Welcome Guide

Introduction

Thank you for partnering with Virtuozzo! Our Technical Support team is committed to your success as a Virtuozzo customer. We look forward to helping you get the most out of your Virtuozzo solutions.

How technical support works

All technical support is provided and documented using a support ticket system:

- To report a technical problem, or ask a question, please raise a support ticket
- For every new issue or question, please create a new support ticket

For technical support tickets you will need to confirm your entitlement to support by providing either a support code or your license number.

Your support code should be included in your partner agreement and you should also have received it via email. Please contact your Sales representative if you have any questions about your support code or license.

How to get technical support

There are several ways of reaching out to our Support: through a self-service portal (recommended), through the Virtuozzo website, or by telephone.

Here you can submit, check and update your support requests and see the history of all tickets raised by you or your team. Anyone from your organization can sign up for the self-service portal.

To access the portal, click on the Login button in the top right corner, then click on “Sign up” and fill in the form. Please use your company e-mail when registering.

Your request will be sent for verification, which could take up to 24 hours. After your account is verified, you will receive a notification with a request to reset your password. Right after you change your password you can start using self-service portal.

If you don’t receive an e-mail with a password reset link, please contact your Virtuozzo manager for clarification.

Website – https://support.virtuozzo.com/
You can also send support requests via the webform here.

Telephone – find our support telephone numbers here.
Calling us can be useful if you need to check the status of a ticket, or escalate it, or if you need to a quick answer to a question. However, we recommend that you raise a support ticket first via the self-service portal: due to the complex nature of the product, actual technical troubleshooting requires access to the installation/remote session/log files, and you can provide these when you send a support request online.
How you can help us resolve your issues

When you raise a support ticket, please provide a detailed description of your problem or issue. This will expedite the troubleshooting process and will help us to route your ticket to an expert with the right skills to assist you. Problem reports, log files, configuration schemes and remote access details (a secure submission form is available during ticket creation) should be uploaded at the time of support ticket submission, wherever possible.

**Problem reports and log files:** If you are reporting an issue you encountered while installing or using a Virtuozzo product, please have log files and problem reports available for us to review.

**Configuration detail:** System, storage, and/or network configuration diagrams and files are helpful when troubleshooting issues with a Virtuozzo product. Having these available to upload to Virtuozzo Support, or running the appropriate commands on your servers to collect this configuration information, will help speed up the diagnostic process.

These knowledgebase articles will help:

- Submitting a Problem Report for Virtuozzo Hybrid Server: https://virtuozzosupport.force.com/s/article/000013612
- Submitting Problem Report for Virtuozzo Hybrid Infrastructure: https://docs.virtuozzo.com/virtuozzo_hybrid_infrastructure_4.7_admins_guide/index.html#getting-technical-support.html
  
  Please locate and provide the Virtuozzo log files and a Virtuozzo core file if the log indicates that one was created.

  You can attach these files to your support ticket or upload them to our FTP/SFTP site – here’s a guide for doing that: https://virtuozzosupport.force.com/s/article/000017898

  The location of the log files is dependent on the operating system and the Virtuozzo product you are using. Please refer to the appropriate Virtuozzo documentation for the specific syntax. If the physical hardware is crashing, any log files from the hardware vendor can be helpful as well.

Useful links

For more information, please check https://www.virtuozzo.com/support where you can find knowledge base articles, product documentation and other useful information. Here are some of the most popular support resources and articles:

**Severity definitions:**
https://www.virtuozzo.com/all-supported-products/severity-level-definitions/

**Product lifecycle policy:**
https://www.virtuozzo.com/all-supported-products/lifecycle-policies/

**Support scope:**
https://www.virtuozzo.com/all-supported-products/scope-of-support/

**Technical documentation:**
https://docs.virtuozzo.com/

**Knowledge base:**
https://help.virtuozzo.com/

**Product update news:**
https://www.virtuozzo.com/product-updates/

**Virtuozzo resources (reports, datasheets, videos, webinars, logos etc):**
https://www.virtuozzo.com/resources/