

# How To Use the Self-Service Support Feature

## Environment

NetGovern Platform 6.x

## Synopsis

NetGovern's web administration console offers a self-service Support feature with the ability to easily create and manage tickets, leveraging the existing environment and the connectivity between all the hosts providing NetGovern services.

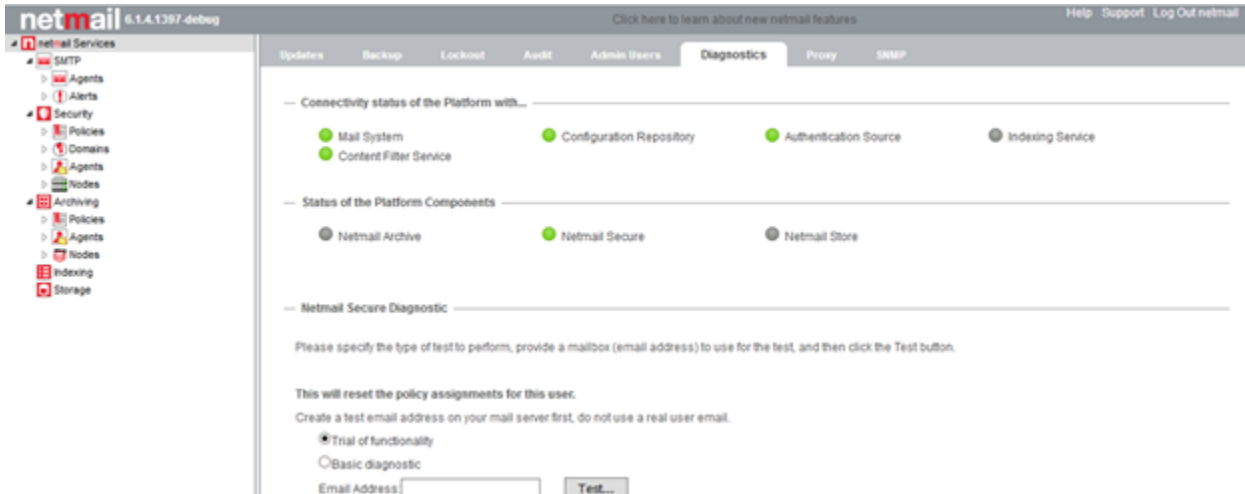
Knowledge base searches can also be run directly from the Netgovern's Administration Console; search results are displayed in a new window to avoid disrupting ongoing work in the console.

The list of available ticket management through the Support link:

- Creating Support tickets
- Uploading Support-related file (e.g., logs, traces, screenshots, comments)
- Checking ticket status
- Closing tickets

## Solution

The **Support** link is located on the top right-hand side for the Web Administration interface, between the **Help** and the **Log Out** Links



Follow the prompts provided by the **Support wizard**, which opens in a new window and provides several support options.

This page can be used in conjunction with the Administration Guide to help you operate your Netmail Platform. ⓘ

Select a support option:

- Search the knowledge base
- Create a support ticket
- Update an existing ticket

Start by searching the **Knowledge Base** to see if the problem has already been documented by clicking the first link - **Search the knowledge base**:

This page can be used in conjunction with the Administration Guide to help you operate your Netmail Platform. ⓘ

Select a support option:

- Search the knowledge base
- Create a support ticket
- Update an existing ticket

**Search the Netmail Knowledge Base**

Enter your keyword(s): ⓘ

Archive jobs\*

Cancel Submit

Results from Searching in Knowledge Base display in a New Web Browser Window.

netgovern Spaces Search Help Center

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**Search**

Page 1 of 13. Showing 130 results (0.208 seconds)

**CONTRIBUTOR**

**IN SPACE**

Search archived spaces

**LAST MODIFIED**

**Any date**

Last 24 hours

Last week

Last month

Last year

Custom

**OF TYPE**

**All content**

Pages

Blog Posts

**Archive Maintenance – Backup and Restore Solutions for Netmail Archive**  
 Environment Netmail Archive 5.x Synopsis Overview of Netmail Archive backup and restore solutions. Solution Preserving the integrity of archived data and the corresponding indexes is critical. Like all electronic data, archived data is subject to risks unless properly managed with respect to integrity  
Knowledge Base • Jan 31, 2018

**How to Drop and Recreate the PostgreSQL Database in Netmail Archive**  
 Environment Netmail Archive Synopsis By default, Netmail Archive uses the PostgreSQL database (located on the master Archive node) to store job information ... for troubleshooting. Such information is generally not used again once the issue is resolved and a large SQL database can have a negative impact on Netmail Archive  
Knowledge Base • Jun 22, 2018

**Archive Indexing - FAQ**  
 Environment Netmail Archive 6.x FAQ What role does the index server play? Netmail leverages a wellknown technology to fulfill the indexing role: Solr. This is built around the lucene engine and implemented on the CentOS platform. It plays a crucial role in the entire Archive solution: Permits jobs to be selective  
Knowledge Base • Apr 10, 2018

**Usermaps: How Netmail links mailboxes to their Archive folders**  
 Environment Netmail Archive 6.x Synopsis Netmail will store the archives of a mailbox on disk, in a folder named after the user's IDserverdomain. As these elements might eventually change over the

If the KB Search does not help with the issue, create a new support ticket by clicking the **Create a support ticket** link in the wizard:  
 The portal will verify if there is a valid license. If there is one, the following options are displayed to **Create a New Support Ticket**.

**Create a New Ticket**

Please be advised that, as part of the ticket creation process, a zipped file will be uploaded to a Messaging Architects server. The file will contain logs, configuration information, and trace files useful to perform troubleshooting. If you do not wish to have such files uploaded automatically, you must not use this feature to create a new ticket.

**What component do you need assistance with?**

- Netmail Archive (archiving, archive management)
- Netmail Search (archive access, eDiscovery)
- Netmail Index
- Netmail Secure (email security)
- Netmail SecureSend (email encryption)
- Netmail Store (storage of archive, attachments, etc.)

Described the issue in much detail as possible.

This page ca

### Create a New Ticket

Select a sup

Please describe your problem with as much detail as possible.

Archive jobs skip accounts

→ Search

→ Create

→ Update

Cancel Clear Description Next

Indicate, approximately, when the issue happened

This page ca

### Create a New Ticket

Select a sup

To help us gather only the most relevant information, please indicate when this problem occurred.

→ Search

→ Create

→ Update

→ I don't remember

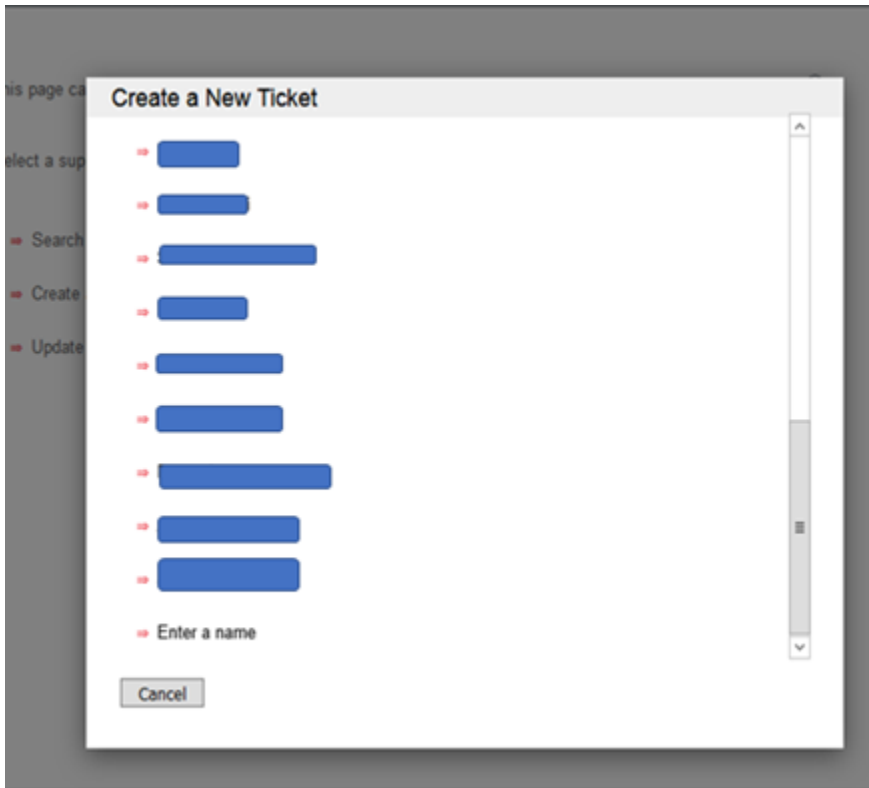
→ Just now

Approximately  hours ago

Cancel

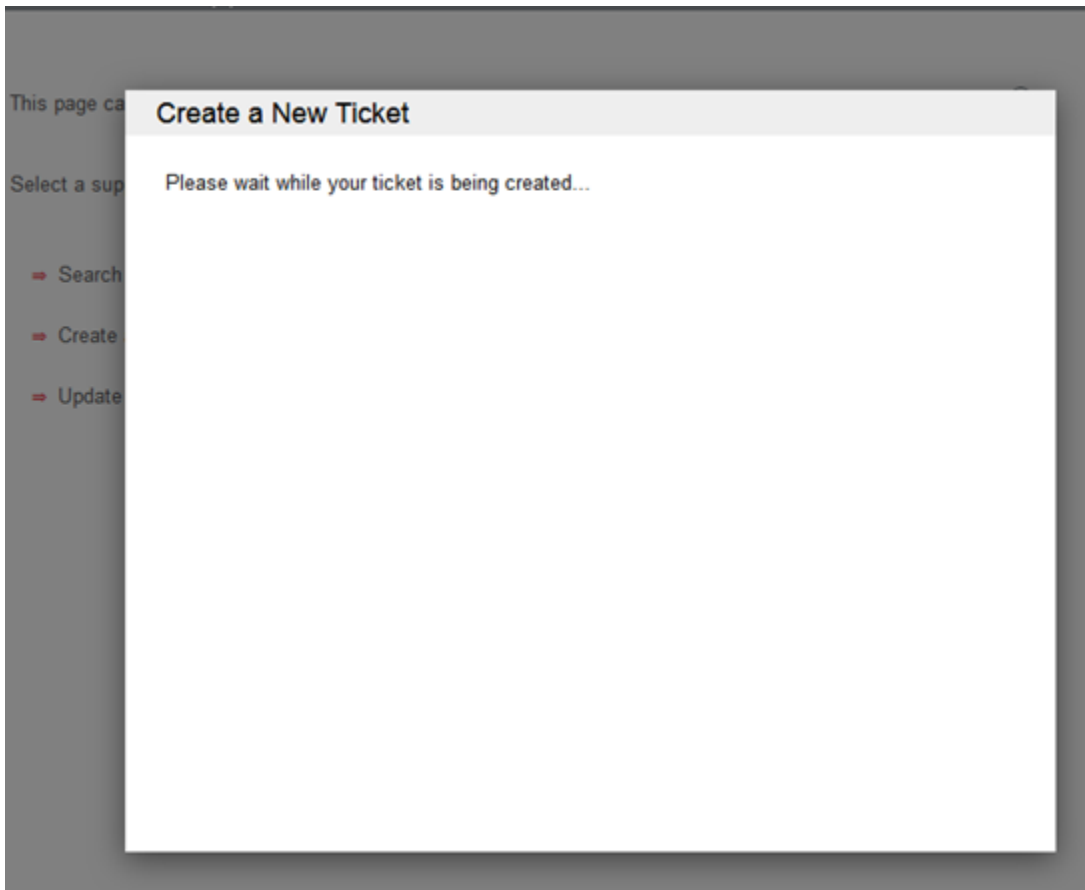
From the list of authorized contacts select the name of the person to contact.

You may, alternatively, add a name to be contacted.



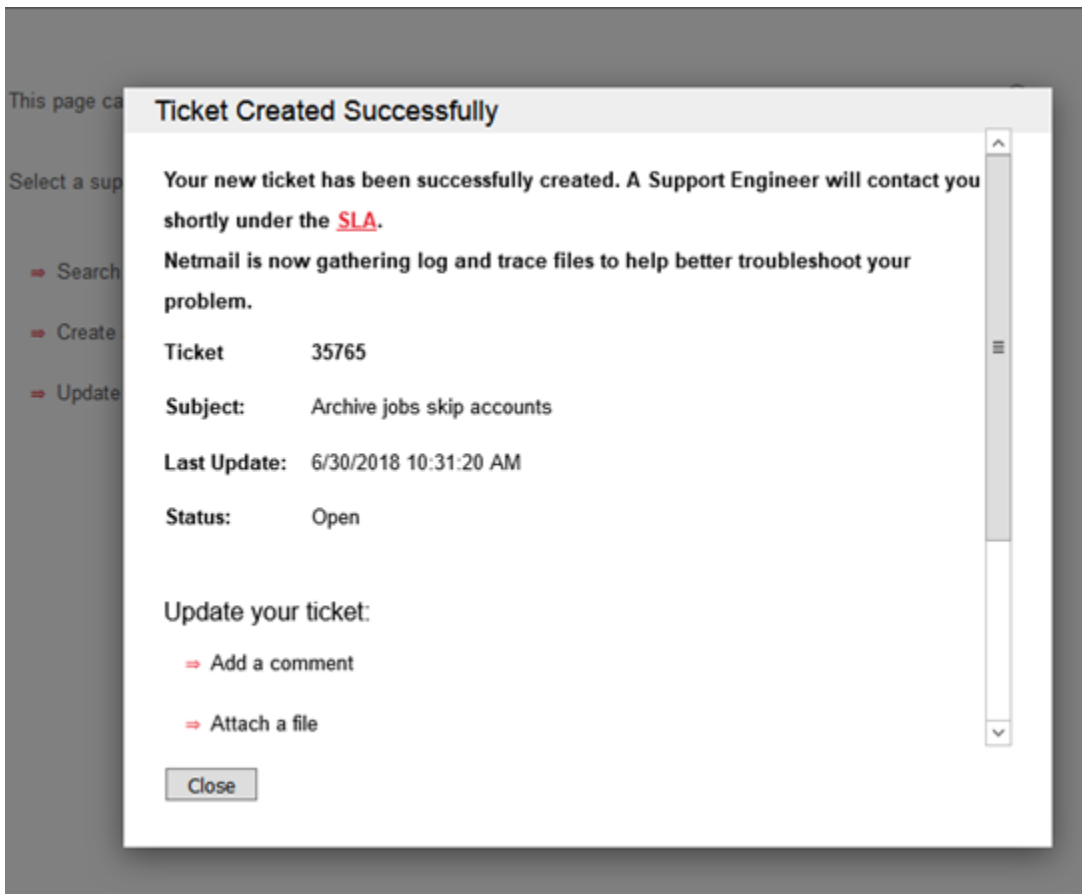
The screenshot shows a dialog box titled "Create a New Ticket" with a white background and a grey border. On the left side, there is a vertical list of menu items: "Select a sup", "Search", "Create", and "Update", each preceded by a red arrow. The main area of the dialog contains ten blue horizontal bars of varying lengths, representing input fields. At the bottom of these fields is the text "Enter a name". A "Cancel" button is located at the bottom left of the dialog. A vertical scrollbar is visible on the right side of the dialog.

The support ticket gets generated.



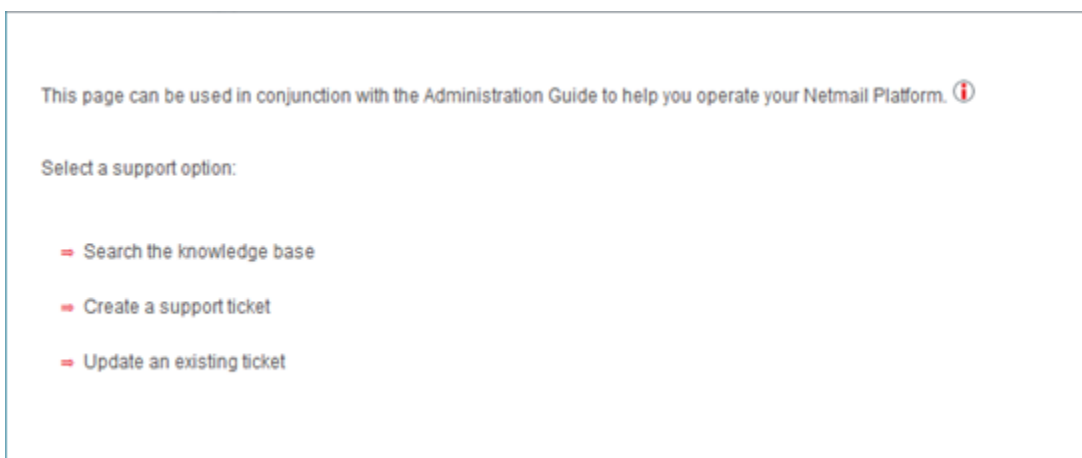
The screenshot shows the same "Create a New Ticket" dialog box, but the main area now displays the text "Please wait while your ticket is being created...". The menu items on the left and the "Cancel" button at the bottom are still visible. The background of the dialog is white, and the border is grey.

A **confirmation message** indicating that the ticket was successfully created will be generated:



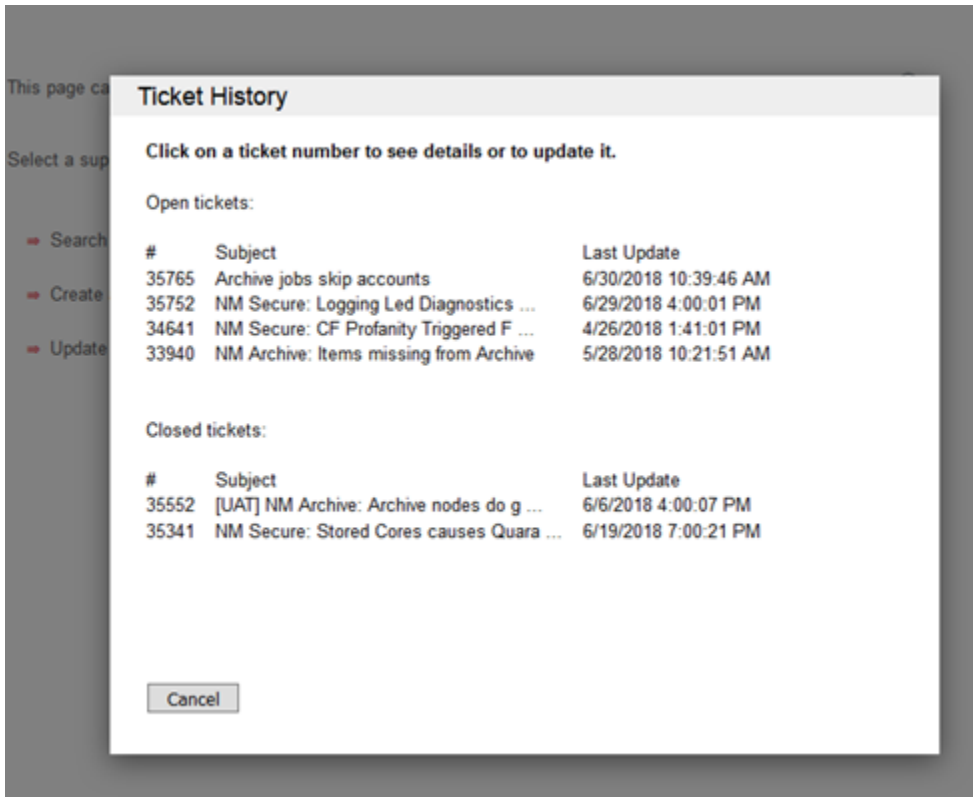
## Updating an Support Ticket.

If the **ticket needs to be updated** at any time, it can be done in the same window by scrolling down to the **Update Your Ticket** section:

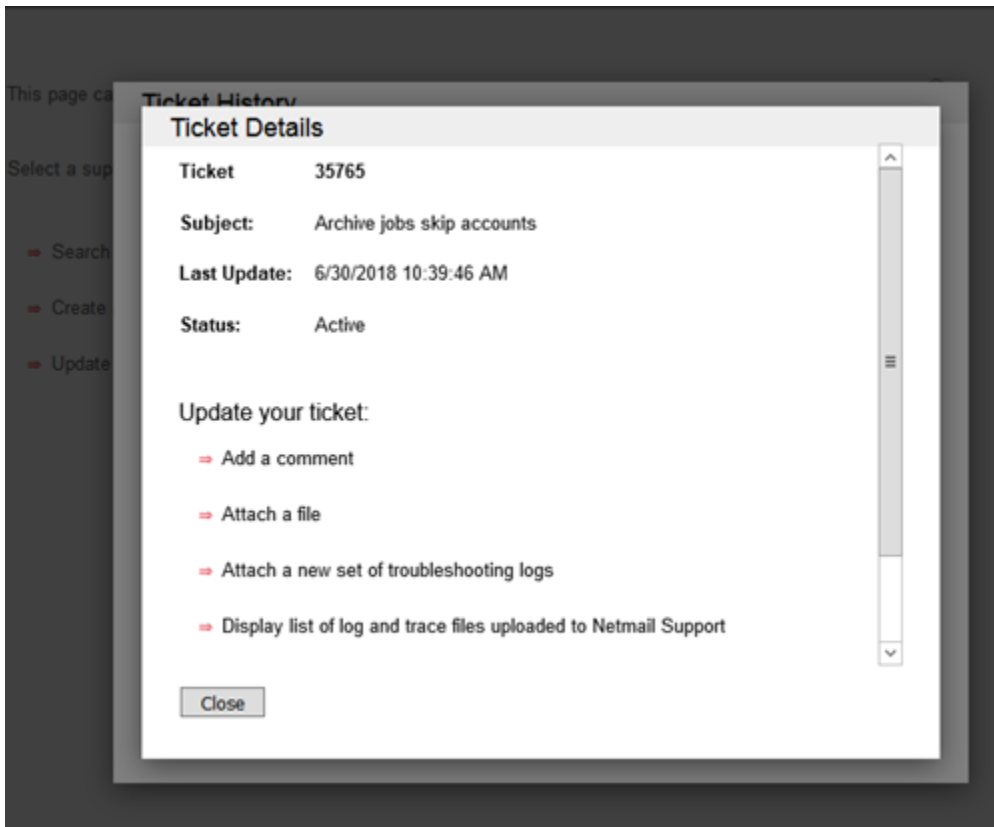


A **Ticket History** window will open; in the window, all existing tickets for the logged in account will be displayed:

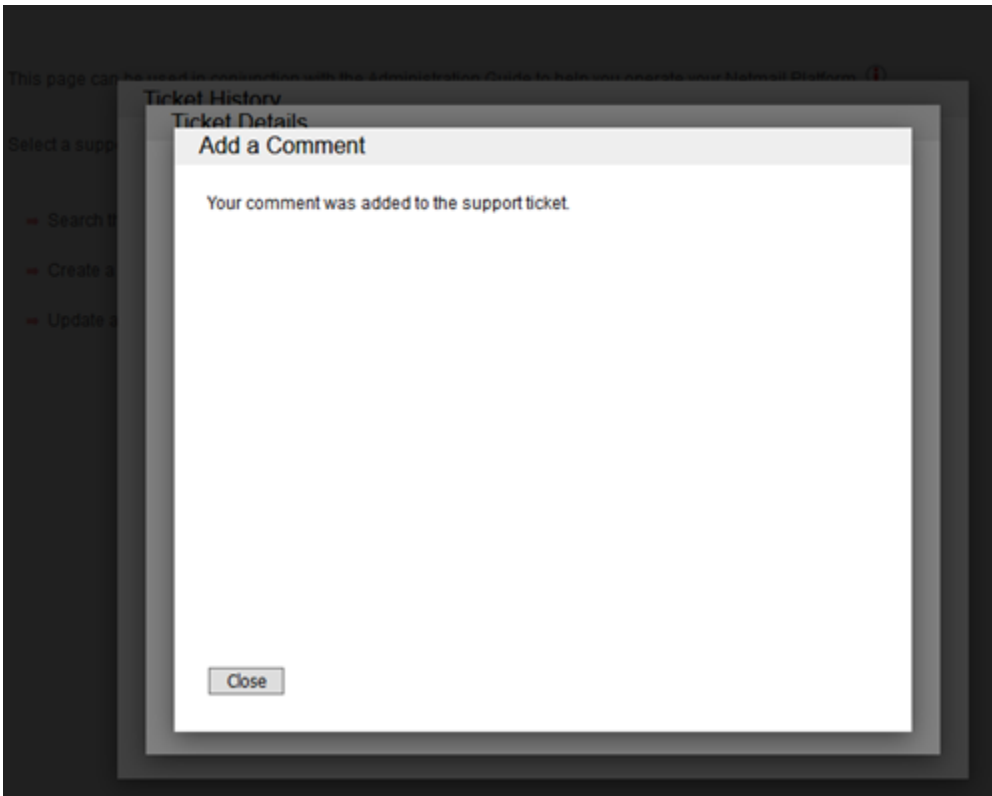
Scroll to find the ticket that will be updated, and click its link:



To add comments to the ticket, use the **Add a comment** link in the **Ticket Details** window; click the link to add the comments:

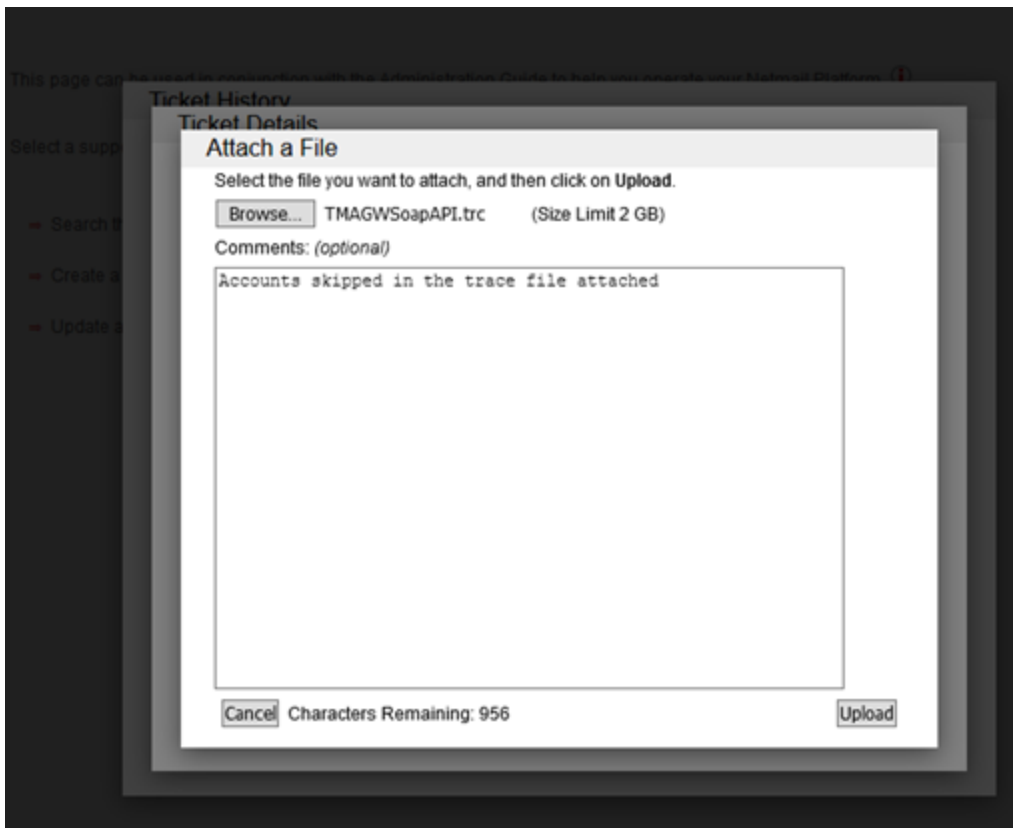


Click on the **Submit** button to upload the comments to the ticket.



Upload a File to the ticket and add any comments regarding the content and point of the file.

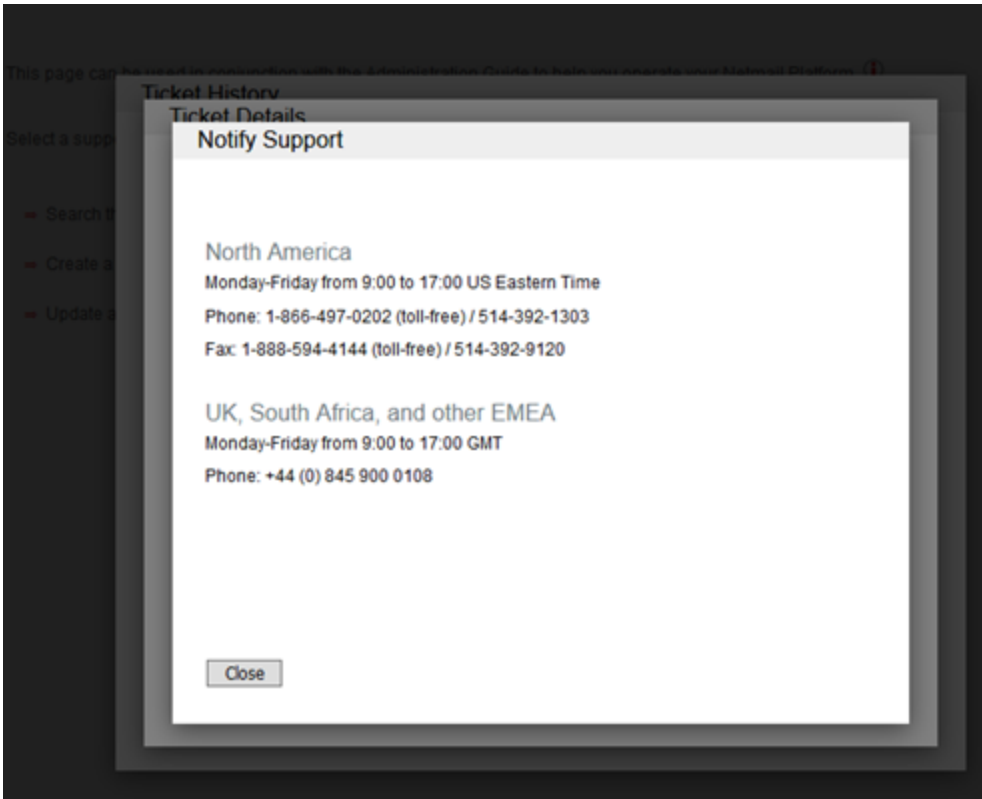




Display the Log and Trace files uploaded for the Active support ticket.

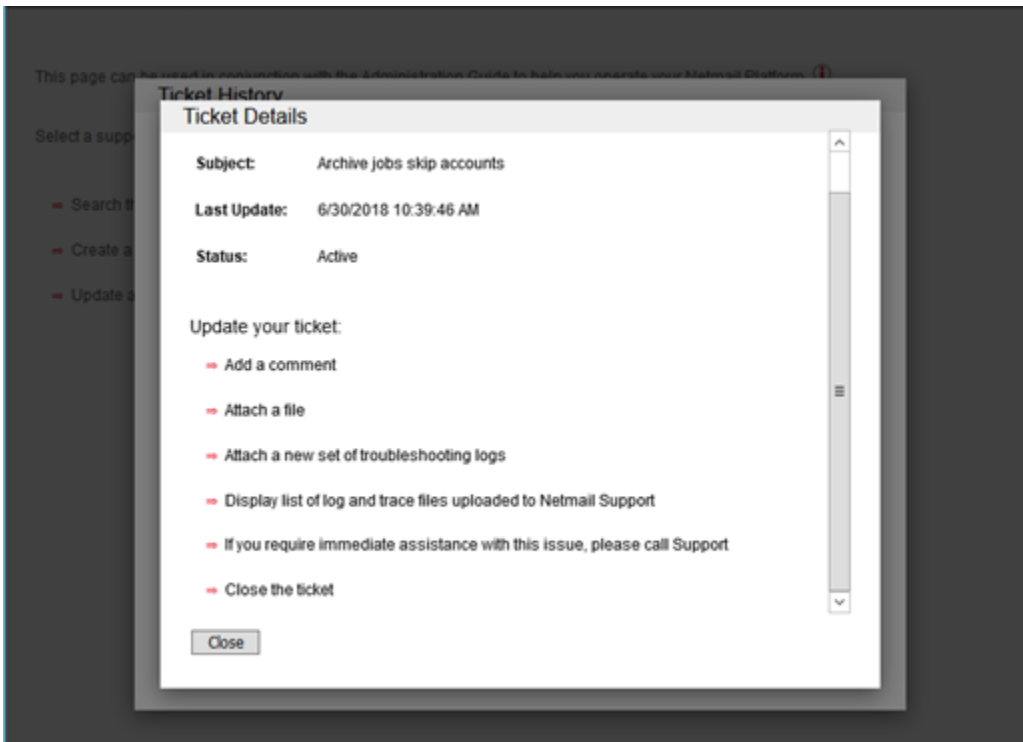
### Contacting NetGorvern Technical Support for Assistance.

Clicking the last link (**If you require immediate assistance with this issue...**) to see available **telephone numbers** to call (and hours of operation) to speak to someone in **Netmail Support**:

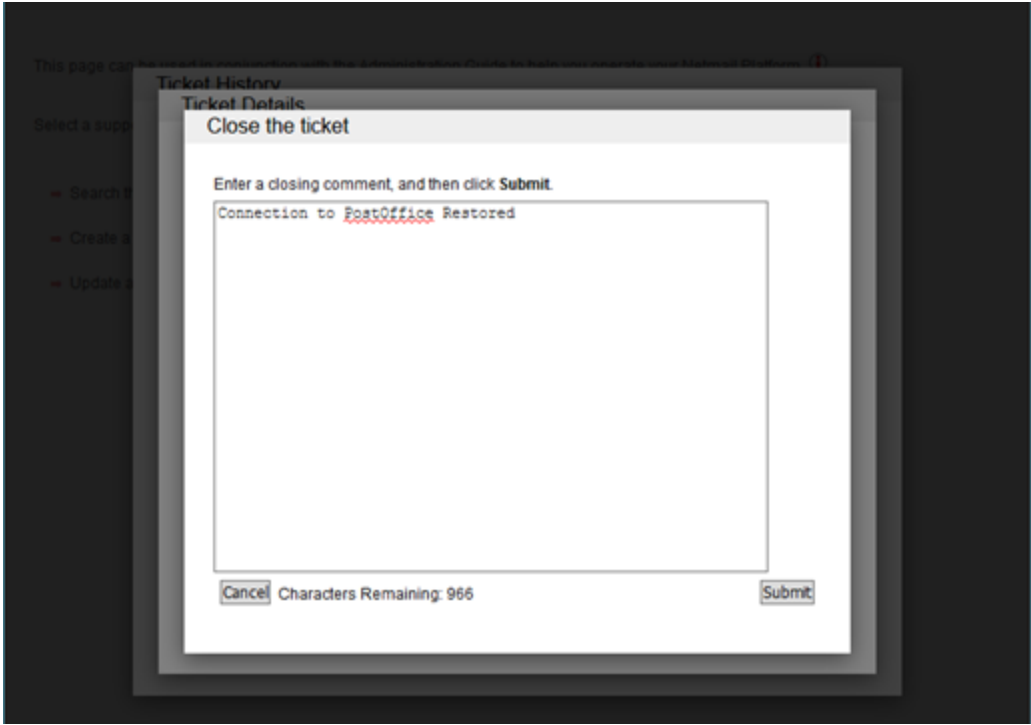


## Closing a Ticket.

If the issue has been resolved, the customer may close the ticket from the Self-service support feature:



Add a Closing comment.



The ultimate goal is to speed up problem resolution and provide the best possible technical support to our customers.