

# AppSense Support procedures



## How calls are logged and tracked

All calls received by the AppSense Technical Support Team are logged on receipt and given a unique incident number for tracking. Where there is deemed to be more than one issue, each issue will be logged under a separate call and given a unique ID, which you should note and quote when contacting us.

Once we have logged your call and assigned it a unique incident number, we will acknowledge your issue. Response times depend on the severity level of the issue. The AppSense support team will determine your fault's severity level based on the severity matrix below.

Security level	Description
1) Severe Impact	System is inoperable, not functioning as a result of the problem, data is lost. Your business operations have been severely disrupted, unable to log on or work
2) Critical Impact	Problem has occurred where a major functionality is severely impaired. Your operations can continue in a restricted fashion, although long-term productivity might be adversely affected
3) Moderate Impact	Problem has occurred where there has been a limited adverse effect on your business operations. Functionality of the licensed software is not functioning as expected, but not causing an immediate work stoppage
4) Minor Impact	Problem where your business operations have not been adversely affected. A minor condition or documentation error that has no significant effect on the operations. Generation queries, cosmetic problems
5) Enhancement	A suggestion for new features or an enhancement regarding the Licensed Software

## About AppSense

We are the leading provider of user virtualization technology to enterprise organizations. User virtualization is a way of managing user-specific information independent of the desktop, and applying this information into any desktop (local install, virtualized, published, streamed etc) on-demand. This enables IT to standardize the desktop build, automate desktop and application delivery, and migrate users to new desktops – all while ensuring the user experience is seamless, personal, predictable and easily manageable.

## How calls are logged and tracked

When submitting an email support query, please provide the following information:

- Company name
- Contact's name, phone number and email address
- Unique case number if this is a continuation of an existing request (in the subject line)
- Level of severity (as per the Severity Response Matrix and clarification from AppSense Support Team)
- AppSense product name and the product version number
- Operating system version and service pack/hotfixes applied
- Detailed description of the problem, including any steps required to reproduce the problem

[AppSense.com](http://AppSense.com)  
[support@AppSense.com](mailto:support@AppSense.com)

## Accelerating the troubleshooting process

In the process of logging your call and in order to accelerate the troubleshooting process a member of the AppSense Technical Support team may ask you to provide copies of your configuration along with product and system logs. Full instructions on how to obtain these will be given if required. It may also be necessary or beneficial to hold a web session, where we can further investigate your query.

With any troubleshooting process, accurate and timely resolution depends on accurate and timely information. Here is an overview of the type of information that may be required.

**Configurations** - Configuration diagrams and files are very useful in the troubleshooting process. Having these configurations on file for easy upload via the myAppSense portal and attaching these files to your Support Request will help speed up the process.

**Log Files** - If you are reporting any issues you encountered with AppSense, it is helpful to have log files. Please locate and provide these software log files and attach them to your Support Request via the myAppSense portal. Depending on your issue, AppSense Support may require additional logs and/or information after further investigative analysis. We will advise should this be the case.

**Support Script Output** - The AppSense Support script runs in a purely passive mode and does not make any changes to the system other than to create a folder in %temp% for the administrative user running the script and populate it with a number of files. You can download the Support Script from the following location: [www.appsense.com/supporttools/zzplzat/appsense-support-script.zip](http://www.appsense.com/supporttools/zzplzat/appsense-support-script.zip)

The purpose of the script is to gather system information to enable us to better understand the environment our products are running in and to save you the time of having to manually gather the information. The script is best run using the cscript.exe engine from a command prompt as it will provide progress indicators although the script will also run via wscript.exe.

Once the script completes, it will output the name of the zip file it has created.

**Record any recent changes** - check to see if any changes have recently occurred in your infrastructure environment, changes to version of operating system, environment and other applications are of particular interest. The Technical Support consultant will verify this information upon receipt of your support call.

**Account and Environment Profile** - In order to log a Support Incident, you must create an account environment profile and maintain your profile information via the myAppSense portal. This will minimise some of the overhead in processing your Support Incident and allows us to respond to your Support Incidents quickly and effectively. If you have any questions regarding Environment Profile please contact Client Relationship Team.

You can create your Environment Profile and registration as follows:

1. Go to [myAppSense.com](http://myAppSense.com)
2. Select Support
3. From this page navigate to Environment Profile Management and create your profile accounts per environment

## Working the problem

AppSense Technical Support will contact you by telephone and/or email as appropriate during the resolution process. It is important that the appropriate people and resources are available to work the case during the service hours defined in your support agreement. Lack of availability of these resources will slow down the troubleshooting process.

## Reporting an error

If you feel you have found an error in the AppSense product and you have a valid support contract with us, you should report this to AppSense support via the normal support process.

## Feature requests

If you have a suggestion for how AppSense can improve or enhance our product, your feedback is always welcome. Please submit your suggestions through myAppSense portal. Please note unless additional information is needed you will not receive a personal response and we do not provide technical support for feature requests.

## Technical support request closure policy

A request is typically closed when the customer confirms that a resolution has been reached or if AppSense does not receive a response from the customer after three attempts to contact them. A request may also be closed if the issue cannot be resolved as a support case or where the issue is deemed not to be an AppSense related issue.