

# Parallels Support

---

White Paper

## Quick Start Guide

## Parallels Support – Quick Start Guide

The Parallels Support Quick Start Guide is designed to allow Parallels customers and partners to access support easily. This guide contains a process overview, support ticket requirements and tips and tricks that enable the Parallels Support Team to efficiently resolve your support request.

Audience: Parallels Business Automation–Enterprise & Parallels Operations Automation

---

### Requirements Prior to Receiving Support

In order to receive support from the Parallels Support Team for Parallels Automation, it is required to have a valid **support contract**. The support contract is provided to you by your Sales Representative at the time of Parallels Automation contract execution. If you choose not to purchase or renew a support contract, the Parallels Support Team has created many free resources, which can be found later in this guide. More information about support contracts is here: <http://www.parallels.com/store/support/>

#### Steps to Setup Support Access:

1. Sign up for a **Parallels Account** – <http://parallels.com/account/>
  - <http://kb.parallels.com/en/6235>
2. Confirm your account sign up via the registration confirmation email.
3. Link your Parallels Account with the Support Request Tracker -  
<https://support.parallels.com/>
  - <http://kb.parallels.com/en/9172>

**Note:** A valid support contract is required for your other Parallels products, for example: Virtuozzo or Plesk.

---

### Contact Methods

In order to make it easy for Parallels partners and customers to contact the Parallels Support Team, we have provided five easy methods to contact support:

1. Support Request Form – <https://www.parallels.com/support/request/>
2. Support Request tracker – <https://support.parallels.com/>
3. Chat – <http://www.parallels.com/support/chat/>

4. Skype – **parallels.support**
5. Phone – **<http://www.parallels.com/contact>**

---

## Other Support Resources

As the Parallels Support Team identifies trends and repeat issues, we quickly work with our knowledge team to update documentation, publish new KB articles, as well as work with the Parallels Development teams to release updates to the Parallels software product suites. Below are a few free resources that are excellent to refer to, prior to contacting the Parallels Support Team.

1. Knowledge Base – **<http://kb.parallels.com/>**
2. Parallels Community Forum – **<http://forum.parallels.com/>**
3. Partner Network – **<http://www.parallels.com/partnernet/login/>**

---

## Support Requests Workflow

Below is the workflow and overall process that you will experience while working with the Parallels Support Team.

1. Visit the Support Request Form – **<http://www.parallels.com/support/request/>**
2. Authenticate with your Parallels Account information (**<http://kb.parallels.com/en/6235>**)
3. Fill in all of the required elements of the support request form. See below for additional details that you will want to include in order to speed up the processing of your request.
4. A member of the Parallels Support Team will evaluate your request to ensure that all required details are present to begin the processing of your request.
5. A Support Engineer will provide an ETA of when you may expect resolution or next update.
6. Trouble shooting will proceed on your Support Request. Should it not be resolvable within the currently assigned support group, it will be escalated to a more senior team member.
7. Resolution provided.
8. Confirmation of resolution and closure of ticket by you, the customer.
9. Support Customer Satisfaction Survey is sent.

---

## Information Required for Support Requests

Once it has been identified that, you our valued customer, needs to contact the Parallels Support Team, please utilize the web support form, located at **<https://www.parallels.com/support/request/>**. We ask that you use this form as it allows all the

important information to be gathered at the beginning of your support request and to prevent any delays due to missing information. Below is a list of additional information that will greatly assist the Parallels Support Team in resolving your Support Request in the quickest possible manner.

1. A description of what exact errors are being presented in the Parallels interface or host OS.
2. Exact errors showing in the error logs of the product you are contacting the Parallels Support team about and the location of these error logs.
3. Exact steps that you can take to **reproduce** the error or issue being reported.
4. Any applicable information such as; user IDs, subscription IDs, domain names, FTP usernames, email addresses, IP addresses, host addresses.
5. Any background information that describes the events leading up to this request.
6. Should your infrastructure have restrictions on reboots or service restarts, please define specific time frames when we may perform such actions.
7. Any KB articles that you have already reviewed as part of your troubleshooting process.

*Please note that any password authentication information submitted to Parallels via an email reply will be automatically stripped from the ticket for security purposes. Instead, please ensure that you use the secure online form located: <https://parallels.com/support/spf/>*

---

## Time to Initial Response and Severity Levels

Severity Level	Initial Response Time	Severity Description
Severity 1	2 Hours	Urgent
Severity 2	2 Hours	High
Severity 3	2 Hours	Normal
Severity 4	2 Hours	Low

The selected severity should be reasonable. The Shift Manager on duty can either reduce the severity of your ticket if it is overrated or increase it. To identify the severity of a ticket please review this site: [http://www.parallels.com/support/form/PA\\_ticket\\_severity/](http://www.parallels.com/support/form/PA_ticket_severity/)

---

## Escalating Tickets

The Parallels Support Team realizes that some tickets are more urgent than other requests and therefore offers a few methods for our customers to escalate their issues as you see fit.

<b>Ticket Severity</b>	<b>Escalation Available After</b>	<b>Escalation Method</b>
<b>Severity 1</b>	2 Hours	Phone
<b>Severity 2</b>	2 Hours	Escalation Button, Phone
<b>Severity 3</b>	2 Hours	Escalation Button, Phone
<b>Severity 4</b>	N/A	Not Available

Escalation Button – Located within the Support Request Tracker in the upper right hand side of the ticket.

Phone Escalation – <http://www.parallels.com/support/phone/>

Skype Escalation – [parallels.support](http://parallels.support)

---

## **Alternate Escalation Methods**

Customer Care Professional (CCP) –A Parallels Account Manager that is available for 1 hour a week to assist in the escalation of your tickets.

Support Account Manager (SAM) – A Parallels Account Manager that can effectively assist you with many questions being concentrated on your satisfaction.

Technical Account Manager (TAM) –A subject matter expert, familiar with your environment.

Read more about the Parallels TAM offering here: <http://www.parallels.com/support/tam/>

---

## **Need more information?**

Further in depth information is available in our Parallels Extended Support Guide, located here, [http://download.parallels.com/support/Parallels\\_Technical\\_Support\\_Guide.pdf](http://download.parallels.com/support/Parallels_Technical_Support_Guide.pdf)