

iSupport **CUSTOMER OVERVIEW**



For Internal and External Use

ISUPPORT – WHAT IS IT?

iSupport is a new free service which lets you log and update incidents via a browser. The service allows you, via a secure login, over the web to create a new incident directly on nVision. When submitted this incident, is routed directly in to Dell a new incident. The Dell technicians will start working on the incident and you can see the progress of the incident via the browser and update the incident as needed. You can of course, still communicate to Dell's technicians via phone or email, if you wish. The service is aimed at your enterprise equipment and its for all priority (severity) levels.

ISUPPORT – WHAT IN IT FOR YOU?

- Faster Time to Solution
- Improved efficiency for your internal support staff
- Improved system up-time
- Reduced time spent in diagnostics with Dell
- Customer empowerment
- Flexibility – case management where & when it suits
- You can work & view cases, without the need to be on the phone to Dell
- More personalised relationship with Dell



How to register for iSupport

If this is a service that you and your company would like to use then send a mail to: [nVision Business Admin-EMEA2@Dell.com](mailto:nVision_Business_Admin-EMEA2@Dell.com) with the following information for all the users you would like to have registered for iSupport:

- Names
- E-mail addresses
- phone numbers

The new accounts will be registered for you and you will receive a mail with all the usernames and passwords and you are then ready to start using iSupport.

Alternatively you can register yourself by following the steps outlined in section “D” (slide 14)



iSUPPORT – USER GUIDE

A: How to create a new Service request.

Step 1:

Open up the following URL for login screen

https://servicedesk.dell.com/OA_HTML/jtflogin.jsp

Step 2:

Enter your login detail details in the login area in right hand corner of the screen:

Step 3:

Choose the "nVision iSupport Customer End-User Responsibility" responsibility (found at the bottom of the screen).

Always choose the **"EMEA Auto-Gen Support Request"** hyperlink when creating Service Requests via iSupport.

Select Request Type

To help us resolve your problem efficiently, please select the correct request type.

EMEA Auto-Gen Support Request

EMEA Auto-Gen Support Request

EMEA Cust-Init Support Call

EMEA Cust-Init Support Call

EMEA EEC OMNI Legacy

EMEA EEC OMNI Legacy



ISUPPORT – USER GUIDE

Step 4:

Fill in the required fields in the first of two Service Request create pages:
You will need to fill in all fields with a blue * so please fill in all fields as appropriate.

Field marked "1" – Please enter a description of the problem:
Example "PE2850 - ECC error correction detected in DRAC logs or PE2950 – Win2K3 – Disk 0:0:0 Failed"

Field marked "2" – If this information is not already filled in you choosing this button and you will be brought to the following page:

Create Incident: Identify Problem

Create Incident: Problem Details

Create Incident: Identify Problem

Please provide the following information to enable us to resolve your problem.

*Indicates required field

CancelPreviousStep 1 of 2Next

Problem Summary

Request Type: EMEA Auto-Gen Support Request

Problem Summary

1

Attachments

Add Attachment

AttachmentCategoryDescriptionRemove

There are no attachments associated with the Service Request.

Primary Contact

Add Contacts

Customer: Test Customer 1

Contact By: E-mail

Time Zone: Central Time

Contact: User6 UAT

Preferred Language: American English

Incident Address

*Address

Select Address

2

*City

State

County

Province

Postal Code

*Country: <Select One>

CancelPreviousStep 1 of 2Next



iSUPPORT – USER GUIDE

Field marked “3” – Please choose the correct address and click the select button. You will then be returned to the previous page and are finished with step2, press next to continue, this will take you to the following page.

Search and Select: Incident Address

Search

Use % as wildcard. If you want a substring search, include a % at the beginning of your criteria.

Address:

City:

State:

Province:

Postal Code:

Country:

Go

Result

Previous 1 - 5 of 5 Next

Select	Address	City	State	Province	Postal Code	Country
☐	ONE DELL WAY,BUILDING 1, FLOOR 1,FLOOR 1	AUSTIN	TX		78664	US
☐	One Dell Way,Building 1 East, Floor 1	RJN	TX		78728	US
☐	ADD1	Denver	CO		78664	US
☒	One Dell Way	HrD	TX			US
☐	ADD1,ADD2,ADD3,ADD4	Denver	CO		78664	US

Previous 1 - 5 of 5 Next

Cancel Select

Field marked “4” – Please choose the appropriate category from the dropdown as the routing of your Service Request depends on this field.

Field marked “5” – Please enter the service TAG for the unit you are creating the call for. The service TAG has to be valid and under contract for the Service Request to be created and routed to the correct Dell agent queue. If your TAG is incorrect or you don't have a TAG you will receive an errors from the iSupport system and you will need to call in to Dell as per normal procedure.

Create Incident: Problem Details

Cancel Previous Step 2 of 2 Submit

*Indicates required field

Request Type EMEA Auto-Gen Support Request

Problem Summary PowerEdge 2950 - Noise from fan

Severity

Product

Serial Number

Problem Details

*Problem Sub Type Dell/EMC hardware Go 4

Service TAG 5

Problem statement 6

*Severity Level 3 - Severity 7



ISUPPORT – USER GUIDE

Field marked “6” – Please use the Problem Statement field to put in a more detailed description of the problem and add any troubleshooting that you have already conducted and any other relevant info. The problem statement should contain as much information about your issue as possible and also any previous history with this specific TAG / issue, for example: “Power Edge 2950 Disk 0:0:0, RAIDX flashing amber and is reported failed by OMSA, no previous history with regards to this issue” The more detail you add to this field the faster and more accurate we can assist you in resolving the service request. Please refer to document

Field marked “7” – iSupport will be used for all severity levels but **if you have a issue that requires immediate response (Sev1) you should contact Dell via phone as well as this ensures immediate response for you.**

Create Incident: Problem Details

*Indicates required field

Request Type EMEA Auto-Gen Support Request
Problem Summary PowerEdge 2950 - Noise from fan
Severity
Product
Serial Number

Problem Details

*Problem Sub Type Dell/EMC hardware 4

Service TAG 5

Problem statement 6

*Severity Level 3 - Severity 7



ISUPPORT – USER GUIDE

Field marked “8” – Your system’s environment is an essential piece of information for the case, this field should include information such as Operating System, RAID Configuration, PERC Card Type, TBU Model and Type, Connected Devices, Location, an example of what we would be looking for is:

PowerEdge 2950, BIOS = A00, BMC = 1.00

Windows 2003 Enterprise

OMSA 5.1

PERC 5/I FW 5.1.1

RAID 1 on Disk 0:0:0 & 0:0:1 and RAID 5 on Disk 0:0:2, 0:0:3 & 1:0:1

Server Located in Data Centre Rack

No Previous History on this Tag

Field marked “9” – Include here anything else regarding the issue, this should include any troubleshooting you have already done, when this was first noticed any recent hardware / software changes, location changes etc, an example of what we would be looking for is:

“I first noticed the failed hard disk this morning, noticed that the flashing amber light on the drive and confirmed the status of the driver in OMSA to be failed, I have re-seated the hard disk and a rebuild failed to complete. I have also run PEDIAGS DST test whilst on phone and disk failed the DST Test”.

When all the fields are filled in and you press submit you will get a confirmation that the service request has been

created

The screenshot shows a web form with two main sections. The top section is titled "Customer environment" and contains a large, empty text area. To the right of this text area is a red circle containing the number "8". The bottom section is titled "Discussion" and also contains a large, empty text area. To the right of this text area is a red circle containing the number "9". Both sections have a small "v" icon at the bottom right corner of the text area, likely for a dropdown menu.



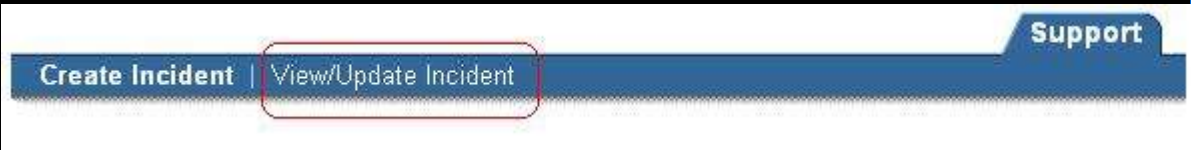
iSUPPORT – USER GUIDE

After submitting the service request you will see the following confirmation. Please note of the Service Request number for your own use



C. How to View and update your existing Service Requests

Step 1: - Click on the "View/Update Incident" link



You will now see an over view of the Service Requests you have created via iSupport. If you have more than 10 Service Requests you can Click on the "Incident number" column to sort incidents acceding/descending

Incident Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Estimated Resolution Time
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Open any Service Request by clicking the Service Request number hyperlink:

Incident Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Estimated Resolution Time
136840	Trond's test case CX310 - 3 harddrives are offline (0:0, 0:2 and 0:3)	EMEA Auto-Gen Support Request	Open	03/05/2008 05:35:47	03/05/2008 05:37:03	



ISUPPORT – USER GUIDE

This link will open up a Service Request and give you the option to update the request and give you a overview of the Service Request.

This page also shows "Customer Information", "Product Information" an overview of all the note entries in the Service Request and it will give you the option to add new notes to update the Service Request:

Please choose the appropriate note type:

Then add the text you want in the note type and save. The Dell technician working on your Service Request will see the Service Request status update and will be aware that you have updated the Service Request. If you are happy with that your issue have been resolved you can add a final note to let the Dell technician that it is ok to close the Service Request

Service Request: 136840 - EMEA Auto-Gen Support Request

Click "Update" button to save any changes.

CancelEmail to MeUpdate

OverviewContacts

Summary Information

Request Number 136840	Reported On 03/05/2008 05:35:47
Help Desk Number	Last Updated 03/05/2008 05:35:53
Request Type EMEA Auto-Gen Support Request	Estimated Resolution Time
Closed Time	Status Open
Assigned Service Representative	Urgency
Severity 3 - Severity	

Problem Summary Trend's test case CX310 - 3 harddrives are offline (0:0, 0:2 and 0:3)

Note TypeProblem Description

Note

ActionCauseChangesFactObjectiveProblem DescriptionResolution DescriptionSymptomUpdate

Add a Note

Provide us with any additional information that may help us in resolving your issue quickly.

Note TypeProblem Description

Note



LEARNDELL

ONLINE TRAINING (VOLUNTARY FOR ISUPPORT USERS)

<http://www.learndell.com/prosupport/index.cfm>

Course Particulars

- How to adopt and implement Dell call-logging methodology
- Accurately identifying system failure points
- Troubleshooting of Dell Desktop, Workstation, Portable, Server products
- Using the online tool and Dell's central parts list
- Annual re-certification
- 85% pass mark on exam
- Typical coursework and accreditation time ranges from 4-12 hours (dependant on user skill level and number of courses completed)
- Accreditation can be gained in Desktop, Notebook, PowerEdge, PowerVault and PowerConnect (must also complete Policies and Procedures module)

Who Should Attend:

IT Professionals who are seeking technical expertise in diagnosing and servicing Dell systems in conjunction with iSupport or Fast-Track Dispatch

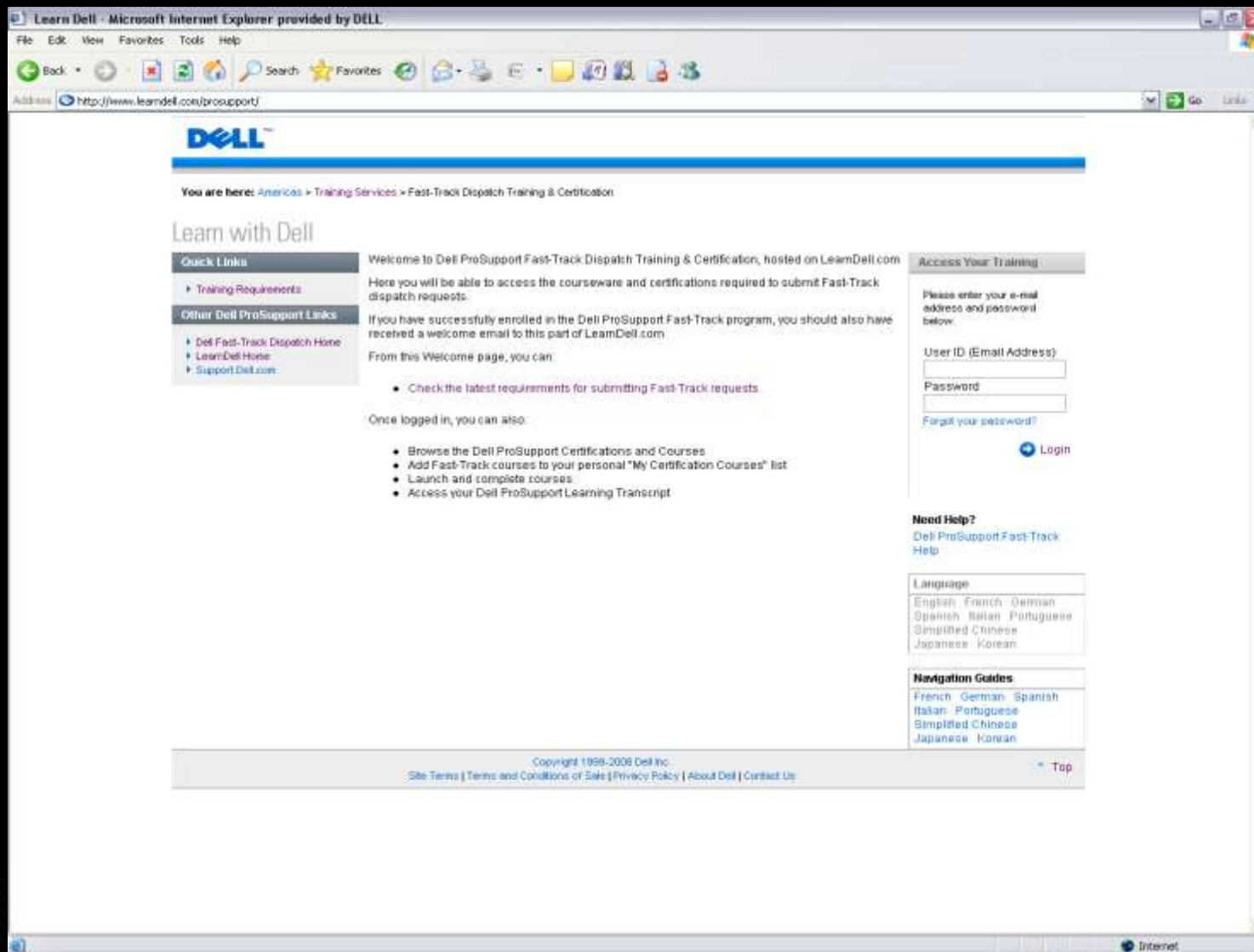
Recommended Prerequisites:

6-months of hands-on Hardware Maintenance and/or Troubleshooting experience or an industry standard qualification i.e. MCP, A+, N+ etc.



LEARNDELL

SCREENSHOTS – LOGIN SCREEN



LEARNDELL

SCREENSHOTS – SAMPLE COURSEWORK

http://www.learndell.com - Training Course Window - Microsoft Internet Explorer provided by DELL

DELL EXIT

TROUBLESHOOTING DESKTOP SYSTEM | TROUBLESHOOTING POST

Cause for POST Failure

POST failure occurs when a component or a peripheral fails the POST tests or causes the system to lock up.

Code	Cause
1-1-2	Microprocessor register failure
1-1-3	NVRAM
1-1-4	ROM BIOS checksum failure
1-2-1	Programmable interval timer
1-2-2	DAM initialization failure
1-2-3	DAM page register read/write failure
1-3-1 through 2-4-4	DIMMS not being properly identified or used

LED Quad-Pack



POST Failure

Power On Self Test (POST) failure occurs when a component or a peripheral fails its POST tests or causes the system to lock up. Therefore, you need to understand the details of the POST process and be able to identify the component that is potentially causing the fault before troubleshooting it. You can identify a failed component with the help of diagnostic LED codes, on-screen error information (POST codes) or audible beep codes.

Done Internet

D. How to register for iSupport

Step 1:

Open up the following URL for login screen

https://servicedesk.dell.com/OA_HTML/jtflogin.jsp

Step 2:

Click the "Register me now" button

A screenshot of the Dell Self Service Portal login page. The page has a blue header with the text 'DELL SELF SERVICE PORTAL'. Below the header is a white box with a blue title bar that says 'Login'. Inside this box, there are two input fields: 'User ID' and 'Password'. To the right of the 'Password' field is a 'Go' button. Below these fields is a tip that says 'TIP Did you forget your password?'. At the bottom of the box is a button labeled 'Register me Now!', which is highlighted with a red rectangular border.

Step 3:

Choose the following profile

A screenshot of the 'Start Here: Choose your profile' screen. The screen has a white background with a blue title bar that says 'Start Here: Choose your profile'. Below the title bar is a list of options. The first option is 'I want to register as an user within a previously registered organization.', which is selected with a radio button. Below this option is a horizontal line. At the bottom right of the screen are two buttons: 'Cancel' and 'Next'.

Step 4:

Enter your customer number. Customer numbers need to be preceded by the 2 letter country code (in uppercase) and be preceded by the channel code (-channel number) so it would look like this: **GB99362150-202**. (please contact your Technical Account Manager/ Service Delivery Manager if you don't have the full customer number number).

Step 5:

Then enter the appropriate details remember all field indicated with a **red circle** / **blue *** is mandatory. NB, If the "Location" field does show any addresses you will need to use a alternate customer number. Please contact your Technical Account Manager/ Service Delivery Manager if you don't have any alternate customer numbers available

Details: Enter your company information

☒ **TIP** You have chosen to register for an existing customer. Please enter your customer number below:

* Customer Number:

* Required field

Enter Your Details

☒ **TIP** Please enter your details. Confirmations will be sent to the email address specified.

* First Name

* Last Name

Employee ID

(Enter Identification Number, Company Number or Badge Number)

Phone Number

* Country Code Area Code * Phone Number

Phone Extension

Location Filter

* Location

SCRAMBLED ADDRESS--US-SCAMBLED CITY--CT-XXXXX

SCRAMBLED ADDRESS--AT-SCAMBLED CITY--XXXXX

SCRAMBLED ADDRESS--BE-SCAMBLED CITY--XXXXX

SCRAMBLED ADDRESS--FI-SCAMBLED CITY--XXXXX

SCRAMBLED ADDRESS--FR-SCAMBLED CITY--XXXXX

SCRAMBLED ADDRESS--NO-SCAMBLED CITY--XXXXX

SCRAMBLED ADDRESS--SE-SCAMBLED CITY--XXXXX

SCRAMBLED ADDRESS--CH-SCAMBLED CITY--XXXXX

* User Name

* Password
(Password should be at least 6 characters long.)

* Verify Password

* E-mail
(first.last@yourdomain.com)

* Verify E-mail

* Required field

Document revision 1.2

Step 6:

When clicking next you will see the following confirmation.

**Confirmation : User Registration Summary**

Thank you for taking the time to register with us. You will receive an email notification with your registration information.

User Information

Confirmation Number:	53549	Date:	06-MAR-2008
Name:	Firstname Lastname	User Type:	Dell Services Customer End User
User Name:	Username		

Continue

And when clicking “continue” you will be brought back to the login screen. Your registration is complete. The next step is for the iSupport Admin to activate your account. When this is done you will receive a mail update to inform you that the account has been activated.

