nomios secure and connected

Welcome to the Nomios Technical Assistance Centre

Introduction and user guide

Date:	10/09/2024
Version:	5.0

nomios secure and connected

Table of Contents

QUICK REFERENCE CARD

SUPPORT OPERATIONS

Available 24x7x365

NL: +31 (0)71 750 1526
BE: +32 (0)3 808 3129
DE: +49 (0)231 886 8347
UK: +44 (0)1256 274058
PL: +48 (0)22 490 8711

Log your incident

Always start by logging your incident in the support portal with as many details as possible.

https://support.nomios.com

STEP 01

STEP 02

High priority

Give us a call when your incident needs to be handled with P1 or P2 priority, immediately after logging the case in the portal.

Research & analysis

Our support team starts working on your incident by reviewing log files, troubleshooting, and lab testing.

STEP 03

STEP 04

Resolution proposal

After researching the incident our team will propose a final resolution or an intermediate work around to mitigate impact.

Resolution delivery

Done! Our team has provided the resolution, whether it's a hardware replacement according to your chosen SLA or an alteration to your configuration.

STEP 05

nomios secure and connected

1. Welcome to Nomios

Thank you for trusting Nomios to help keep your business secure and connected! We're excited to support you every step of the way.
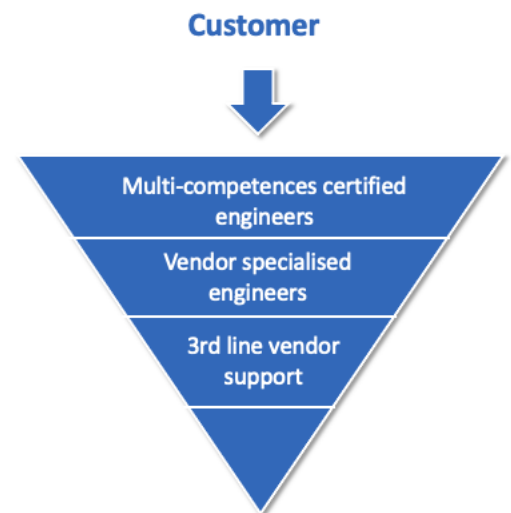
The goal of this document is to provide you with all the details you need to fully leverage the Nomios Technical Assistance Centre (nTAC). It provides a detailed description on how you can gain access to our support portal and how to raise a service request. Our nTAC Engineers are ready to assist you!

1.1 Nomios services approach

Our unique vision on the delivery of technical support services provides Customers with direct access to skilled Engineers. This eliminates the need to go through several support layers with limited added value.

In turn our Experts have immediate access to most of our technology partners such as Juniper, Fortinet, Palo Alto and F5. With this approach, we're able to reduce the 'time to repair' significantly and respond adequately to almost any technical support request.

The nTAC Engineers also have access to Nomios- and partner lab facilities, where products and solutions can be tested in order to provide customers with temporary work arounds and resolutions to the most complex challenges.

1.2 nTAC Service Options

Depending on your service agreement with Nomios, the following nTAC services are available:

- Access to the Nomios Technical Assistance Centre for second level assistance on incidents and issues;
- Access to software updates and upgrades;
- Access to vendor web-based portals for technical FAQ, bug information, manuals, release notes, etc.;
- Access to our portal to manage service requests online;
- Advanced hardware replacement in case of faulty hardware (worldwide);
- On-site assistance from a certified engineer for replacing defective hardware components and restoring configuration;
- Feature- or enhancement requests.

The details of every support option can be found in the Nomios Service Level Agreement.

1.3 Out of scope

When a support case is out of scope of the support agreement, you will be informed by the Nomios Support Engineer. Together with your Account Executive you will be able to select the best option to suit your needs.

_

nomios secure and connected

2. Contact information nTAC

For requests concerning the use and access accounts of the Salesforce portal, Nomios support can be reached by the numbers bellow, and by email at support@nomios.com.
The Netherlands
Phone: +31 (0)71 750 1526

Belgium
Phone: +32 (0)3 808 3129

Poland
Phone: +48 22 490 87 11

United Kingdom
Phone: +44 1256 274 058

Germany
Phone: +49 (0)231 8868347

Please note that this email address is not used for incident handling.

When opening a service request please provide the following information:

- Company and contact name
- Contact details: phone number and email address
- Vendor name, Product model number for the defective hard-/software
- Product serial number for the defective hard-/software
- System serial number of the base unit the faulty part is installed in (when applicable)
- Detailed description of failure and troubleshooting performed to isolate cause
- Relevant log files
- Screenshots (when relevant)

3. Required format for log files

Each vendor requires different log files. When opening a service request, please include the relevant log files. Please find below a quick guide to retrieving log files for the various vendors:

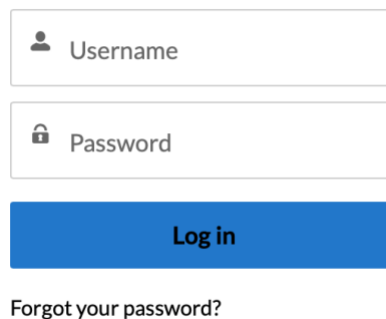| Vendor	What is needed?
Juniper	1. RSI You can collect it using the following command: *# request support information | save /var/tmp/RSI.log*
	2. Log archive: You can collect it using the following command: *# file archive compress source /var/log/* destination /var/tmp/logs.tar*
F5	1. Detailed description of your request, including any relevant BIG-IP objects (eg the virtual server name) that you suspect are involved.
	2. Download a qkview (System->Support in the BIG-IP web ui Or use the following command : *# qkview -s 0 -f /var/tmp/$HOSTNAME.`date +%Y-%m-%d`.tar.gz*
	3. Upload any other data that might be relevant (including packet captures)
Fortinet	1. Device serial number
	2. System log files: *Log & Report -> System Event -> Download Logs*
	3. Troubleshoot connectivity, policy problems: *# diagnose debug reset* *# diagnose debug flow filter saddr <source address>* *# diagnose debug flow filter daddr <destination address>* *# diagnose debug flow show console enable* *# diagnose debug enable* *# diagnose debug flow trace start <number - show first X packets, after that disable the flow>* *# diagnose debug disable*
Ivanti / Pulse Secure	Collect "Event logs" System > Log/Monitoring > Events > Log > Save Log as ... Collect "User Access" System > Log/Monitoring > User Access > Log > Save Log as ... Collect "TCPDump" Maintenance > Troubleshooting > Tools > TCP Dump > Start Sniffing Collect "Debug Log" Maintenance > Troubleshooting > Monitor > Debug Log > Save Debug Log Collect "Diagnostic Logs" Maintenance > Troubleshooting > Monitor > Diagnostic Logs > Save Log
Palo Alto	Collect "Tech Support File": https://knowledgebase.paloaltonetworks.com/KCSArticleDetail?id=kA10g000000ClRlCAK Global Protect, collect logs: https://docs.paloaltonetworks.com/globalprotect/9-0/globalprotect-admin/certifications/troubleshoot-fips-cc-mode/view-and-collect-globalprotect-logs Cortex, collect logs and find tenant ID: https://docs.paloaltonetworks.com/cortex/cortex-xdr/cortex-xdr-pro-admin/investigation-and-response/investigate-endpoints/retrieve-support-logs-from-an-endpoint https://knowledgebase.paloaltonetworks.com/KCSArticleDetail?id=kA10g0000008UPGCA2&lang=en_US%E2%80%A9

4. Creating a Nomios Support Portal account

4.1   Requesting credentials

The URL to access our support portal is https://support.nomios.com.

The opening and processing of incidents is not available by email.
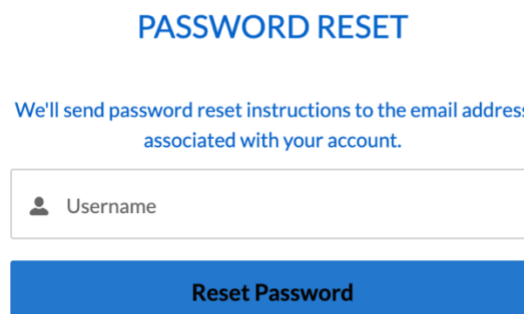You will be asked for your username and password to log in.

Your username and password are sent to you by email. If you haven't received them yet, please contact our support team on mail support@nomios.com (not for Incidents/Changes) or call us using the nTAC phone number.

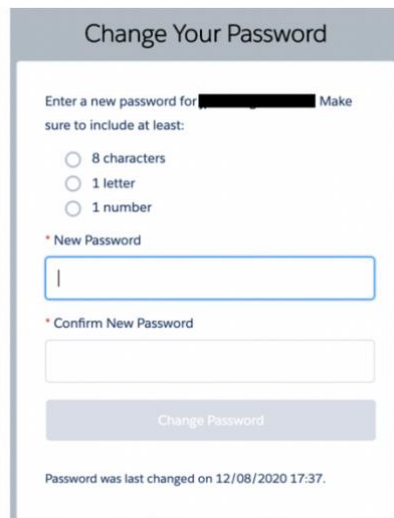## 4.2   Resetting your password

To reset your password, you can either contact us directly by phone, or use the "Forgot your password?" wizard:

1. Next, enter the email address associated with your account.
2. A confirmation page will pop up, stating that the instructions have been sent to your email address.
3. Click on the URL provided in the reset email.
4. Enter and confirm your new password.

Once the password is reset, you will be automatically redirected to the support homepage. There, you will be able to manage and create incident reports and changes.

4.3   Navigation

After you've logged in successfully, you are presented with the Nomios Service Portal homepage. The tool's menus are viewed below:
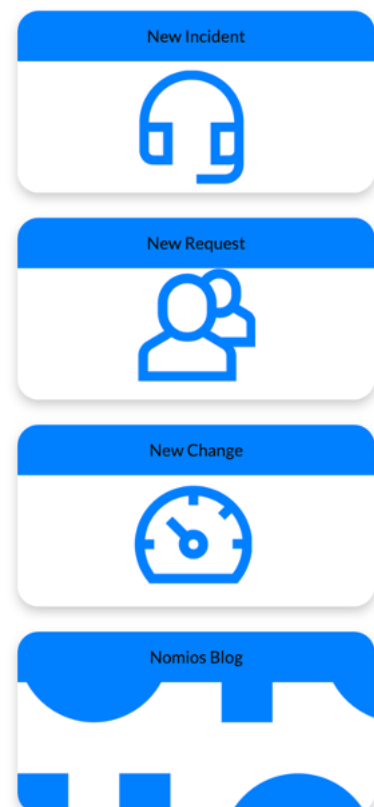
New Incident: You can create a new incident report.

New Request: You can create a new request report.

New Change*: You can create a new change request

Nomios Blog: This will redirect you to the Nomios blog.

*Only available to Customers who subscribed to our Managed Services.

5. Create a case

All new support requests need to be raised through the support portal.
Don't have access yet? Reach out to our support desk and they will setup your account.

Important: new support requests cannot be raised by phone and always need to be logged in the portal first.

5.1 Support Portal

Creating a new incident is a 4-step process. To report an incident, click "New Incident".

Fields marked with a red star are mandatory.

5.1.1 Contact details

On this first section of the form, you will have to verify that your contact information is accurate.

This information is mandatory to enable our support team to quickly contact you and understand who is responsible for handling the case on your side.

In case you are logged in with a generic team account, please enter your first name, last name and your direct phone number.

5.1.2 Products in scope

On the second screen, you will be asked to specify what kind of product the incident is related to, its current software version, and its serial number. While the serial number is not a mandatory field, it does generally speed up the process.

5.1.3 Subject and description

Next you will have to enter a subject for your incident. It will help the Engineer to quickly identify the general issue but also be used as a subject of further email notifications.

When filling out the description, please be as precise as possible to ensure we gain a full understanding of the issue and can facilitate the handling of the incident as best as we can. To gain a good understanding of the solution please share information included, but not limited to, the following list:

- Serial numbers and software versions
- Description of the technical problem, and of the situation before the problem occurred
- Description of what you've already done in terms of troubleshooting, what tests have been performed so far
- Timetable of the Incident
- Define whether it's recurring or a one-time Incident
- Preferred way to get started (video conference solution of choice, phone)
- When applicable: maintenance slot available or options for troubleshooting

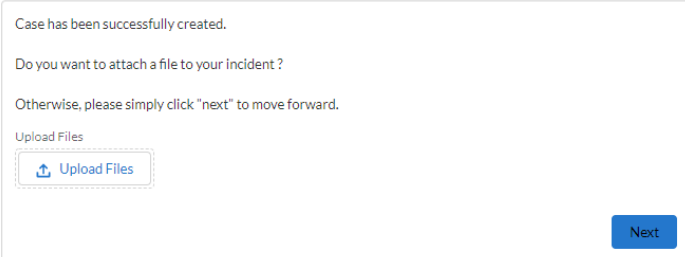The goal is to collect as much information as possible in order to process your ticket as soon as possible.

When selecting the case priority, you'll notice that **« P3 »** is the highest priority available for an incident. To raise its priority to **« P1 »** or **« P2 »**, please reach out to nTAC by phone.

When applicable, you can fill out "Customer case number" with your internal case reference number for improved tracking.

9

5.1.4   Uploading attachments

You can upload log files or any other relevant attachments smaller than 25MB through the online GUI. Simply click "Upload Files" or drop them in the allocated area.

Case has been successfully created.

Do you want to attach a file to your incident ?

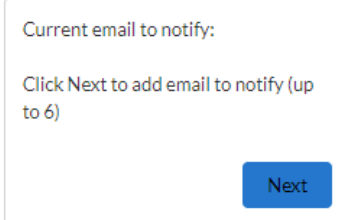Otherwise, please simply click "next" to move forward.

Upload Files

⬆ Upload Files

Next

5.1.5   Notifications

If you would like to notify additional people by email so that they will receive notifications when an update is made to the ticket, please fill in the "Email to Notify" field. This can be found within your ticket once you've created it in the portal. These recipients are not required to have an account in our portal. Adding more recipients will not provide them with access to the portal itself.

Current email to notify:

Click Next to add email to notify (up to 6)

Next

Please note: the email address you're opening the ticket with doesn't need to be filled out separately. Notifications will be sent automatically to the account's email address.

5.2   Email

When emailing with the support team you may notice the commonly use support@nomios.com. Please note that this email address **is not** for new support requests. All new cases need to be logged through the support portal according to the provided instruction. That way we can ensure you have a fast and unrivalled experience with our nTAC Services.

Support cases issued through email will not be processed.

6. Consulting your tickets

On the home page, you will find two tabs to be able to view your cases:

Opened cases   Closed cases

MY COMPANY ACTIVE CASES

During the lifetime of a ticket, it may be waiting for input from either yourself, the manufacturer, or other relevant parties. To indicate it's current status there are a number of definitions:

Status	Definition
New	Status after creating the ticket in the portal.
Work in progress	Nomios Support is working on the problem, awaiting their feedback.
Waiting Customer	Awaiting action from the customer.
Waiting Vendor	Awaiting action from the manufacturer.
Maintenance window	A maintenance window has been planned.
Frozen	A ticket can be frozen when it is not possible to advance its resolution over a clearly identified period. This could for example be when waiting for the reproduction of a problem, or while waiting for a customer in training to return.
Solved	The problem encountered has been identified, and a solution has been proposed. It usually precedes the closing of the ticket.
Closed	The ticket has been closed following the customers confirmation.

6.1   Add a comment to a ticket

To add a comment, enter it in the "Comments" section within the ticket and press "Next" to send it.

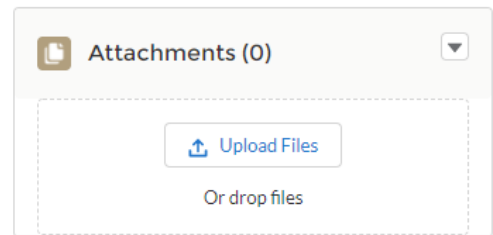**Comments**   Details

* body (max 10 000 characters)

Next

There is no need to reply to emails automatically generated by our tool. These messages are sent from a generic address: support-noreply@nomios.com.

6.2   Attach files to the ticket

It's possible to attach files (< 2GB) both during the creation of your ticket and after the case already has been logged. Afterwards, you have the possibility to upload them directly via the GUI. To do so, navigate to the "Case Number" of the ticket you'd like to add an attachment to. There you can upload files by clicking "Upload Files" or dropping them in the designated area.

If you need to send a file that is larger than 2 GB, you will need to request a secure link from our support team.

6.3   Closing tickets

When we've identified the problem and have provided a solution, the ticket is assigned the status "Solved". After your confirmation that the problem has indeed been solved we will proceed to close the ticket. In case our team hasn't heard back from you after 5 working days, it's common practice to consider the solution accepted and proceed to close the case.

Note that even though a ticket may be closed, the information of the case will not be lost and can still be consulted by navigating to the archived tickets. When a new (related) incident occurs, simply log a new ticket for our Engineers to work on.

You can also request the closure of a case by clicking on the "Request to close" button present on the case page layout. This will notify the nTAC and they will then close this case.

nomios secure and connected

Thank you for choosing Nomios Support, we're looking forward to working with you!

We value your feedback. If you have any ideas on how we can make your support experience even better, don't hesitate to contact us by phone or at support@nomios.com.