



Rocket Software Support Handbook

Version 1.3

April 2012
GTS-0103-UG-01



Notices

Edition

Publication date: April 2012

Book number: GTS-0103–UG-01

Product version: Rocket Software Support Handbook

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Contents

| | |
|---|-----|
| Notices | i |
| List of Figures | iii |
| Chapter 1: Rocket Global Technical Support Overview | 1 |
| Global Technical Support (GTS) | 1 |
| Commitment to service | 1 |
| Chapter 2: Initiating a Technical Support Case | 2 |
| Rocket Customer Portal overview | 2 |
| Before contacting GTS | 2 |
| Business Impact | 3 |
| Case severity and response goals | 4 |
| Contacting GTS | 5 |
| Emergency response | 5 |
| Chapter 3: Using the Rocket Customer Portal | 6 |
| Registering for a Rocket Customer Portal account | 6 |
| Logging in | 6 |
| Customer Portal Home page | 7 |
| Creating Cases | 8 |
| Tracking Cases | 9 |
| Reviewing Case information | 10 |
| Case status | 11 |
| Closing Cases | 11 |
| Case Auto Closure process | 13 |
| Providing feedback | 13 |
| Reopening Cases | 15 |
| Changing or escalating Cases | 15 |
| Searching for solutions | 16 |
| Downloading product files and fixes | 17 |
| Viewing license keys | 18 |
| Using the Code Generator | 19 |
| Searching for product documentation | 19 |
| Modifying your profile | 21 |
| Changing your Rocket Customer Portal account password | 21 |
| Changing your email notification preferences | 22 |
| Setting team security viewing privileges | 23 |
| Setting Case defaults | 23 |
| Editing contact detail information | 24 |
| Viewing announcements and documentation | 24 |
| Glossary | 25 |
| Index | 27 |

List of Figures

| | | |
|------------|---|----|
| Figure 1: | Rocket Customer Portal Login page..... | 7 |
| Figure 2: | Customer Portal Home page | 8 |
| Figure 3: | Create Case tab | 8 |
| Figure 4: | My Open Cases tab | 9 |
| Figure 5: | My Closed Cases tab..... | 9 |
| Figure 6: | Team Cases tab | 10 |
| Figure 7: | Case Detail tab | 10 |
| Figure 8: | Adding comments to a Case..... | 11 |
| Figure 9: | Closing a Case | 12 |
| Figure 10: | Adding comments when closing a Case | 12 |
| Figure 11: | My Closed Cases tab..... | 12 |
| Figure 12: | Customer Satisfaction Survey | 14 |
| Figure 13: | Reopening a Case | 15 |
| Figure 14: | Browse Solutions tab..... | 16 |
| Figure 15: | Solution Search tab..... | 17 |
| Figure 16: | My Downloads tab..... | 18 |
| Figure 17: | Available downloads window | 18 |
| Figure 18: | My License Keys tab | 19 |
| Figure 19: | Code Generator tab | 19 |
| Figure 20: | Document Search tab..... | 20 |
| Figure 21: | Document Explorer tab | 20 |
| Figure 22: | Document List..... | 21 |
| Figure 23: | Password tab | 22 |
| Figure 24: | Notifications tab..... | 22 |
| Figure 25: | Team Security tab..... | 23 |
| Figure 26: | Defaults tab | 23 |
| Figure 27: | Contact Detail tab..... | 24 |

Chapter 1: Rocket Global Technical Support Overview

Topics covered in this chapter

Global Technical Support (GTS)
Commitment to service

The purpose of this document is to familiarize you with Rocket Global Technical Support and provide all the information you need to access and use the [Rocket Customer Portal](#) for product support.

Global Technical Support (GTS)

When you purchase products from Rocket Software, the Rocket Global Technical Support (GTS) organization is here to ensure your success with your Rocket Software products.

The GTS organization is a unified team of technical support professionals that are dedicated to the various Rocket Software brands. GTS supports multiple brands and products, including a large array of customers ranging from banks, governmental agencies, and major retailers, to small and medium-sized businesses.

Commitment to service

Rocket Software provides technical support through teams of specialists who are dedicated to the various Rocket Software brands. These teams comprise the GTS organization.

At Rocket Software, we understand that our products are important in enabling your business activities. We are committed to resolving your technical problems so that you can best serve your customers.

GTS strives to provide you with a productive, informative, and positive customer experience by offering:

- Rapid response to issues
- Technical expertise
- Regular communication
- Professional courtesy

Chapter 2: Initiating a Technical Support Case

Topics covered in this chapter

Rocket Customer Portal overview
Before contacting GTS
Business Impact
Case severity and response goals
Contacting GTS
Emergency response

Rocket Customer Portal overview

The centerpiece of GTS is the Rocket Customer Portal, which is a secure, easy-to-use web portal that provides a place for you to obtain products, maintenance, documentation, and technical support.

The Rocket Customer Portal is your direct link to Rocket's global team of technical support engineers and software developers, who strive to provide you with a rapid response, technical expertise, regular communication, and professional courtesy.

You can use the Rocket Customer Portal from a secure web browser session to:

- Contact GTS by creating a new Case
- Manage your Cases
- Download products, solutions, and documentation
- Obtain license keys for products
- Review existing solutions

Before contacting GTS

In order to understand and resolve your Case effectively, it is important that you gather information about the problem you are experiencing before contacting customer support. To help us fulfill your request, please prepare the following information before contacting GTS:

Description of the issue and your environment

Prepare a detailed description of the issue that you are experiencing and specifics of your environment or system configuration. Be as specific as possible in explaining the problem or question. This helps our technical support engineers and developers provide you with the correct solution in a timely fashion.

Background information

Be prepared to answer the following questions. Enter your answers online when creating a new Case on the Rocket Customer Portal, or have your answers ready when creating a new Case by phone.

- What levels/versions of software were you running when the problem occurred? Please include all relevant information such as the operating system and related products.
- Has the problem happened before or is this an isolated incident?
- What steps led to the failure?
- Can the problem be recreated? If so, what steps are required?
- Have any changes been made to the system?
- Were any messages or other diagnostic information produced? If yes, what were they?

Diagnostic information

Attach any relevant dumps, traces, or error logs to the Rocket Customer Portal Case for review by an engineer. This helps our engineers resolve your problem. Gathering this information is often the most critical step in resolving your software problem. If you are unsure about what documentation is required, you can contact us for assistance in gathering the necessary diagnostic information.

Case Severity

Determine a severity level if you open a Case using the Rocket Customer Portal. The severity level is determined by how severely your computing system is affected by the software problem. The severity level dictates the initial response time and follow-up notification times that you will receive from GTS. See [Case severity and response goals, on page 4](#) for more information about determining a severity level for your Case.

Business impact statement

A Business Impact statement is required for all Cases to quantify the severity of the problem. This statement describes the effect that a Case is having on your operations. The Business Impact statement helps provide a business context for the technical problem that Support Engineers are working to resolve. It is important to update the Support Engineer if the Business Impact has changed at any point throughout the lifecycle of the Case. See [Business Impact, on page 3](#) for more information about the business impact of an issue.

Business Impact

In addition to the technical description of the problem, a Business Impact statement is required to enable GTS to understand the effect that a particular problem is having on your business. Sometimes the impact is obvious, such as when a system is down. Other times it is not as obvious. The Business Impact statement ensures that an issue that is significantly impacting your business will not be underestimated.

Note

You can open a Case anytime if you perceive a problem with our product, even if there is no significant impact to your business.

Review the following examples of Case Business Impact statements:

Example 1

Technical description

Our web servers are running slowly.

Business Impact statement

We take orders through the Internet. When servers run slowly, our customers lose patience and abandon their transactions, and we lose orders. This could be causing us to lose thousands of dollars an hour.

Example 2

Technical description

We are getting a printer driver error that does not allow us to print.

Business Impact statement

We are a parcel/document courier service. We have a plane waiting at an airport, and it is being held up because the paperwork cannot be printed.

Example 3

Technical description

The XYZ tool for ABC product is causing ABC product to crash.

Business Impact statement

We are a financial institution. The outage is on our live system and is causing us to lose data that we need to report to Federal regulators. This could cause us to breach regulatory requirements, which could make us liable for large fines.

Case severity and response goals

You must assign a Severity level to a Case when you report it.

The Severity level is determined by how severely your computing system is affected by the software problem. The Severity level dictates the initial response time and follow-up notification times that you receive from the GTS team. Initial response times are provided in the table below, and follow-up times are provided in the Severity level definitions.

Severity 1

Critical Impact/System Down: A critical business software component is inoperable. You are unable to use the program, which results in a critical impact on your business operations. This condition requires an immediate solution.

Severity 1 requires maximum effort support until an emergency fix or bypass is developed and available. Critical situations may require customer and Rocket personnel to be at their respective work locations on an around-the-clock basis. You should receive a follow-up about a Severity 1 Case from GTS within 24 hours.

Severity 2

Significant business impact: The program is usable but severely limited. You should receive a follow-up about a Severity 2 Case from GTS within 5 days unless other arrangements have been made.

Severity 3

Some business impact: The program is usable with less significant features unavailable. The features unavailable are not critical to your operations. You should receive a follow-up about a Severity 3 Case from GTS within 5 days unless other arrangements have been made.

Severity 4

Minimal business impact: The problem causes little impact on your operations or a reasonable circumvention to the problem has been implemented. You should receive a

follow-up about a Severity 4 Case from GTS within 5 days unless other arrangements have been made.

| Severity | Impact | Response Goal* |
|------------|-----------------------------|----------------------------|
| Severity 1 | Critical business impact | Within one hour |
| Severity 2 | Significant business impact | Within two business hours |
| Severity 3 | Some business impact | Within four business hours |
| Severity 4 | Minimal business impact | Within one business day |

Note

* The actual response time is subject to your Service level Agreement (SLA).

Contacting GTS

If you have a current support agreement with Rocket Software, you can contact GTS through the Rocket Customer Portal. Here, you can create a Case to report a problem, download an update, or read answers to FAQs. The Rocket Customer Portal is the primary method of obtaining support.

To log on to the Rocket Customer Portal, go to:

<http://www.rocketsoftware.com/support>.

If you do not already have a Rocket Customer Portal account, you can request one by clicking the [Need an account?](#) link on the Rocket Customer Portal home page. If you have forgotten your password, click the [Forgot your password?](#) link.

Alternatively, you can contact GTS by email or by telephone:

Email:

support@rocketsoftware.com

Telephone:

+1.617.614.4323

Note

Creating a Case is the recommended method of contacting GTS. Cases are sent directly to the appropriate support team for your product. Other methods will have a longer response time.

See [Creating Cases, on page 8](#) for instructions on how to create a Case.

Emergency response

If you experience an emergency or a critical situation, log into the [Rocket Customer Portal](#) and create a Severity-1 Case. If your account includes **24x7 Support**, you can use this feature to receive the appropriate emergency support telephone number after you create a Case. See [Creating Cases, on page 8](#) for more information about these features.

Note

If you have difficulty creating a Case on the Rocket Customer Portal, you can request assistance from GTS in one of the alternative methods listed in [Contacting GTS, on page 5](#).

Chapter 3: Using the Rocket Customer Portal

Topics covered in this chapter

- Registering for a Rocket Customer Portal account
- Logging in
- Customer Portal Home page
- Creating Cases
- Tracking Cases
- Reviewing Case information
- Closing Cases
- Providing feedback
- Reopening Cases
- Changing or escalating Cases
- Searching for solutions
- Downloading product files and fixes
- Searching for product documentation
- Modifying your profile
- Viewing announcements and documentation

Registering for a Rocket Customer Portal account

The login page for the Rocket Customer Portal is located at:

<http://www.rocketsoftware.com/support>

If you do not have an account, you may request one by clicking the [Need an Account?](#) link on the Rocket Customer Portal login page.

Each entitled customer is provided with at least one Rocket Customer Portal account.

Logging in

Login to the [Rocket Customer Portal](#) with your username and password. If you do not already have a Rocket Customer Portal account, you can request one by clicking the [Need an account?](#) link on the Rocket Customer Portal home page. If you have forgotten your password, click the [Forgot your password?](#) link.

Figure 1: Rocket Customer Portal Login page

site map Rocket Brands

Products Support Partners News Events About Us Resources Search Site

home → support

Rocket Customer Portal

Welcome to the Rocket Customer Portal. To assist you with your investment in Rocket Software, we have created this customer portal for your technical support needs. Here, you can access downloads, documentation, and other support features. This online portal is available to you 24/7.

To use this portal, you must be a registered, licensed customer of Rocket Software with a valid user name and password. To access the full benefits associated with our Rocket Customer Portal, please log in to:

Location ■ Please select whether or not your company is located in the USA.
 USA Customer
 Non-USA Customer

Username ■

Password ■

[Need an account?](#) | [Forgot your password?](#)

For more information about Global Technical Support, please see: [Rocket Software Support Handbook](#)

For the following products, please see the support links below

If you are a customer of one of the Rocket brands listed below, please click one of the support boxes, and you will be directed to the appropriate brand customer support site.

Rocket Aldon

If you are a Rocket Aldon customer, please click here.

Rocket iCluster

If you are a Rocket iCluster customer, please click here.

Rocket M204

If you are a Rocket M204 customer, please click here.

Rocket PASSPORT

If you are a Rocket PASSPORT customer, please click here.

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Rocket Software develops, licenses, and supports enterprise infrastructure software and solutions. Rocket services customers in all geographies through our worldwide sales force, support team, and R&D labs. Our customers deploy our products in these strategic infrastructure domains: [application development](#), [application modernization](#), [business intelligence](#), [compliance and security](#), [consumer productivity](#), [database servers](#), [database tools](#), [file transfer](#), [mainframe productivity](#), [network management](#), [publishing and search](#), [SOA and integration](#), [storage management](#), [terminal emulation](#), and [text mining](#).

The following Rocket brands are not currently supported through the Rocket Customer Portal:

- Aldon
- iCluster
- M204
- PASSPORT

To access the customer portal for these brands, click on the appropriate brand link.

Note

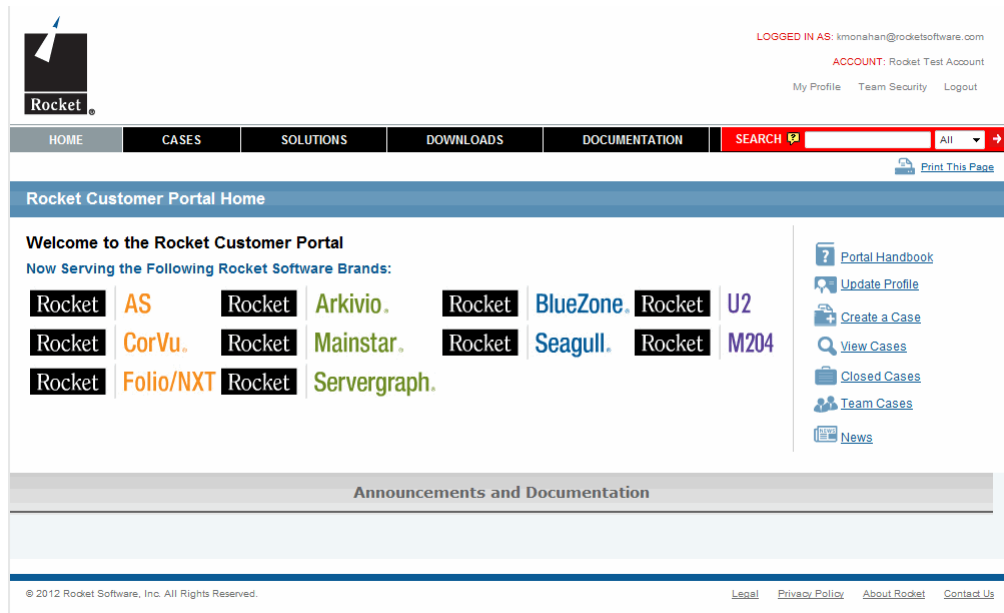
U2 support is available through the Rocket Customer Portal for Cases and Solutions only.

Customer Portal Home page

The Customer Portal Home page provides access to all of the functionality available through the Rocket Customer Portal.

Perform tasks by clicking the tabs located across the top of this page, and the links in the column to the right on this page.

Figure 2: Customer Portal Home page

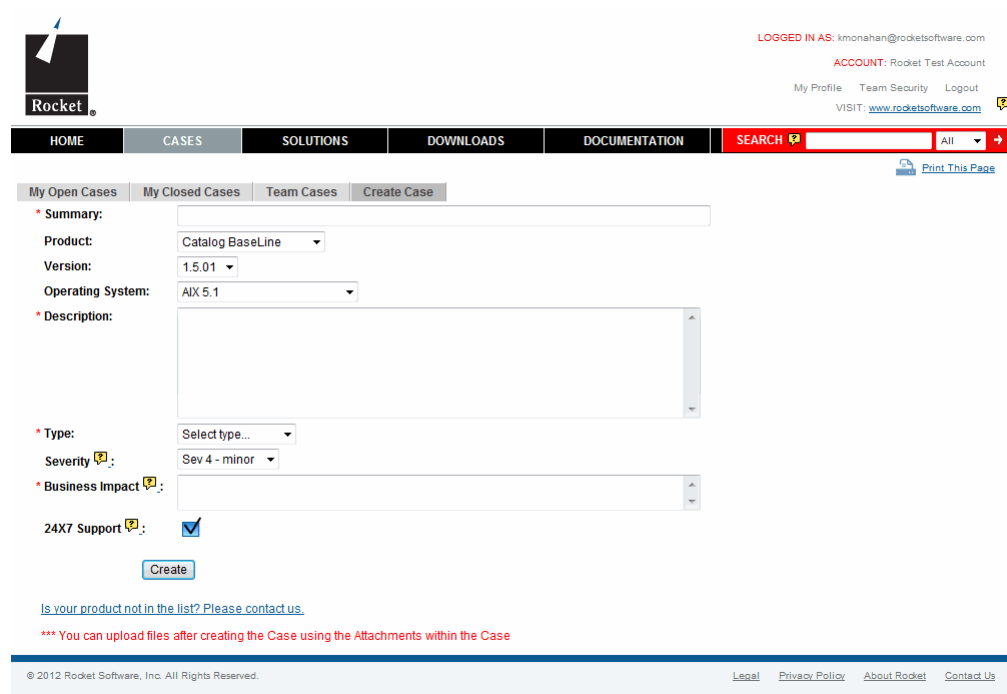


Creating Cases

From the **CASES** page, you can report a problem or request a key code by creating a new Case.

1. Select the **Create Case** tab:

Figure 3: Create Case tab



You can create a Case on behalf of another user if this option is available on your account.

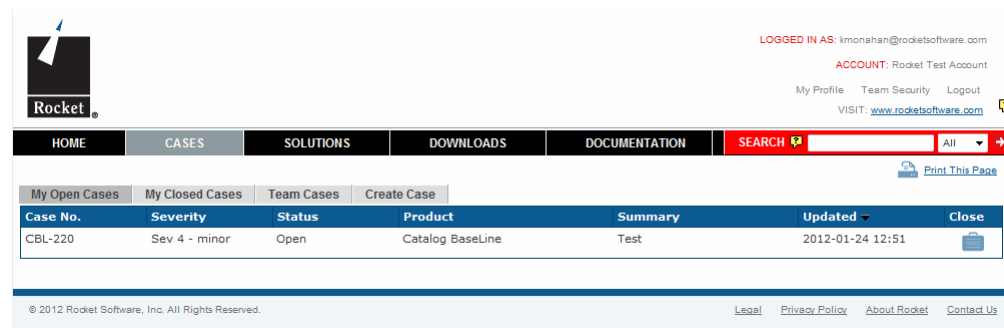
2. Provide a **Summary** of your problem or request.
3. Enter your **Product, Version, Operation System, a Description** of the issue, and the **Type** of problem you are experiencing.
4. Select a **Severity** for the Case. Click the Help icon (?) next to **Severity** for a drop-down menu with a detailed description of severity levels.
See [Case severity and response goals, on page 4](#) for more information about severity levels.
5. In the **Business Impact** field, enter a detailed description of the impact your issue is having on your business operations. This field is required for all severity levels.
See [Before contacting GTS, on page 2](#) for more information about business impact statements.
6. If you have purchased 24x7 support, the **24x7 Support** checkbox is enabled. If the 24x7 Support checkbox is not enabled, support will address your Case during regular business hours. If you are creating a Severity 1 emergency Case, create the Case first and then call the Emergency Response phone number. The appropriate phone number is displayed after you have created the Severity 1 emergency Case.
7. Click **Create**.

Tracking Cases

From the **CASES** page, you can track all of your Cases.

- Select the **My Open Cases** tab to view Cases that you have created:

Figure 4: My Open Cases tab



LOGGED IN AS: kmonahan@rocketsoftware.com
ACCOUNT: Rocket Test Account
My Profile Team Security Logout
VISIT: www.rocketsoftware.com

HOME CASES SOLUTIONS DOWNLOADS DOCUMENTATION SEARCH All

Print This Page

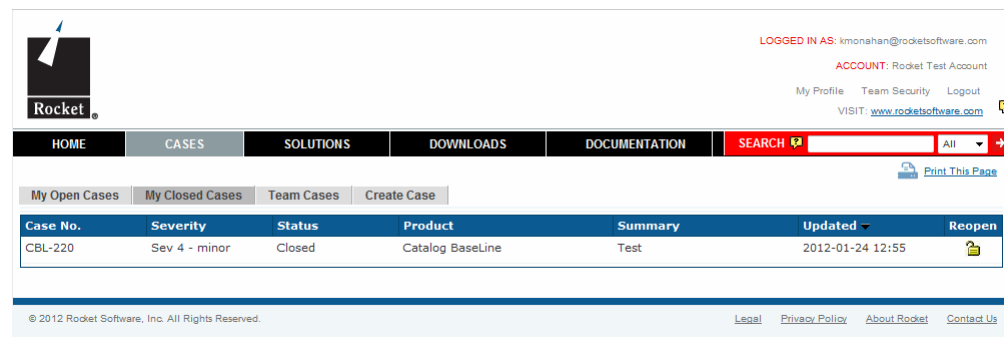
My Open Cases My Closed Cases Team Cases Create Case

| Case No. | Severity | Status | Product | Summary | Updated | Close |
|----------|---------------|--------|------------------|---------|------------------|-------|
| CBL-220 | Sev 4 - minor | Open | Catalog BaseLine | Test | 2012-01-24 12:51 | |

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- Select the **My Closed Cases** tab to view Cases you have closed:

Figure 5: My Closed Cases tab



LOGGED IN AS: kmonahan@rocketsoftware.com
ACCOUNT: Rocket Test Account
My Profile Team Security Logout
VISIT: www.rocketsoftware.com

HOME CASES SOLUTIONS DOWNLOADS DOCUMENTATION SEARCH All

Print This Page

My Open Cases My Closed Cases Team Cases Create Case

| Case No. | Severity | Status | Product | Summary | Updated | Reopen |
|----------|---------------|--------|------------------|---------|------------------|--------|
| CBL-220 | Sev 4 - minor | Closed | Catalog BaseLine | Test | 2012-01-24 12:55 | |

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- Select the **Team Cases** tab to view Cases created by other members of your company:

Figure 6: Team Cases tab

Reviewing Case information

From the **CASES** page, you can review the details of your Cases.

1. Select the **My Open Cases** tab.
2. Select a Case from the list of open Cases.

The **Case Detail** tab will be displayed, allowing you to review information for the Case:


Figure 7: Case Detail tab





| Date | User | Comment |
|------------------|---------------|---------|
| 2012-01-24 12:55 | Karen Monahan | Test. |
| 2012-01-24 13:01 | Karen Monahan | Test. |

- Select the **Add Comments** tab to add comments to the Case. In the Comment screen, you can add comments to update an existing Case, request an update from GTS, or respond to GTS emails.

Figure 8: Adding comments to a Case

Comments

Comment: You may toggle editor mode 

B *I* U **ABC**    

- Select the **Attachments** tab to add attachments to the Case. Attach screenshots, dumps, or other relevant files.
- The **24x7 Support** checkbox will be checked if your service agreement includes 24x7 emergency support for the selected product. If this checkbox is not checked, support will address your Case during regular business hours.

Case status

The **Status** field displays the current status of a Case, and will have one of the following values:

New

The Case was created through the Rocket Customer Portal but a GTS engineer has not yet been assigned.

Open

The Case has been assigned a GTS engineer.

Support

The GTS team is researching your case.

Development

The Case is being reviewed by Rocket Development resources.

IT

The Case is being reviewed by Rocket IT resources.

Professional Services

The Case is being reviewed by Rocket Professional Services resources.

Customer

GTS is awaiting your response to the Case.

Planned for Fix

A fix has been identified and is in Rocket Development.

Solution Given

A solution has been offered to you and GTS is awaiting confirmation from you that the Case can be closed.

Closed

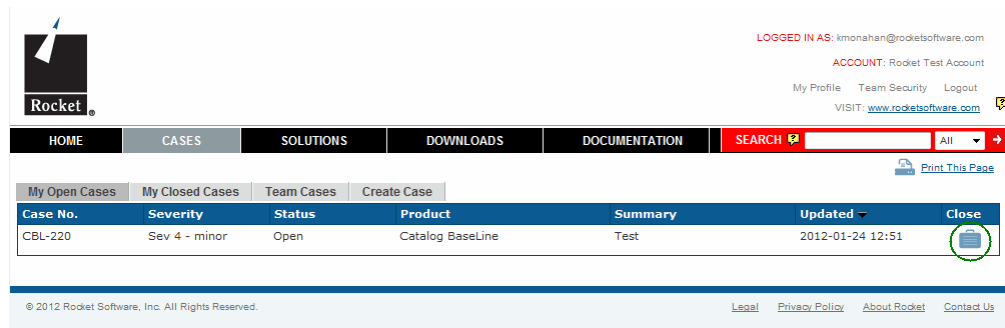
The Case has been closed.

Closing Cases

From the **CASES** page, you can close a Case.

1. Select the **My Open Cases** tab.
2. Click the **Close** icon to the right of the Case in the list that you want to close:

Figure 9: Closing a Case

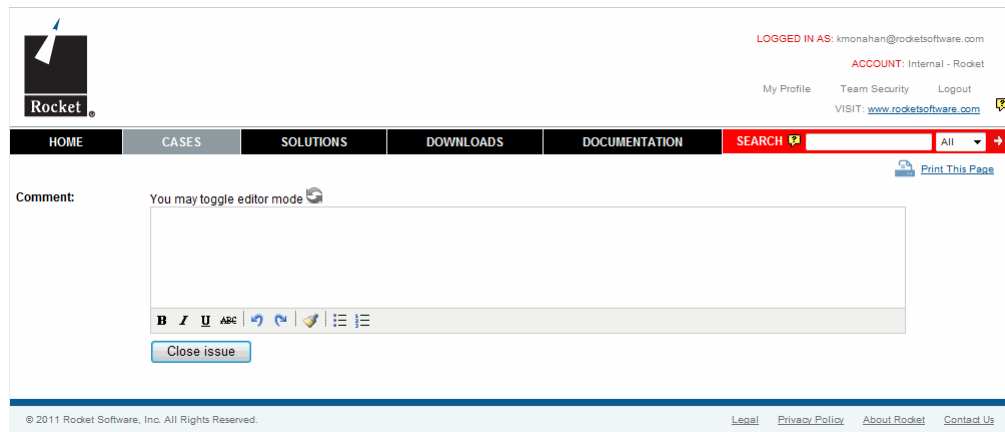


A confirmation window appears asking you to confirm that you want to close the issue.

3. Select **OK** to proceed or **Cancel** to cancel the request.

If you select **OK**, the Comment screen appears and allows you to add comments to indicate why you are closing the Case.

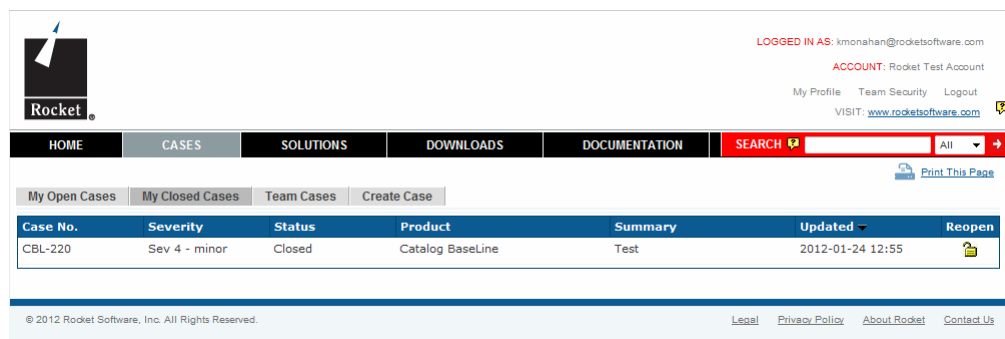
Figure 10: Adding comments when closing a Case



4. Enter comments and click **Close issue**.

The Case is then closed. The closed Case will appear in the **My Closed Cases** tab:

Figure 11: My Closed Cases tab



When you have closed the Case, you will receive an email notifying you that you have closed a Case. You will also receive another email that contains a link to a Customer Satisfaction Survey.

Note

If you have closed multiple Cases in 24 hours, you will not receive multiple Customer Satisfaction Survey emails, but you can go to the Rocket Customer Portal and complete a survey for a closed Case at any time.

See [Providing feedback, on page 13](#) for more information about completing this survey.

Case Auto Closure process

The Case Auto Closure Process is automatically triggered when a Case that is in Customer status or Solution Given status is not updated in 7 days. If this happens, you will receive the following notifications:

1. An initial email is sent from Rocket notifying you that GTS is awaiting your response to a Customer status or Solution Given status Case, you have not responded in 7 days, and that your Case will be closed in 14 days:

This is an automated reminder that we are waiting for your response on this case. Our last request for information was 7 days ago. If you would like this case to remain open, please reply to this message. Note that this case will be closed automatically after a further 14 days, unless other arrangements are made.

2. After an additional 7 days, or 14 days from the initial notification, if you have not yet responded, Rocket sends another email reminding you that your Case will be closed in 7 days:

This is an automated reminder that we are waiting for your response on this case. Our last request for information was 14 days ago. If you would like this case to remain open, please reply to this message. Note that this case will be closed automatically after a further 7 days, unless other arrangements are made.

3. After an additional 7 days, or 21 days from the initial notification, if you have not yet responded, Rocket will close your Case, a notification email will be sent to you, and Rocket will change the Case status to Closed:

This case has been closed by the Rocket automated case-closure process. If you need to reopen the case, please update the case in the Rocket Customer Portal at <http://www.rocketsoftware.com/support> or by clicking on the Case Summary field above.

When the Auto Closure service starts, the Case status will change to Auto Closure. When an automated message reminder is sent to you, your Case comment section will be updated automatically. If a Case is closed by the Auto Closure Service, no Customer Satisfaction Survey is sent.

Note

Updating a Case through the Rocket Customer Portal will take the Case out of Auto Closure.

Providing feedback

When you close a Case, you will receive an email that contains a link to a Customer Satisfaction Survey. Complete the Customer Satisfaction Survey to provide feedback about your experience with GTS.

Note

If you have closed multiple Cases in 24 hours, you will not receive multiple Customer Satisfaction Survey emails, but you can go to the Rocket Customer Portal and complete a survey for a closed Case at any time.

Within the Customer Satisfaction Survey email, click the link to the Customer Satisfaction Survey and take a moment to answer the questions:

Figure 12: Customer Satisfaction Survey

Customer Satisfaction Survey

Case ID: [RBR-103](#)

Date Closed: December 8, 2011

Support Engineer: Liz Barnes

Summary: Test

For this particular case please rate your experience with us on the level of service you received:

| | Very Satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very Dissatisfied |
|--|----------------------------------|-----------------------|------------------------------------|-----------------------|----------------------------------|
| 1) Ease of contacting Rocket Software support: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2) Time taken to respond to the initial contact: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3) Time taken to resolve the problem: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4) The effectiveness of the answer, solution or workaround: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5) The courtesy and professionalism of the Support Engineer: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6) Technical knowledge of the Support Engineer: | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7) Overall satisfaction with the technical support you received: | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

Additional Feedback:

Do you wish to open a formal complaint?:

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You can select from various radio buttons (**Very Satisfied**, **Satisfied**, **Neither satisfied nor dissatisfied**, **Dissatisfied**, or **Very Dissatisfied**) to provide feedback.

You can also provide feedback in the **Additional Feedback** field.

If you select a **Dissatisfied** or **Very Dissatisfied** radio button, the **Do you wish to file a formal complaint?** checkbox appears.

If you submit a survey with the **Do you wish to file a formal complaint?** checkbox selected, an automated email is sent to the GTS Support Engineer, his/her 1st level manager, the Vice President of GTS.

If you submit a survey with any variation of radio buttons selected, with the exception of the **Very Dissatisfied** radio button, an automated email is sent to the GTS Support Engineer and his/her 1st level manager.

If you submit a survey with the **Very Dissatisfied** checkbox selected, or with the **Do you wish to file a formal complaint?** checkbox selected, an automated email is sent to the GTS Support Engineer, his/her 1st level manager, the Vice President of GTS.

Note

If you do not receive a Customer Satisfaction Survey email after closing a Case, or you did not take the survey when you received the email, you can always return to the portal to take the survey. You can also view a survey that you have already submitted.

From the **CASES** page, select the Case for which you want to complete or view the survey. In the **Case Detail** window, if the **Surveyed** checkbox is not marked, click the yellow icon beside it to take the survey. If the **Surveyed** checkbox is marked, click the icon to view the survey that was sent to Rocket.

Reopening Cases

From the **CASES** page, you can reopen a Case.

1. Select the **My Closed Cases** tab.
2. Click the **Reopen** icon to the right of the Case that you want to reopen:

Figure 13: Reopening a Case

The screenshot shows the Rocket Software portal interface. At the top, there is a navigation bar with tabs for HOME, CASES, SOLUTIONS, DOWNLOADS, and DOCUMENTATION. A search bar is located on the right. Below the navigation bar, there are tabs for My Open Cases, My Closed Cases, Team Cases, and Create Case. The main content area displays a table of cases with columns for Case No., Severity, Status, Product, Summary, Updated, and Reopen. The case CBL-220 is highlighted, and the Reopen button (a green icon) is circled in red.

| Case No. | Severity | Status | Product | Summary | Updated | Reopen |
|----------|---------------|--------|------------------|---------|------------------|--------|
| CBL-220 | Sev 4 - minor | Closed | Catalog BaseLine | Test | 2012-01-24 12:55 | |

Note

Use the reopen function only if you have new information to add to a specific Case that is closed. Otherwise, open a new Case for a new inquiry.

The Comment screen will appear and allow you to add a comment to indicate why you are reopening the Case.

3. Enter your comments and click the **Reopen Issue** button at the bottom of the Comment screen. The issue will be reopened and will appear in the **My Open Cases** tab.

Changing or escalating Cases

From the **CASES** page, you can change the details of a Case, or escalate a Case if the issue is persisting without resolution, worsening, or you are not satisfied with the response or assistance you are receiving.

1. Select the **My Open Cases** tab.
2. Click the Case you want to change or escalate from the list of open Cases.

The **Case Detail** tab is displayed, and here you can make changes to the Case.

- a. To edit the current information for **Summary, Description, Type, Operating System, Severity, Business Impact, or Product**, click the text and make changes.

For more information about these fields, see [Reviewing Case information, on page 10](#).

- b. To save your changes, click **OK**. To discard your changes, click **Cancel**.
3. Select the **Add Comments** tab to add comments explaining why you have made changes to the Case.
If you want to escalate a Case and the severity is set correctly, you can add a comment requesting that the Case be escalated. Upon receipt of such a comment, a support engineer will review the Case with a support manager and you will receive a reply from the manager. You can also add a comment requesting to speak to a support manager who will call you.

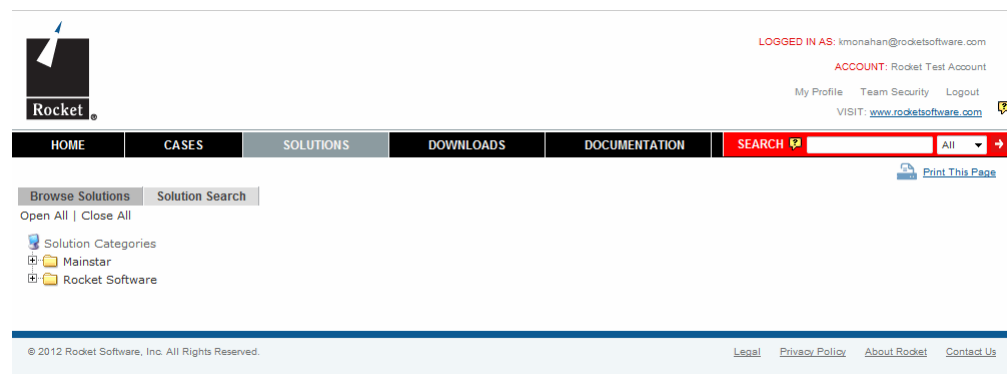
If you have already escalated a Case but are still dissatisfied, you can open a complaint with Rocket Software and someone independent of the support team will review it.

Searching for solutions

A solution provides a detailed description of a customer's issue and a resolution for the issue. From the **SOLUTIONS** page, you can browse and search for solutions.

- Select the **Browse Solutions** tab to browse for solutions:

Figure 14: Browse Solutions tab



Expand the folders until you have found the business area, product, and release for which you are seeking solutions.

- Select the **Solution Search** tab to search for solutions:

Figure 15: Solution Search tab



Refine your search by specifying a **Search Term** or by selecting an option from the **Search Options** and/or the **Solution Type** drop-down menus.

Downloading product files and fixes

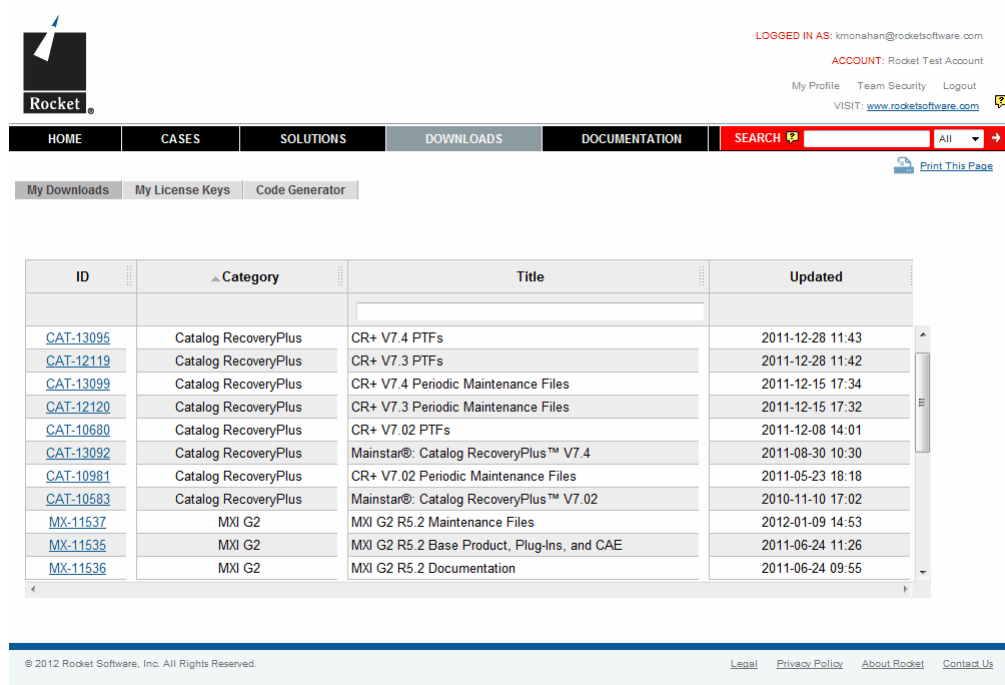
From the **DOWNLOADS** page, you can search for product downloads.

Note

This feature is not available for U2 customers through the Rocket Customer Portal. If you are a U2 customer, please visit <https://u2tc.rocketsoftware.com> for available downloads.

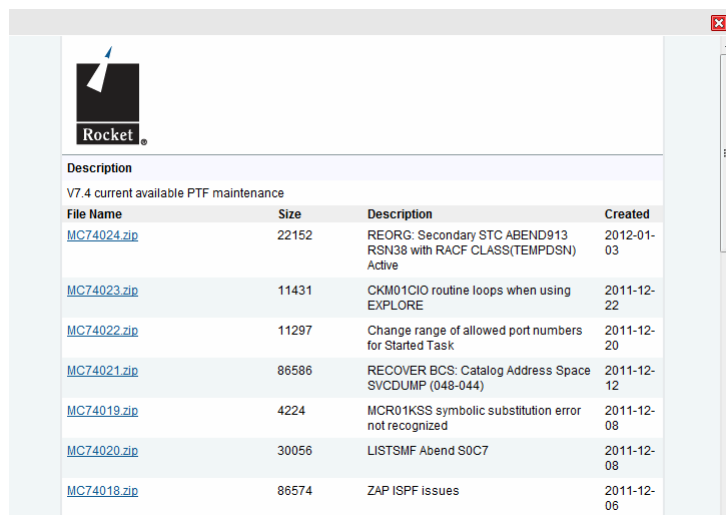
1. Select the **My Downloads** tab to display all of the product files and fixes that are available for you to download:

Figure 16: My Downloads tab



2. Click the **ID** name for the information you want to download.
A window will appear displaying all available downloads for your selection:

Figure 17: Available downloads window



3. Click an item to begin downloading it.

Viewing license keys

From the **DOWNLOADS** page, you can view license keys.

1. Select the **My License Keys** tab to view your license keys:

Figure 18: My License Keys tab

LOGGED IN AS: kmonahan@rocketsoftware.com
ACCOUNT: Rocket Test Account
My Profile Team Security Logout
VISIT: www.rocketsoftware.com

HOME CASES SOLUTIONS DOWNLOADS DOCUMENTATION SEARCH All

My Downloads My License Keys Code Generator

No Downloads Available

| License | Product | Brand | Start Date | End Date | Quantity | Activated | Adjusted | Available |
|--------------------------|-----------------------------|---------|------------|------------|----------|-----------|----------|-----------|
| Disaster | VSAM Assist | Windsor | 2010-10-22 | 2010-10-29 | 1 | 0 | 0 | 1 |

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2. Click the **License** or **Product** name to view more information about each license key.

Using the Code Generator

From the **DOWNLOADS** page, you can use the Code Generator.

1. Select the **Code Generator** tab:

Figure 19: Code Generator tab

LOGGED IN AS: kmonahan@rocketsoftware.com
ACCOUNT: Rocket Test Account
My Profile Team Security Logout
VISIT: www.rocketsoftware.com

HOME CASES SOLUTIONS DOWNLOADS DOCUMENTATION SEARCH All

My Downloads My License Keys Code Generator

Rocket Productivity Suite Mainstar

Product Code: VSAM Assist - 4.1

[Generate Key](#)

The temporary license key will be sent via email

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2. Specify the **Product** and **Feature** for which you want to generate a key.
3. Click **Generate Key**.

You will receive an email with the license key you requested.

Searching for product documentation

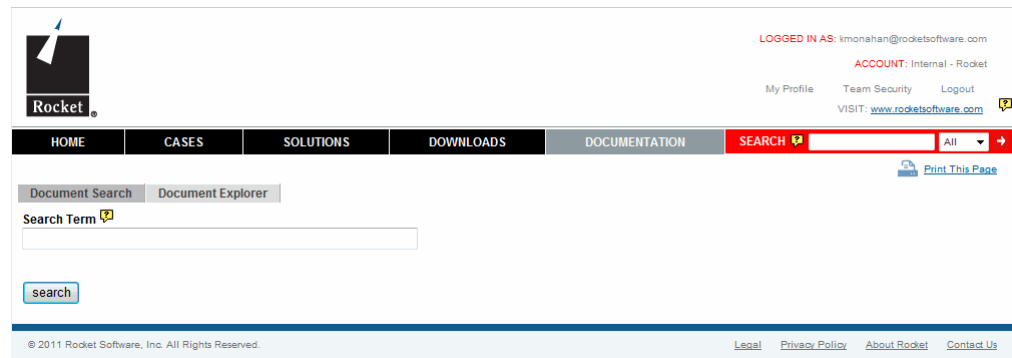
From the **DOCUMENTATION** page, you can search and browse for documentation.

Note

This feature is not available for U2 customers through the Rocket Customer Portal. If you are a U2 customer, please visit <https://u2tc.rocketsoftware.com> for available documentation.

1. To find documentation, use one of the following methods:
 - Select the **Document Search** tab to search for documentation:

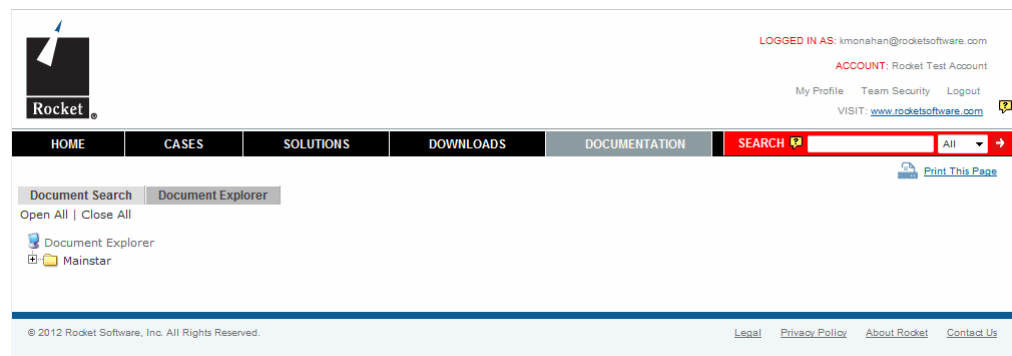
Figure 20: Document Search tab



Here, you can enter a **Search Term**; follow these guidelines:

- Results only include pages that contain all of the query words.
- Use quotes around words that must occur adjacently, as a phrase; for example, "New Zealand".
Punctuation between words also triggers phrase matching. Searching for `http://www.rocketsoftware.com/` is the same as searching for "http www rocketsoftware com".
- Searches are not case-sensitive, so searching for TERM is the same as searching for term.
- You can prohibit a term from resulting pages by putting a minus sign before it. For example, searching for `software -security` will find pages that discuss software, but do not use the word security.
- Select the **Document Explorer** tab to browse for documentation:

Figure 21: Document Explorer tab

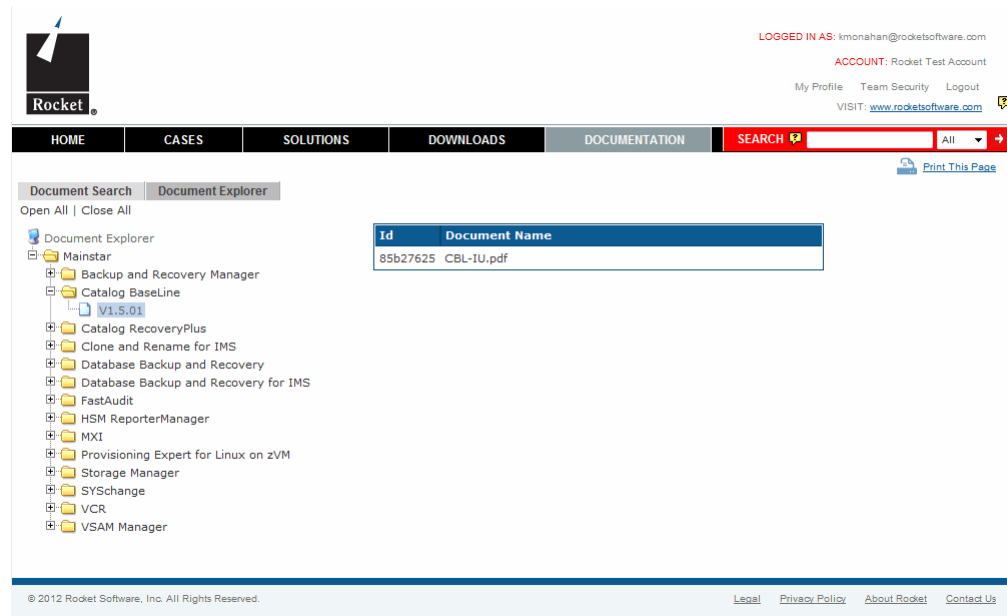


Here, you can expand the folders until you have found the business area, product, and release for which you are seeking documentation.

2. When you find the product/release you are seeking, click it to view available documentation.

A window will appear displaying a list with the **Document Name** and **ID** for each available document for that product/release:

Figure 22: Document List



3. Click the name of a document to open it.

Modifying your profile

Click the **My Profile** link at the top of any page in the Rocket Customer Portal to:

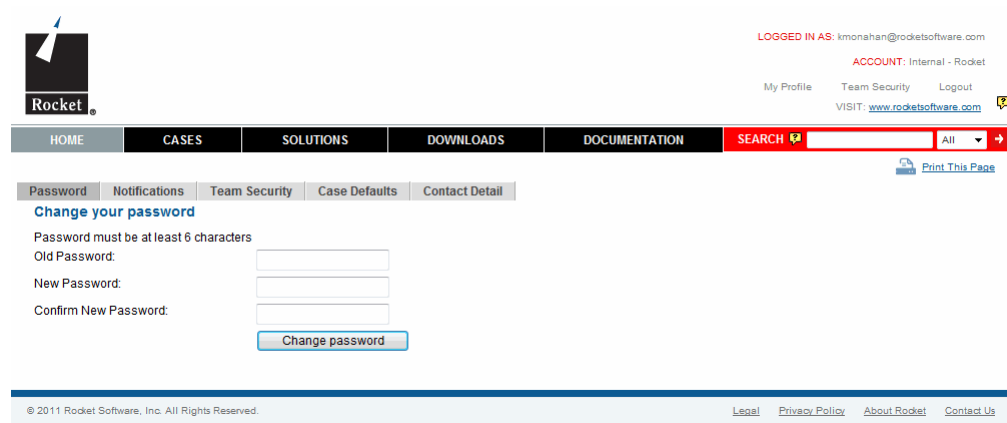
- Change your Rocket Customer Portal account password.
- Change your email notification preferences.
- Set team security viewing privileges for members of your company.
- Set Case defaults for your product.
- Edit contact detail information.

Changing your Rocket Customer Portal account password

From the **My Profile** link, you can change your Rocket Customer Portal account password.

1. Select the **Password** tab:

Figure 23: Password tab



2. Enter your **Old Password**, **New Password**, and then enter it again in the **Confirm New Password** field.
3. Click **Change password**.

Changing your email notification preferences

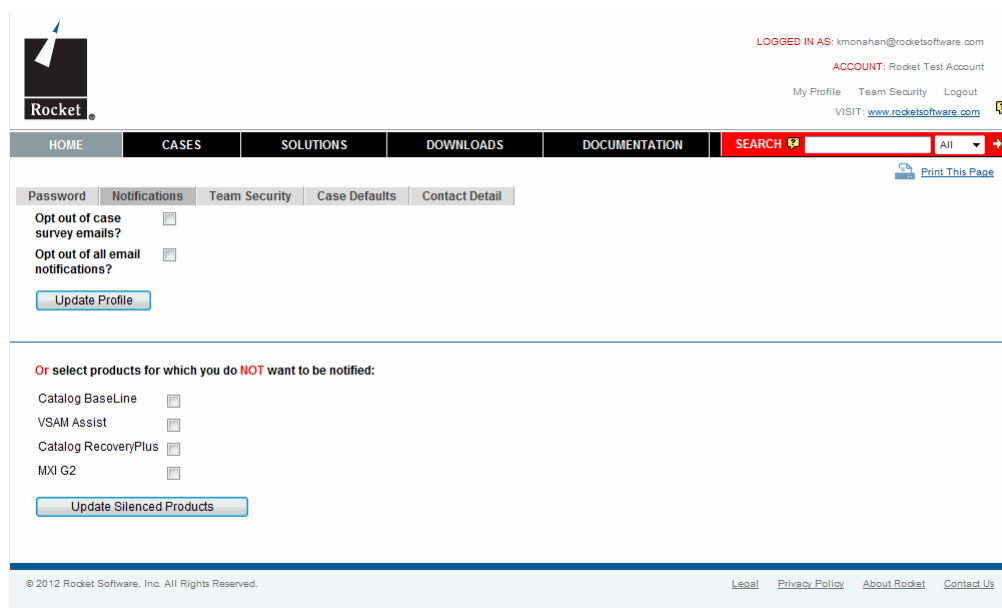
From the **My Profile** link, you can change your email notification preferences.

Note

This feature is not available for U2 customers through the Rocket Customer Portal. If you are a U2 customer, please visit <https://u2tc.rocketsoftware.com> for available features.

Select the **Notifications** tab:

Figure 24: Notifications tab



- If you do not want to receive Case survey emails, select **Opt out of case survey emails?**. If you do not want to receive any email notifications, select **Opt out of all email notifications?**. If you select either of these options, click **Update Profile** to save your selections.

- If you do not want to be notified about a product, mark the checkbox next to its name in the list. Click **Update Silenced Products** to save your selections.

Setting team security viewing privileges

From the **My Profile** link, you can set team security viewing privileges.

1. Select the **Team Security** tab:

Figure 25: Team Security tab

LOGGED IN AS: kmonahan@rocketsoftware.com
ACCOUNT: Rocket Test Account
My Profile Team Security Logout
VISIT: www.rocketsoftware.com

HOME CASES SOLUTIONS DOWNLOADS DOCUMENTATION SEARCH All

Print This Page

Team Security Case Defaults Contact Detail

| Username | Case Create | Case Create for Others | Download | Docs | Solution | News | License Keys |
|----------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Barnes, Liz | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Monahan, Karen | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| User, Test | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Update User Profiles

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2. Set privileges for users listed in the **Username** column by marking the checkboxes in the **Case Create, Case Create for Others, Download, Docs, Solution, News, and License Keys** columns.
3. Click the **Update User Profiles** button to save your selections.

Setting Case defaults

From the **My Profile** link, you can set defaults.

1. Select the **Defaults** tab:

Figure 26: Defaults tab

LOGGED IN AS: kmonahan@rocketsoftware.com
ACCOUNT: Rocket Test Account
My Profile Team Security Logout
VISIT: www.rocketsoftware.com

HOME CASES SOLUTIONS DOWNLOADS DOCUMENTATION SEARCH All

Print This Page

Case Defaults Contact Detail

Operating System: AIX 5.1
Product: Catalog BaseLine
Version: 1.5.01

Update Profile

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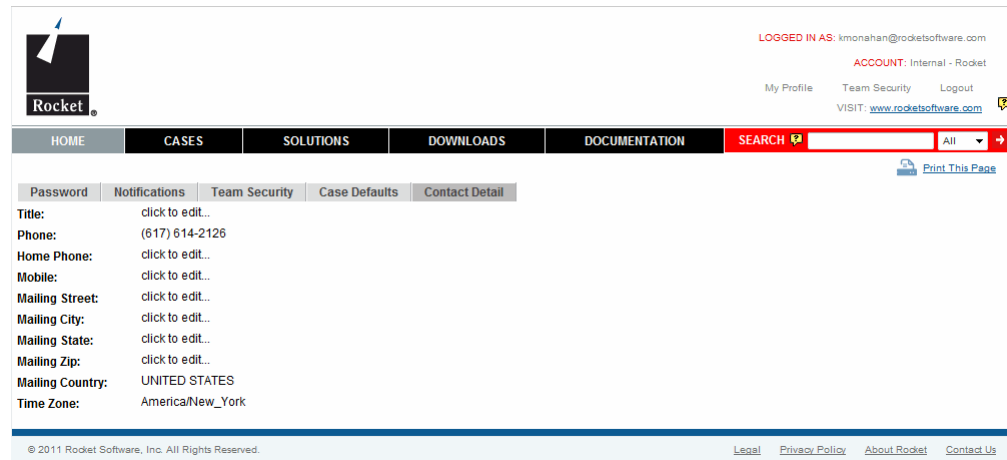
2. Enter the default **Operating System, Product, and Version**.
3. Click **Update Profile** to save these settings.

Editing contact detail information

From the **My Profile** link, you can edit contact detail information.

1. Select the **Contact Detail** tab:

Figure 27: Contact Detail tab



2. Click the text in any of the following fields to edit information: **Title, Phone, Home Phone, Mobile, Mailing Street, Mailing City, Mailing State, Mailing Zip, Mailing Country, or Time Zone.**
3. When you have finished editing these fields, click **OK** to save your changes or **Cancel** to cancel them.

Viewing announcements and documentation

To view the latest announcements and documentation, click the **News** link in the column to the right on the Rocket Customer Portal Home page.

Note

This feature is not available for U2 customers through the Rocket Customer Portal. If you are a U2 customer, please visit <https://u2tc.rocketsoftware.com> for recent announcements and documentation.

Glossary

A

Asset An Asset is a record of licensing for a particular product. It records information about the customer's license, and information about the environment on which the product is installed. The relationship between products and Assets is one-to-one, so that any given Asset relates to one product.

B

Bug Bugs are created in Rocket.Track to track a software problem that needs to be resolved.

C

Case A Case is a record of a customer's request, problem, or question. Cases are generally created by customers in the Rocket Customer Portal (RCP) to address a problem they need to resolve. RCP customer-created Cases automatically create related Cases in Rocket.Track.

E

Enhancement Enhancements are created in Rocket.Track to track updates and improvements that need to be made to the software.

G

GTS GTS is an acronym for Global Technical Support.

R

RCP RCP is an acronym for Rocket Customer Portal.

Rocket.Track A website that is used by Rocket employees to track Cases, Bugs, and Enhancements.

Index

| | |
|--------------------|----|
| 24x7 support | 5 |
| requesting | 10 |

A

| | |
|---------------------|----|
| account, new | |
| registering | 6 |
| requesting | 6 |
| announcements | |
| viewing | 24 |
| attachments | |
| adding to case..... | 10 |

C

| | |
|---------------------------------|--------|
| cases | |
| add attachments | 10 |
| add comments | 10 |
| changing | 15 |
| closed | 9 |
| closing..... | 11 |
| creating..... | 8 |
| emergency response | 5 |
| escalating..... | 15 |
| GTS response goals | 4 |
| open..... | 9 |
| reopening | 15 |
| requesting 24x7 support..... | 10 |
| reviewing details..... | 10 |
| setting defaults..... | 21, 23 |
| severity levels | 4 |
| team | 9 |
| tracking..... | 9 |
| changing case information | 15 |
| changing password..... | 21 |
| closed cases | 9 |
| closing cases..... | 11 |
| code generator | |
| generating a key..... | 19 |
| comments | |
| adding to case..... | 10 |
| contact information | |
| editing..... | 21, 24 |
| contacting GTS | 5 |
| creating cases..... | 8 |
| customer satisfaction survey | |
| completing..... | 14 |
| receiving..... | 11 |

D

| | |
|-----------------------------------|----|
| documentation | |
| searching for..... | 20 |
| downloading files and fixes | 17 |

E

| | |
|--------------------------|----|
| emergency response | 5 |
| escalating cases | 15 |

F

| | |
|--------------------------|----|
| feedback | |
| providing..... | 14 |
| files | |
| downloading | 17 |
| fixes | |
| downloading | 17 |
| forgotten password | 6 |

G

| | |
|-------------------------|----|
| generating a key..... | 19 |
| GTS | |
| before contacting | 2 |
| contacting..... | 5 |
| overview..... | 1 |

L

| | |
|----------------------|----|
| license keys | |
| viewing | 18 |
| login page, RCP..... | 6 |

N

| | |
|---------------|----|
| news | |
| viewing | 24 |

O

| | |
|-----------------|---|
| open cases..... | 9 |
|-----------------|---|

P

| | |
|----------------------|--------|
| password | |
| changing | 21 |
| forgotten..... | 6 |
| preferences, | |
| changing email | 21, 22 |
| profile | |
| modifying..... | 21 |

R

| | |
|-----------------|---|
| RCP | |
| home page | 7 |

- login page..... 6
- overview 2
- registering for account 6
- reopening cases 15
- response goals..... 4
- Rocket Customer Portal
 - overview 2

S

- security
 - team viewing privileges21, 23
- severity levels..... 4
 - severity 1 cases 5
- solutions
 - browsing for..... 16
 - searching for 16
- support
 - 24x7..... 5
 - service overview 1

T

- team cases..... 9
- team security
 - setting viewing privileges.....21, 23