Contacting iSOA Group Software Support

iSOA Group Support provides assistance with product defects. Before contacting iSOA Group Support, the following criteria must be met:

Before contacting iSOA Group Software Support

To resolve your software support service request in the most expedient way possible, it is important that you take the following steps before you contact iSOA Group support. First determine if you have an actual problem. If after doing a self assessment as described in Step 1 you are not able to resolve the problem then you will need to gather information about the problem as described in Steps 2 through 5 below and have it on hand when discussing the situation with the software support specialist.

The following steps are an example of what is required:

Step 1: Self Assessment – Is there a problem?

Before calling iSOA Group support, first go through a self assessment process to determine if there is an actual problem.

1. Go to http://www.isoagroup.com/dpadminsupport.html

2. Refer to the "*FAQ questions*" to determine if your problem/question is covered there.

3. If your particular problem/question is not referenced in the FAQ, the next step is to refer to the *"Troubleshooting Guide"* on the support page.

4. If you still are not able to resolve your problem refer to the steps below.

Step 2: Define the Problem

If you can describe the problem and symptoms before contacting iSOA Group support, you can expedite the problem solving process. It is very important to be as specific as possible when explaining a problem or question to our software support specialists. Our specialists want to give you the right solution, so, the better they understand your specific problem, the better they are able to help resolve it.

Step 3: Gather Background Information

To solve problems effectively, the software support specialist needs to have all of the relevant information about the problem. Your ability to answer the following questions will help us to solve your software problem.

1. What levels of software were you running when the problem occurred? Please include all relevant products, i.e. operating system as well as related products.

2. Has the problem happened before, or is this an isolated problem?

3. What steps led to the failure?

4. Can the problem be recreated? If so, what steps are required?

5. Have any changes been made to the system (hardware, NetWare or software)?

6. Were any messages or other diagnostic information produced? If so, what were they?

7. It is often helpful to have a print out of the messages received when you place the call for support.

8. Define your problem or question in specific terms and provide the version and release level of the product(s) involved.

Step 4: Gather Relevant Diagnostic Information

It is often necessary that our software support specialists analyze specific diagnostic information, such as relevant logs, storage dumps, traces, etc., in order to resolve your problem. Gathering this information is often the most critical step in resolving your problem. Product specific diagnostic documentation can be very helpful in identifying what information is typically required to resolve problems.

Please follow the steps shown below to collect logs and traces produced by DPAdmin:

1. Go to <ISOA_HOME>/workspace/history folder and create a zip of the folder with the current date. This folder keeps track of the commands that run through DPAdmin.

2. Get a copy of dpadmin.log file from <ISOA_HOME>/logs folder.

Note - ISOA_HOME: This is the root folder where DPAdmin is installed.

Please make sure you attach both the files mentioned here with your service request.

Step 5: Contact iSOA Group Support

Now that all relevant information has been gathered verify the following:

1. Your company has an active maintenance contract.
2. You are authorized to submit problems.
3. Now you can contact us in one of two ways:

For non-critical errors: These are defined as problems encountered in a non-production environment:

1. Have available the information gathered in Steps 2 through 4, including the log files from Step 4.
2. Email the logs and information you have gathered with a description of the problem to: dpadmin-support@isoagroup.com
3. You will receive an email response within one business day.

For critical errors: These are defined as problems encountered in a production environment.

1. Have available the information gathered in Steps 2 through 4, including the log files from Step 4.
2. Email the logs and information you have gathered with a description of the problem to: dpadmin-support@isoagroup.com
3. Call our toll free number at 1-855-DPAdmin (855-372-3646).
4. If a support specialist is not available to take your call, please leave your full name; return phone number and a brief message describing your problem. Also confirm that you have emailed the required documentation. Please speak slowly and clearly.
5. An iSOA Group support specialist will return your call within 4 hours.