

SumTotal Systems Support Center eService Guide

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Introduction

This document provides a brief overview of our Support Center. If you have any questions after reviewing this document, please send your inquiries to contactsupport@sumtotalsystems.com and a support representative will respond to your request. A full demonstration of the Support Center is available from one of our SumTotal Support Managers if needed and can be provided to your company's Designated Support Contacts (DSCs).

Support Center Basics

The SumTotal Support Center is available to the DSCs for your company by logging in via our Support portal on the SumTotal corporate website at <http://www.sumtotalsystems.com/support/index.html>. The functionality available in the Support Center is as follows:

- SumTotal Support News
- Submit new incidents
- View incident details – each action taken by SumTotal or the DSC
- Add updates to existing incidents
- View incident history for your company
- Search for incidents
- Search for and review Knowledgebase Articles
- Submit new Knowledgebase Articles
- Report on open or closed incidents
- Update your contact information: phone & address
- Maintain configuration information such as database and web server versions

You will be able to view limited information on the open incidents for your company. Detailed notes describing action taken on each incident on prior closed incidents will not be available. As updates are provided by SumTotal, they will become available in the Support Center. Your DSCs may also begin to add updates for SumTotal Support directly in the Support Center.

SumTotal Support Center

January 14, 2009

Welcome Janell Chappell

My Profile My Portal Log Off

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153202

Issues addressed in LMS 5.5

MK - eService submission for attachments

Watchmen - The Movie

Error 1216

MK - test for HTML

MK - Test for phaser fire.

ERnest Testing with Mona

test Denny's HTML

Text links not showing up in preview

1. Welcome to SumTotal's New Support Portal!

We hope you will find the new support portal provides you with easy access to valuable SumTotal Support tools and information. This remodel is the first of many on-line service delivery enhancements we plan to implement in the near future.

The new features you will see today include:

- Improved Home Page layout
- News and Information
- Simplified Sign On
- Support Policies and Offerings
- Knowledgebase Management System

Here are some of the eServices enhancements you can look forward to in the future:

- Documentation Download
- Contact the Manager on Duty
- Product Download
- And more
- FAQs Section
- Designated Support Contact Management
- Technology Upgrade

2. Monthly Maintenance Pack Available for 8.0

Download the 8.0 Monthly Maintenance Pack. Click [here](#).

3. TotalConnection 2009

Mark your calendars for the 2009 TotalConnection SumTotal User Conference in Orlando, Florida (May 11-14, 2009). For more information -- Click [here](#).

Open Incidents (1 - 4 of 4)

Incident Code	Incident Name	Severity	Status
147398	test	3 Workaround is available, or a minority of the user base is impacted	Open
147397	testing	3 Workaround is available, or a minority of the user base is impacted	Open
147396	Janell's test	3 Workaround is available, or a minority of the user base is impacted	Open
142306	Dupe Notifs are being sent out in STAGE (No 2 of 4)	3 Workaround is available, or a minority of the user base is impacted	Pending Customer

Create New Incidents

New incidents can be submitted to SumTotal Support through a link on the home page of the Support Center.

SumTotal Support Center

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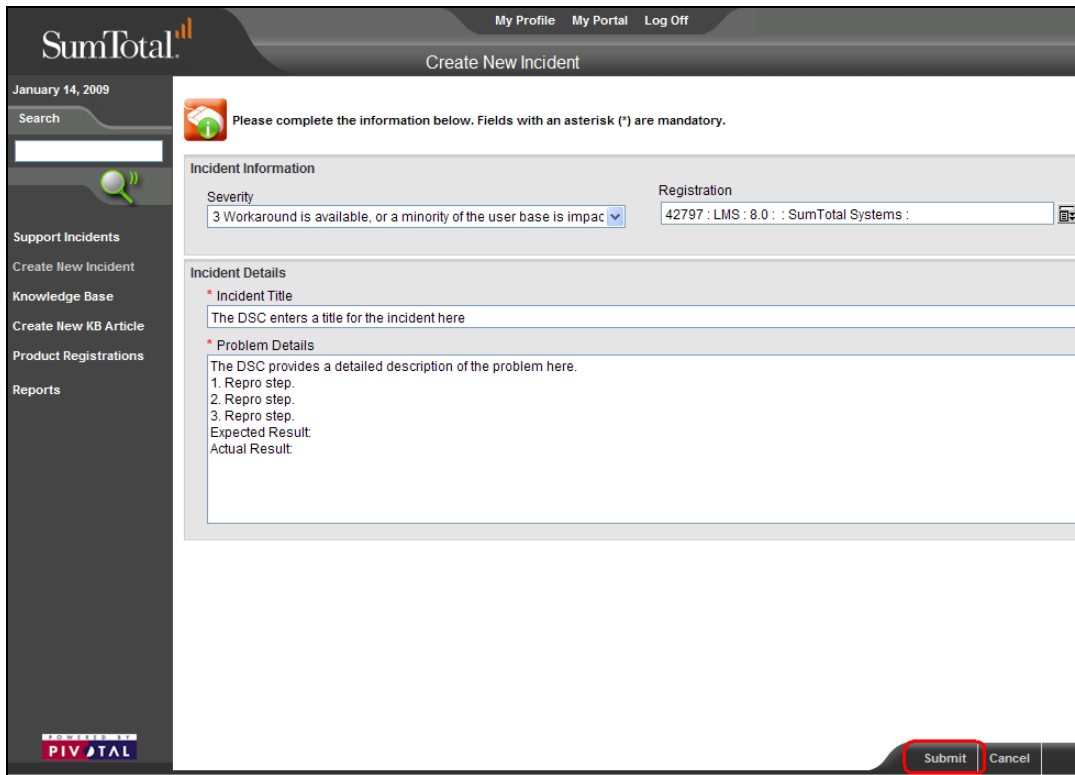
3. TotalConnection 2009

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Open Incidents (1 - 2 of 2)

Incident Code	Incident Name	Severity	Status
147401	The DSC enters a title for the incident here	3 Workaround is available, or a minority of the user base is impacted	Open
	Web&Piv SumtZ-Testing	3 Workaround is available, or a minority	Pending

The DSC will be able to select the severity for each incident and choose the product associated to the incident. A detailed description of the problem will also be captured in the form. The DSC will enter the data and click the Submit button at the bottom of the screen.



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Create New Incident

Please complete the information below. Fields with an asterisk (*) are mandatory.

Incident Information

Severity: 3 Workaround is available, or a minority of the user base is impacted

Registration: 42797 : LMS : 8.0 : : SumTotal Systems :

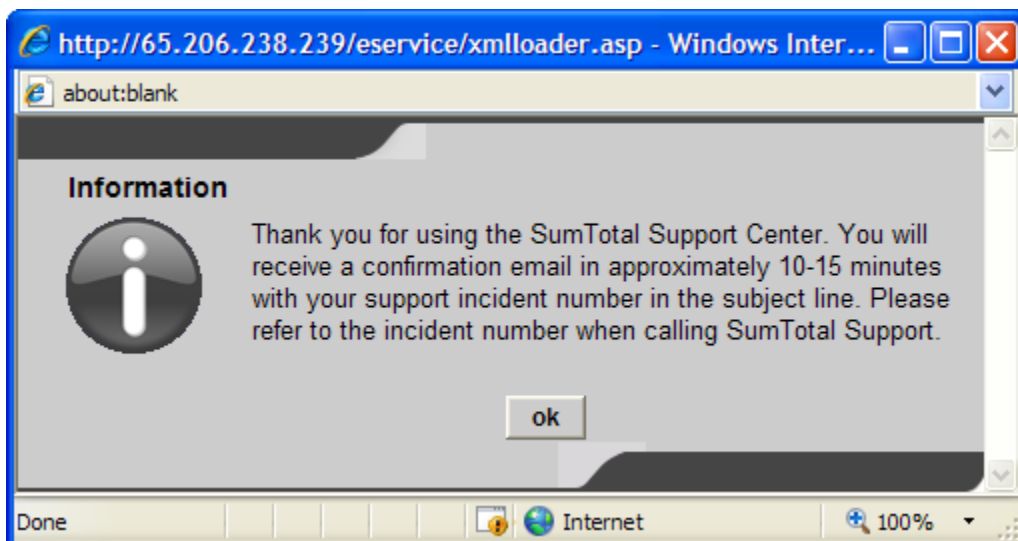
Incident Details

* Incident Title
The DSC enters a title for the incident here

* Problem Details
The DSC provides a detailed description of the problem here.
1. Repr. step.
2. Repr. step.
3. Repr. step.
Expected Result:
Actual Result:

Submit Cancel

Once you submit the incident, you will see the following notice on the screen.



View Incident Details

Each incident you create is stored in the Support Center on your main portal page under your Open Incidents section. This section contains only the incidents you created that are currently open and being worked.

SumTotal Support Center

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- Product Download
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- FAQs Section
- Designated Support Contact Management
- Technology Upgrade

2. **Monthly Maintenance Pack Available for 8.0**
 Download the 8.0 Monthly Maintenance Pack. Click [here](#).

3. **TotalConnection 2009**
 Mark your calendars for the 2009 TotalConnection SumTotal User Conference in Orlando, Florida (May 11-14, 2009). For more information -- Click [here](#).

Open Incidents (1 - 2 of 2)

Incident Code	Incident Name	Severity	Status
147401	The DSC enters a title for the incident here	3 Workaround is available, or a minority of the user base is impacted	Open
144619	Web&Piv-Sum7-Testing Internal Webform	3 Workaround is available, or a minority of the user base is impacted	Pending Customer

Each incident will contain the following information:

- Incident Name
- Problem Description
- Incident Number
- Contact Name & Phone Number
- Severity
- Status
- Product

SumTotal My Profile My Portal Log Off

Support Incident Last Log On: January 14, 2009

January 14, 2009

Search

Support Incidents

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PIVOTAL

Incident Name: The DSC enters a title for the incident here

Problem

The DSC provides a detailed description of the problem here.

1. Repro step.
2. Repro step.
3. Repro step.

Expected Result:

Actual Result:

Incident Info

Code	147401
Customer Contact	Janell Chappell + () 650 934-9500
Severity	3 Workaround is available, or a minority of the user base is impacted
Status	Open
Registration	42797 : LMS : 8.0 : : SumTotal Systems :

Add New Activity Print Cancel

Update Incidents (Add New Activity)

A DSC can add updates to any incident for your company within the Support Center. Updates from SumTotal Support will also appear on each incident. The updates will appear on the incident in the "Incident Activity" section. To see the full details for each update, the user can click on the date link for the activity.

Incident Name: The DSC enters a title for the incident here

Problem

The DSC provides a detailed description of the problem here.

1. Repro step.
2. Repro step.
3. Repro step.

Expected Result:

Actual Result:

Incident Info

Code	147401
Customer Contact	Janell Chappell + () 650 934-9500
Severity	3 Workaround is available, or a minority of the user base is impacted
Status	Open
Registration	42797 : LMS : 8.0 : : SumTotal Systems :

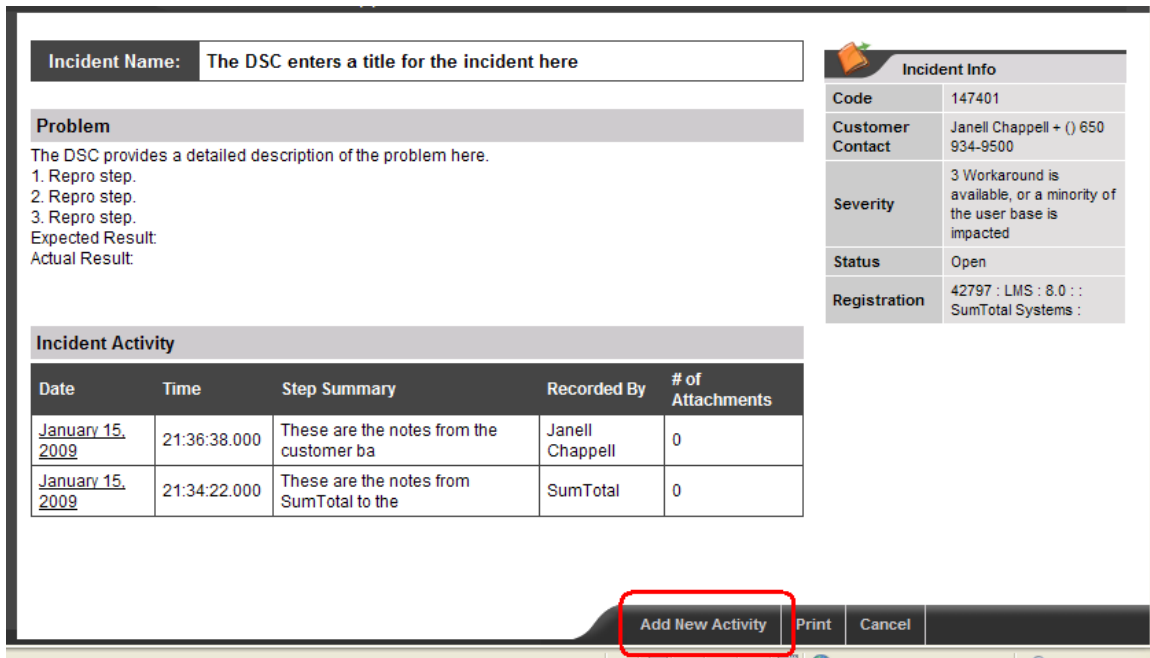
Incident Activity

Date	Time	Step Summary	Recorded By	# of Attachments
January 15, 2009	21:36:38.000	These are the notes from the customer ba	Janell Chappell	0
January 15, 2009	21:34:22.000	These are the notes from SumTotal to the	SumTotal	0

Add New Activity Print Cancel

Adding Attachments to Incidents

In order to add attachments, you must first create the incident and submit it. Once it has been created, open the incident and click on the 'Add New Activity' link at the bottom of the window.



Incident Name: The DSC enters a title for the incident here

Problem
 The DSC provides a detailed description of the problem here.
 1. Repro step.
 2. Repro step.
 3. Repro step.
 Expected Result:
 Actual Result:

Incident Info

Code	147401
Customer Contact	Janell Chappell + () 650 934-9500
Severity	3 Workaround is available, or a minority of the user base is impacted
Status	Open
Registration	42797 : LMS : 8.0 : : SumTotal Systems :

Incident Activity

Date	Time	Step Summary	Recorded By	# of Attachments
January 15, 2009	21:36:38.000	These are the notes from the customer ba	Janell Chappell	0
January 15, 2009	21:34:22.000	These are the notes from SumTotal to the	SumTotal	0

Add New Activity Print Cancel

A new window will open to add additional information. You can now add the attachment by clicking on the 'Add Attachment' link at the bottom of the window. You also need to type some text in the 'Incident Activity Details' field, such as 'Sending Attachment.' If you don't populate that field with some text, you will get an error when you try to Submit. Once you have added the attachment, you then submit the step by clicking on the 'Submit' button.

Incident

Incident

* Incident Activity Details

Attachments

Click the 'Add Attachment' button at the bottom of this page to add an attachment.

No Records

Add Attachment
Submit
Cancel

Incident History

Your incidents as of 8/29/07 will be available in the Support Center. By clicking on the Support Incidents link in the left hand navigation menu, all your company's incidents will display in a grid that can be sorted by any of the column headers. You can also narrow the list by setting the criteria for recorded date or incident status (Open/Pending Customer/Closed). An incident number search is also available.

My Profile My Portal Log Off

Support Incidents

Status: Results:

From Date Recorded: To Date Recorded:

My Incidents Only

Search found 95 records. Click on a column heading to sort results by the information in that column. Click an arrow at the beginning of a row to view that item.

Support Incident Code	Support Incident Name	Status	Severity	Product	Contact	Date Recorded
▶ 147401	The DSC enters a title for the incident here	Open	3 Workaround is available, or a minority of the user base is impacted	LMS 8.0	Janell Chappell + () 650 934-9500	January 15, 2009
▶ 147399	Test	Closed	3 Workaround is available, or a minority of the user base is impacted	LMS 7.0	Matt Garbell +1 (650) 934-9562	January 14, 2009
▶ 147395	test external	Open	3 Workaround is available, or a minority of the user base is impacted	LCMS 7.6	test1 test1 425-637-5873	January 14, 2009
▶ 147394	test incident external	Open	3 Workaround is available, or a minority of the user base is impacted	LMS 8.0	test1 test1 425-637-5873	January 14, 2009
▶ 147393	test external	Open	3 Workaround is available, or a minority of the user base is impacted	LMS 8.0	test1 test1 425-637-5873	January 14, 2009
▶ 147392	test internal	Open	3 Workaround is available, or a minority of the user base is impacted	LMS 8.0	test1 test1 425-637-5873	January 14, 2009
▶ 147344	Testing Resolution field	Open	3 Workaround is available, or a minority of the user base is impacted	LMS 7.0	test1 test1 425-637-5873	January 13, 2009

1 2 3 4 5 Next 5 >>

Reporting

Reports are available to view within your browser or export to Excel. The following reports are available:

- Open incidents for your company
- Open incidents for the user logged in
- Closed incidents for your company
- Closed incidents for the user logged in

Reports

Click a report to run it.

Closed Incidents
This report lists closed incidents for the criteria selected. You can specify a date range to run the report.

Open Incidents
This report lists open incidents for the criteria selected.

Knowledge Base Articles

Knowledge Base articles are available to search and view by clicking on the Knowledge Base link in the left hand Navigation Menu. You can search by Product, Publish Date, KB Number, or Keyword.

SumTotal

[QuickTabs \(Ctrl+Q\)](#)
[My Profile](#)
[My Portal](#)
[Log Off](#)

Knowledge Base

January 14, 2009

Search

Support Incidents

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Knowledge Base

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Product Category:

From Publish Date:

KB Number:

Search:

Search found 102 records. Click on a column heading to sort results by the information in that column. Click an arrow at the beginning of a row to view that item.

	KB Number	Knowledge Base Item Name	Ranked Number	Product Category
▶	97	Disabling the "Mark Complete" button during a course		
▶	93	"Server not running" error during a Quiz.		
▶	90	Getting error from CyberCash when trying to pay for a course.		
▶	89	LMS generating "page cannot be displayed" when switching to HTTPS.		
▶	88	Receiving the NEED_WEBSERVER_REGISTRAR in 4.8		
▶	86	Receiving Error 113 when trying to restart the CDS		
▶	83	Setting up multiple Docent UNIX environments in 4.7		
▶	82	Setting the DB_CONN_CACHE size in the LMS system_config.xml file		
▶	81	'Number of processes' setting in the system_config.xml file		
▶	80	'Divisor is equal to zero' Error		

The most recent Knowledge Base Articles are displayed in your main Support Portal window.

SumTotal Support Center

Welcome Janell Chappell

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Open Incidents (1 - 2 of 2)

Incident Code	Incident Name	Severity	Status
147401	The DSC enters a title for the incident here	3 Workaround is available, or a minority of the user base is impacted	Open

Most Recent Knowledge Base Articles

153202

Issues addressed in LMS 5.5

MK - eService submission for attachments

Watchmen - The Movie

Error 1216

MK - test for HTML

MK - Test for phaser fire.

ERnest Testing with Mona

test Denny's HTML

Text links not showing up in preview

Customers can also submit New KB Articles to SumTotal for consideration. Simply click on the Create New KB Article link in the left hand Navigation menu and follow the instructions on the screen.

Knowledge Base Entry

CUSTOMER INSTRUCTIONS FOR SUBMITTING A SOLUTION:

To further our partnership with our customers, SumTotal would like to offer you the ability to submit an article and add to our growing Knowledge Base.

We request the following information for the below fields (all fields are required):

PRODUCT CATEGORY: Select the product this solution applies to.

DESCRIPTION: A brief one sentence description of the problem.

DETAIL: Describe the problem and if possible the steps to replicate the problem.

RESOLUTION: A description of how you resolve the problem.

ATTACHMENTS: If you have screenshots or other helpful files, you may upload them(1 mb max file restriction).

Knowledge Base Information

KB Item #

Date

* Product Category

* Description

* Detail


* Resolution

Add Attachment Submit Print Cancel

My Profile




Each user can view and maintain their contact information by clicking the link at the top of the Support Center window. An email address or name change cannot be made in the Support Center and will need to be requested from SumTotal Support.

My Profile

 Fields with an asterisk (*) are mandatory.

Full Name <input type="text" value="Janell Chappell"/>	Company Name <input type="text" value="SumTotal Systems"/>
-----------------------------------------------------------	---------------------------------------------------------------

How can we reach you?

Email <input type="text" value="jchappell@sumtotalsystems.com"/>	Subscribe to Email Notification for Support Incident Updates <input checked="" type="checkbox"/>	* Phone (include area code) <input type="text" value="+ () 650 934-9500"/>
Ext. <input type="text"/>	Fax <input type="text"/>	Cell <input type="text" value="+1 () 555-1212"/>
* Address <input type="text" value="1808 N. Shoreline Boulevard"/>	* City <input type="text" value="Mountain View"/> 	* Country <input type="text" value="United States of America"/> 
Address line 2 <input type="text"/>	State <input type="text" value="CA"/> 	
Address line 3 <input type="text"/>	* Zip <input type="text" value="94043"/>	

Notifications On Support Incident Updates

On the My Profile page, there is a checkbox for Email Notifications (see red highlight below). If this box is checked, you will receive an email notification each time your current active incident is updated by SumTotal Support. It is highly recommended that you leave this checkbox marked so that you receive these notifications. If you choose to opt out of receiving these email notifications, it will be your responsibility to access your active incidents regularly to check for new updates on the incidents.

My Profile

Fields with an asterisk (*) are mandatory.

Full Name: Company Name:

How can we reach you?

[Email](#)

Subscribe to Email Notification for Support Incident Updates

* Phone (include area code):

Cell:

* Address:

* City:

* Country:

Ext.:

Fax:

Address line 2:

State:

Address line 3:

* Zip:

Product Registrations/Configurations

To view a list of the product registrations your company is licensed for, click on the Product Registration link in the left navigation bar. Configuration details for each of your registered products are available to view and edit by clicking on each listed product registration. This information is made available to SumTotal Support within their ticket tracking system.

Registration Information

Product	Registration Code	Registration Key
<input type="text" value="LMS 7.2"/>	<input type="text" value="40670"/>	<input type="text" value="123456789"/>

Configuration Component

+	Component	Type
	Database Type	SQL
	Web Server Type	Microsoft IIS 6.0