

# Parallels Support

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White Paper

## 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 – Standard, Parallels Plesk Panel, Parallels Virtuozzo Containers, Parallels Server Bare Metal

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## Requirements Prior to Receiving Support

In order to receive support from the Parallels Support Team, you are required to first have an **Enterprise Support Code** (<http://kb.parallels.com/en/6946>). The enterprise support code is a ten digit code provided to you by your Sales Representative at the time of product purchase or partner contract execution, if you have opted to purchase a support contract. If you have an active support contract, you may also authenticate with support by using your product license to receive help for a specific installation. If you choose not to purchase 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 located here: <http://www.parallels.com/store/support/>

### Steps to Setup Support Access:

1. Receive an **Enterprise Support Code** from your Sales Representative.
  2. 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>
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## 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/> – <http://kb.parallels.com/en/111668>

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## 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, and 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. Product Documentation – <http://www.parallels.com/support/docs/>
2. Knowledge Base – <http://kb.parallels.com/>
3. Parallels Community Forum – <http://forum.parallels.com/>
4. Partner Network – <http://www.parallels.com/partnernet/login/>

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## 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. Fill in the **Support Permission Form** (details below) <https://www.parallels.com/support/spf/>
5. 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.
6. A Support Engineer will provide an ETA of when you may expect resolution or a next update.
7. 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.
8. Resolution provided.
9. Confirmation of resolution and closure of ticket by you, the customer.
10. Support Customer Satisfaction Survey is sent.

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## 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 prevents 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, and 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/>*

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## The Support Permission Agreement Form

When it is a requirement to contact the Parallels Support Team and have submitted your support request, we also ask that you fill out the Support Permission Agreement. This form provides the necessary login information and authorization to login to your server to perform trouble shooting steps. If you choose or forget to fill out this form right away, we often must re-contact you to complete this form, creating delays in resolving the reported issue.

- <https://www.parallels.com/support/spf/>

Please make sure that you update your firewall and or access control settings to allow the included list of IP addresses and or security keys listed in the SPF form, to ensure the Parallels Support Team has access to the system(s) listed in your support request.

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## 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/)

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## 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 they see fit.

Ticket Severity	Escalation Available After	Escalation Method
Severity 1	2 Hours	Phone
Severity 2	2 Hours	Escalation Button, Phone
Severity 3	2 Hours	Escalation Button, Phone
Severity 4	N/A	N/A

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)

*Escalations are not available for support requests involving our Parallels Desktop product line.*

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## 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)