



F E R M O R I T E

Technical Support Ticketing System End user manual

Fermorite Cloud Team

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Technical support overview

All technical support requests should be addressed to the Fermorite technical support team. There are three ways to request technical support from Fermorite:

- 1) Send an email to the Fermorite technical support team at support@fermorite.com
- 2) Call the Fermorite technical support team at: +302120000300
- 3) Make use of the Fermorite support portal (<https://support.fermorite.com>) to manage technical support tickets.

In all above cases a corresponding ticket shall be created for each technical support case. More details on the technical support ticket management and the Fermorite support portal are provided below.

Manage technical support tickets in the Fermorite support portal

Each technical case is handled as a separate technical support ticket via the Fermorite technical support portal, which is accessible online via <https://support.fermorite.com>. **Each ticket has a unique ticket ID (tracking ID).**

In order to be able to submit a new ticket in the Fermorite technical support portal, your email must be registered in the portal's database. Fermorite ticketing system registers an administrator email for each customer.

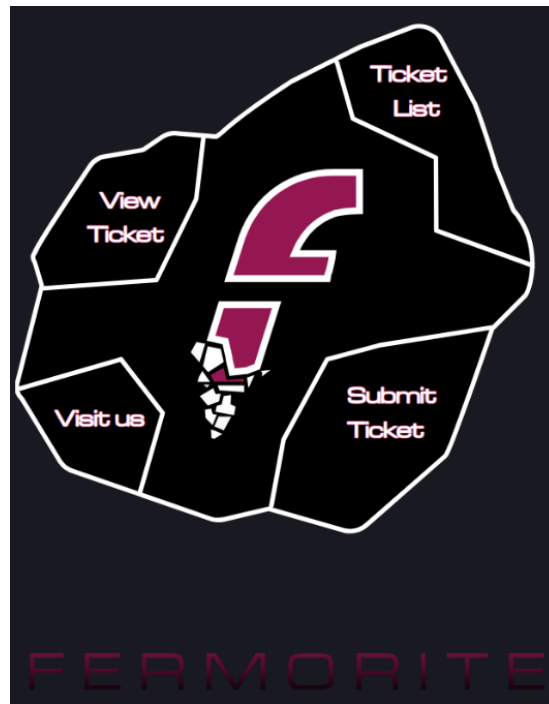
Only by using the registered email address will the customer users be able to create support tickets in the ticketing system. If you try to create a support ticket using an email which is not registered in the Fermorite support system, you will receive an error as shown below and the ticket will not be created.



The following main options are available in the Fermorite Support Portal home page.



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Please note that in order to navigate to the home page of the Fermorite support portal, you can click on the Fermorite logo which is available on the top of each page.



Submit ticket

A new ticket description can be entered and a new unique ticket ID (tracking ID) is generated. Provide the following mandatory information:

- Email address
- Request type
- Category
- Subject
- Message. Provide as much information here as possible. Before creating a technical support ticket for Fermorite technical support team, ensure that you have the following information available:
 - What is the exact error or warning message? Provide the exact wording of the issue along with relevant screenshots attached to the ticket, if available.



- When did the technical issue occur for the first time? Provide a time range so that we can check the relevant logs more effectively.
- Did you take any action or did you notice that any colleague took any actions before the issue came up?
- What is the scope of the issue? Does it affect a specific user or group of users or does it affect all users? If the issue is isolated to a specific user, please provide the username and hostname/IP address of the affected machine. If the issue is application specific, provide the application(s) which are affected.
- Is the issue related to a third party software contractor/partner? In this case, please provide the contact details of the technical point of contact of the associated contractor/partner.
- What steps did you take to resolve the issue so far?
- Attached files. Attach files with screenshots of the issue. It is important to always provide a screenshot of the issue to know exactly the error messages shown to the administrators and to the end users.

When the above information is filled in, click the “Submit Ticket” button to submit the ticket. An example is shown below.

Customer Support Portal

Submit Ticket

This form allows you to record a support ticket in our management system.

Email

Request type

Category

Subject

Please accurately describe the issue. Provide as much information as possible to allow us to correctly identify your request.

Message

Format - Size - **B I U S** A **I** |

Source

Please create a new office 365 group with email address test@fermorite.com and the following users as members:

- 1) test1@fermorite.com
- 2) test2@fermorite.com

Attached files

No attached files

No file selected.

Upon successful creation of the ticket, a confirmation message is provided to the user. An example is shown below. The user has the option to go back or view the created ticket.



The user should keep note of the ticket tracking ID at this point.



Ticket list

This displays all tickets allocated to a certain user by providing one of the tracking IDs of a certain ticket and the relevant email address. An example is shown below.

After providing one of the ticket tracking IDs and the associated email address, the list of tickets is shown, as depicted in the example below.

Date ▲	Ref.	TrackId	Status	Subject	Type
05/22/2019 05:47 PM	TS1905-0173	ns652epxs15njsdm	Not read	TEST - Create Office365 group	Support Contract

View ticket

This displays only the ticket whose tracking ID is provided. A valid email address must also be provided.



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As a result, the specific ticket details are displayed. You can view the associated ticket list or add new messages to the ticket. An example is shown below.

Ref.	TS1905-0173
Tracking ID	ns652epxs15njsdm
Subject	TEST - Create Office365 group
Status	Not read
Type	Support Contract
Tag/category	Administration
Severity	
Creation date	05/22/2019 02:47 PM
Author	fermotester@gmail.com
User assigned	None
Progression	0%

[View my ticket list](#) [Add a message](#)

Message list

Initial Message

This is a test ticket. @

No message for this ticket

Visit us

Click this link to visit the Fermorite website.



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Appendix A: Useful Citrix Technical Support Tools

The following free tools are useful when troubleshooting user Citrix issues on the local machine from which a Citrix connection is established:

- Citrix Workspace App latest version: <https://www.citrix.com/downloads/workspace-app/>
- Citrix Receiver cleanup utility: <https://support.citrix.com/article/CTX137494>
- Citrix Receiver Diagnostics tool for windows: <https://support.citrix.com/article/CTX141751>
- Windows event logs (local event viewer)