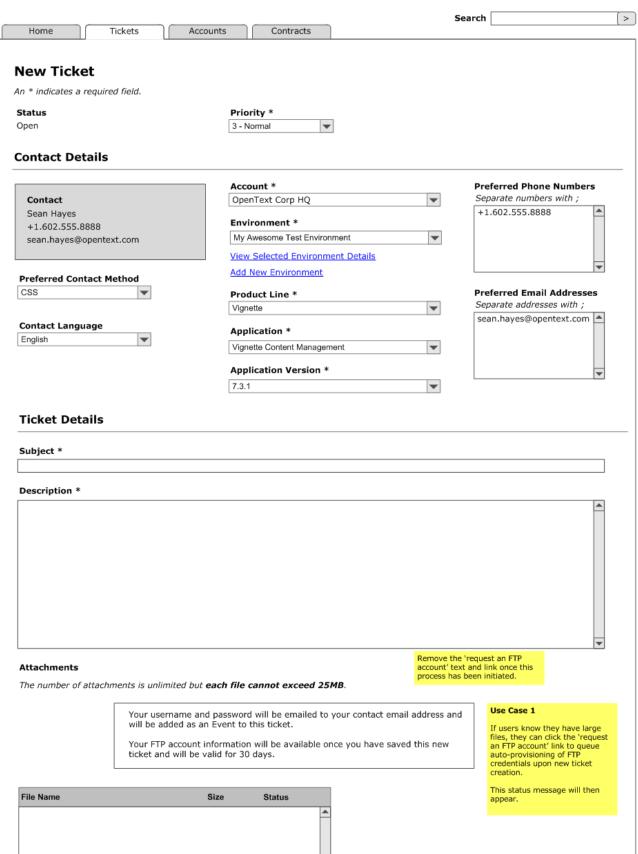
•	Ticket #	Subject	Created	Last Modified	Priority	Status	Contact	Account	
•	314767	RF relocation for mat	3/2/2011	3/2/2011 3:45PM	3	Open	Bob Smith	OpenText Corp HQ	
	300622	Unable to complete m	12/31/2009	8/15/2007 6:15AM	2	Open	Ted Parkins	OpenText Corp HQ	
	299400	Latest version has a b	10/11/2008	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	-

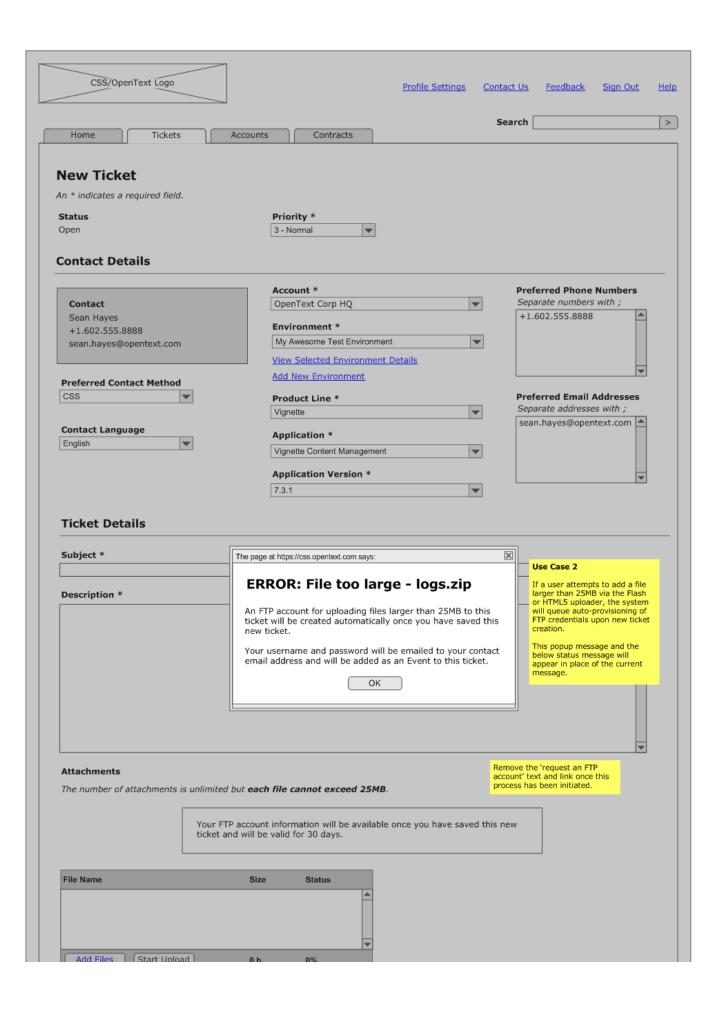
Save

Cancel

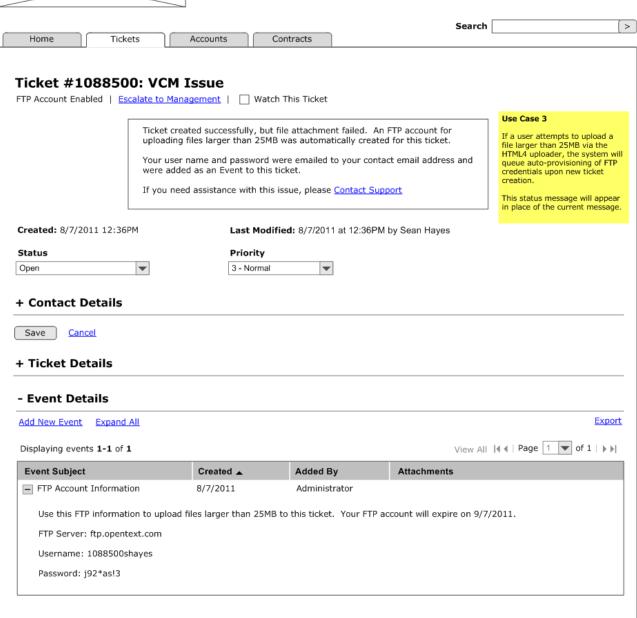






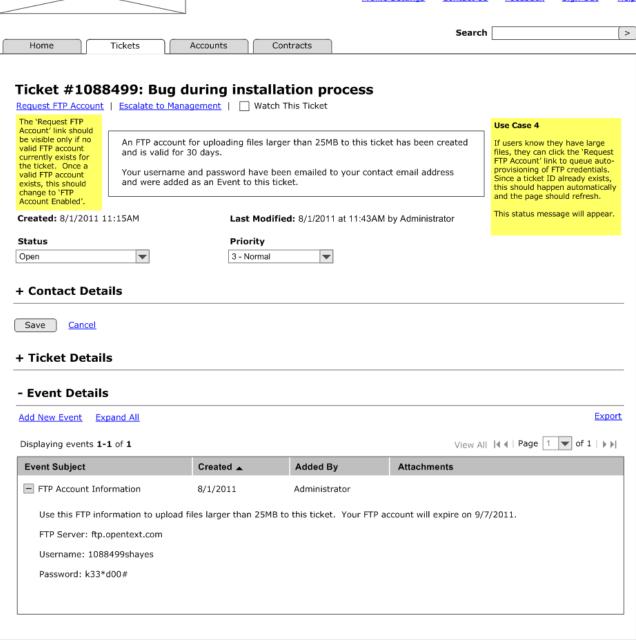


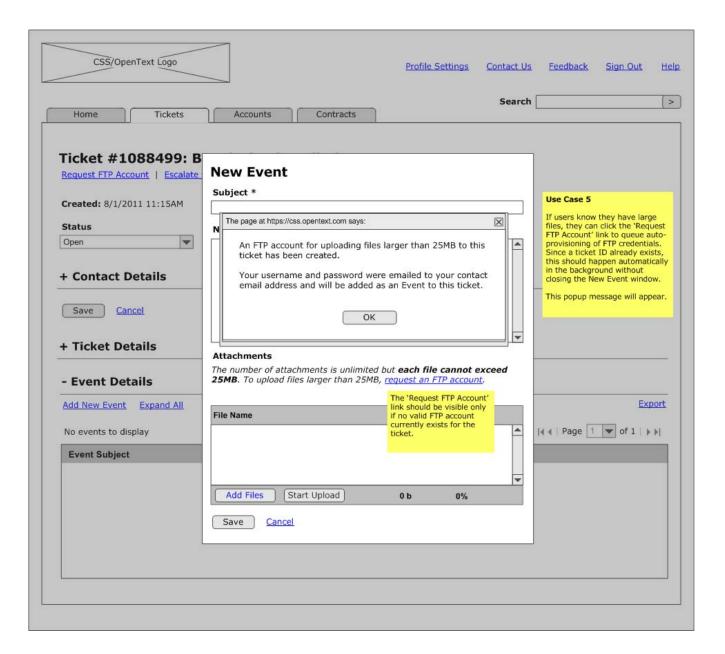




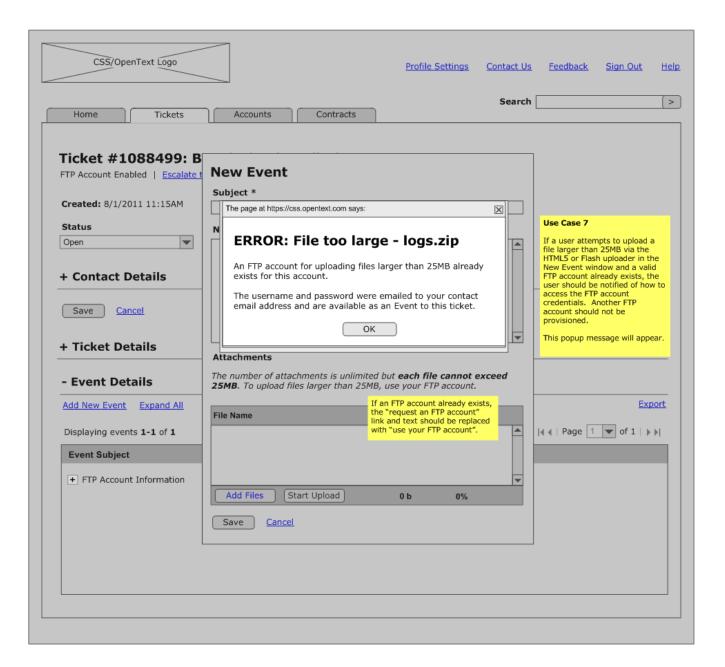


Profile Settings Contact Us <u>Feedback</u> Sign Out Help



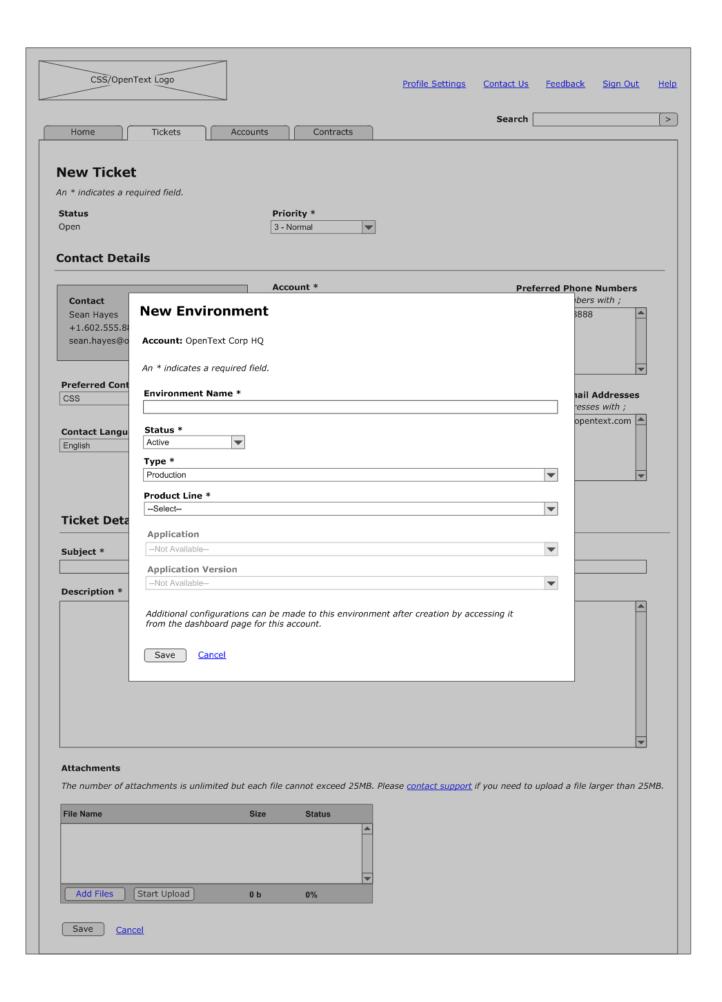


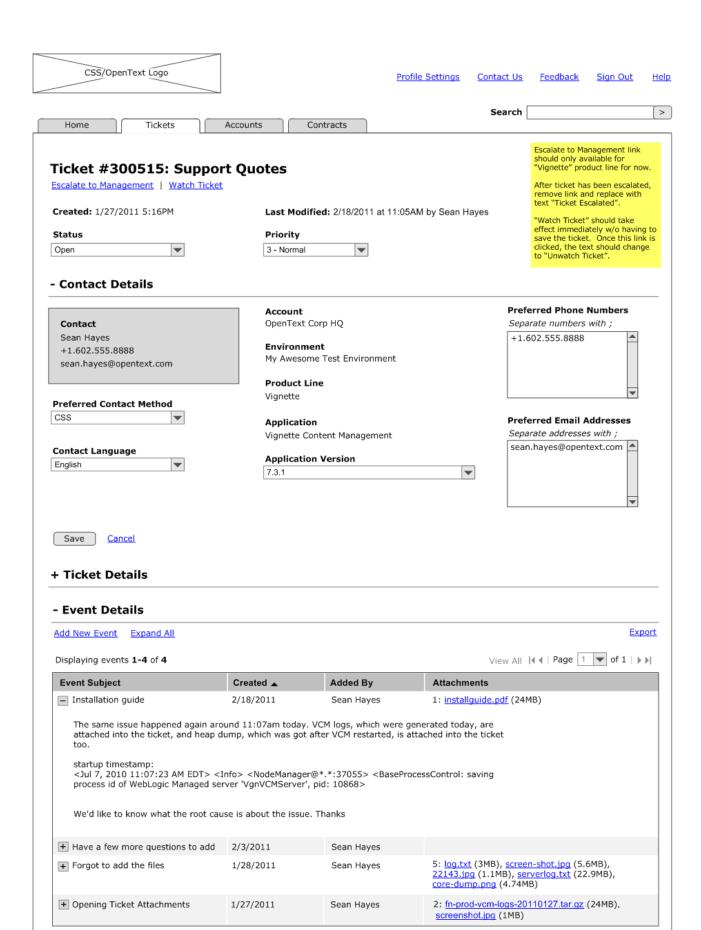


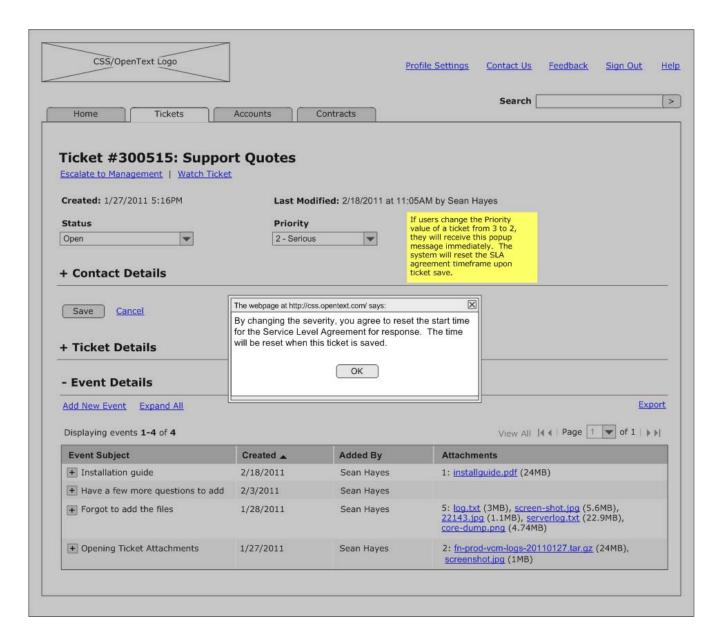


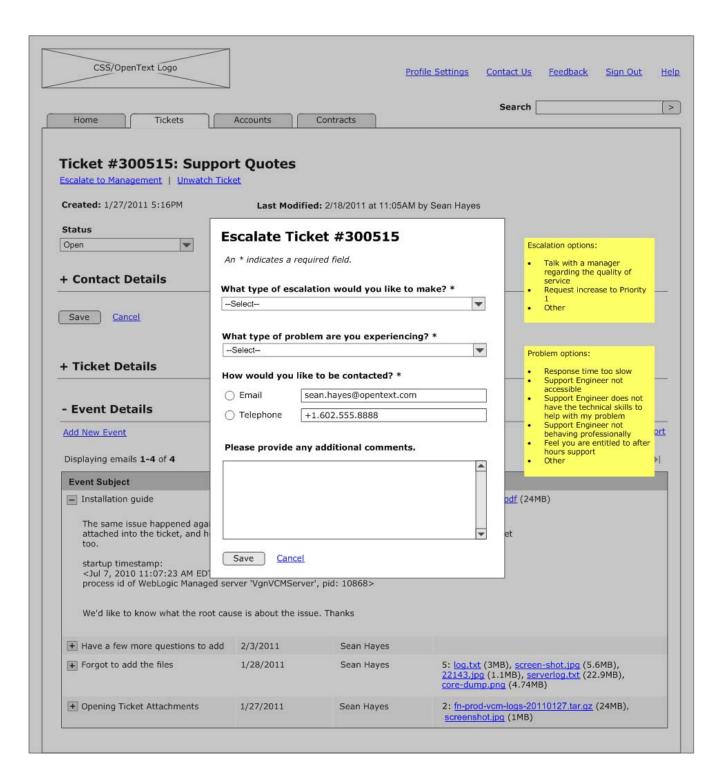












Search >

Account: OpenText Corp HQ

Tickets

Summary Details

Only display address subfields that have values.

CSS Nickname

Home

OpenText Corp HQ

Primary Contact

Sean Hayes ▼

End User Code

UE001455675332

Cancel

Primary Phone Number

+1.602.555.8888

Contracts

Accounts

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 <u>support department</u>.

+ Contacts

Save

- Environments

Add New Environment Clone Environment

Export

Displaying environments 6-10 of 12

<u>View All</u> | ◀ ◀ | Page 2 ▼ of 3 | ▶ ▶ |

<u>View All</u> | ∢ ∢ | Page 1 ▼ of 6 | ▶ ▶ |

View All | ◀ ◀ | Page | 7 | ▼ of 7 | ▶ ▶ |

Environment Name	Туре	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

serverlogs20110105.txt (19MB)

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

Aaron Cure

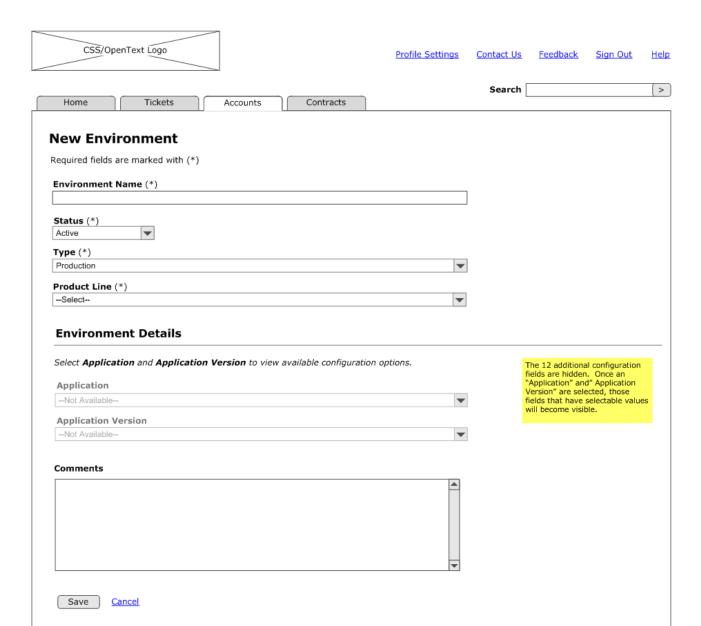
- Emails

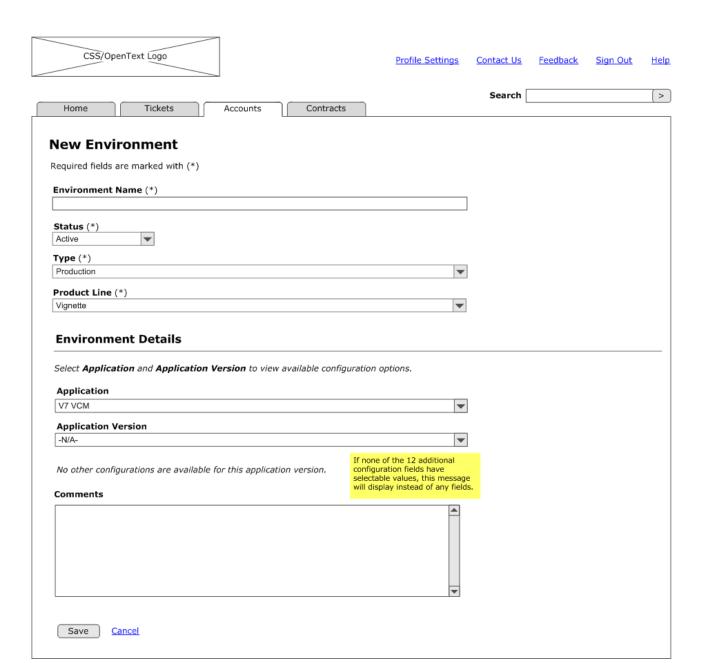
Expand All Export

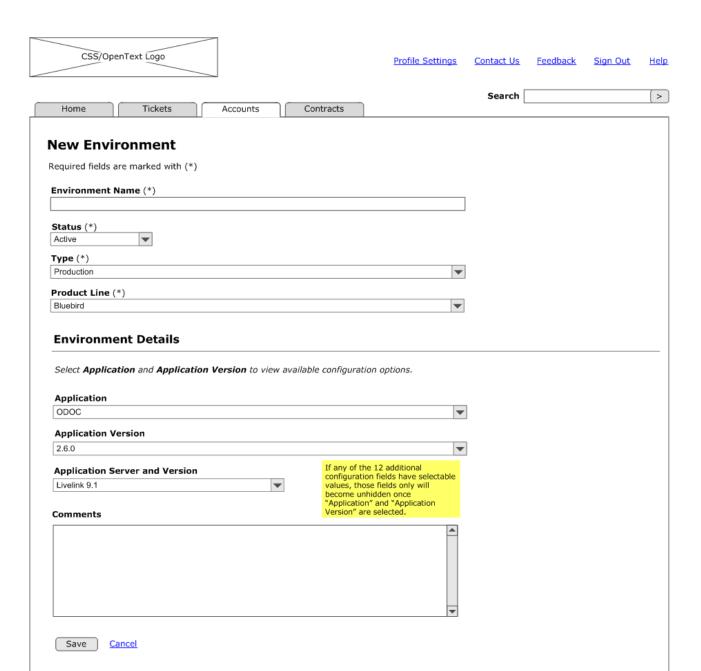
2011/01/05

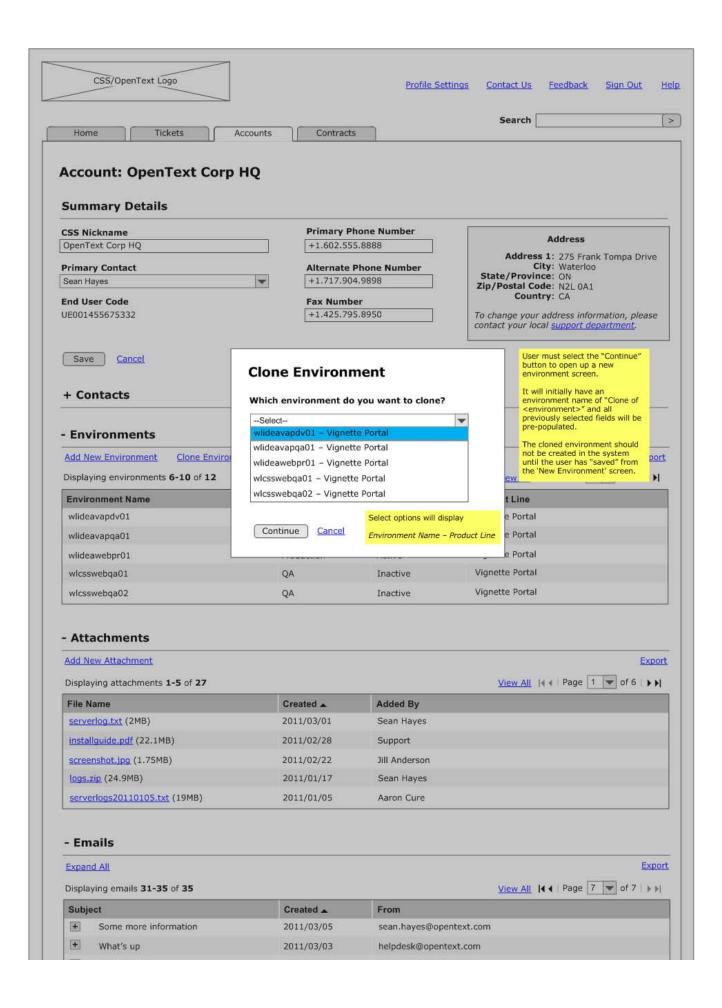
Displaying emails 31-35 of 35

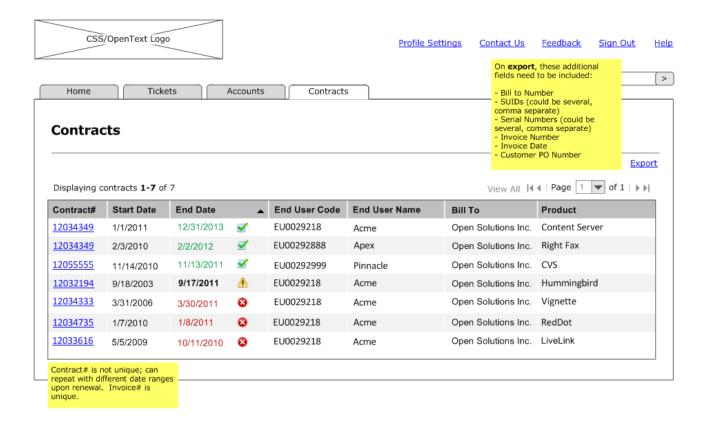
Subject		Created _	From
+	Some more information	2011/03/05	sean.hayes@opentext.com













Tickets

Profile Settings Contact Us Feedback Sign Out Help

Search >

Contract #12034349

Home

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 <u>contact</u> <u>your support representative</u> before this date to renew to avoid any lapse in support availability.

You have premium level support for Content Server.

View All | ◀ ◀ | Page 1 ▼ of 1 | ▶ ▶|

Line Items

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

Accounts

Contracts

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

Export

Search >

Search Results

Home

vignette Search

Tickets

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.

Accounts

All Tickets Accounts Contracts

Displaying results 1-5 of 151

chrome attachment test (Ticket #1088247)

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

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Contracts

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.

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

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

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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