

Getting Started with Delphix Support

Enabling the Easiest Route to Support
with Your Delphix Support Team

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I. Support Channels

There are several ways to receive support:

A. Online

1. File a ticket or check our Knowledge Base on support.delphix.com
2. Access our End User product documentation on docs.delphix.com
3. Utilize our online community forums, community.delphix.com

B. Phone

We are also reachable 24x7 by phone, please call one of the below numbers to get in touch with Delphix Support.

1-888-827-4720 (Toll Free in the US and Canada)
1650-581-3905 (International)
+33 9 73 72 80 79 (France)
+44 1277 420169 (UK)

PlatinumPlus has a different number that will be provided during your introductory call.

II. Support Types

Delphix currently offers three different levels of support: Standard, Platinum, and PlatinumPlus. These have different hours of support assistance as well as different SLAs (service level agreements). Please refer to our document [Delphix Support Policies](#) details for the most up-to-date policies.

A. PlatinumPlus

PlatinumPlus Support is 24 hours a day, 7 days a week, 365 days a year. PlatinumPlus also has dedicated direct phone access and the shortest SLAs that we offer.

B. Platinum

Platinum Support is 24 hours a day, 7 days a week, 365 days a year. Platinum support also has shorter SLAs, which are referenced in the diagram below.

C. Standard

Americas	12 hours/day 6am-6pm Pacific Time Zone U.S. Federal and California holidays excluded
Europe, Middle East, Africa (EMEA)	8am - 5pm (local time zone) GMT
Asia, Pacific Rim, Japan (APJ)	8am - 5pm (local time zone)

D. Service Level Agreements Response times

Target Initial Response	Standard	Platinum	PlatinumPlus
Severity 1	< 6 hours*	< 2 hours	< 30 minutes
Severity 2	< 24 hours*	< 6 hours	< 1 hour
Severity 3	< 72 hours*	< 24 hours	< 4 hours
Severity 4	< 72 hours*	< 48 hours	< 8 hours

Note: For Standard Support initial response time targets carry over into the next business day.

III. Support Users

Every company has a primary support contact who can request to add or remove accounts. The number of accounts is dictated by the number of licenses that you have purchased, as well as the type of support you have. Standard support is allowed two contacts per license and Platinum is not limited. Please note that Support contacts must be named contacts. An account cannot be associated with a group email. We do not support having groups or aliases emailed on cases, nor do we support sharing accounts.

Requesting new accounts

To request new accounts, file a support ticket with all the following information:

- Full Name
- Email Address
- Phone Number (in international format)
- Job Title
- Timezone of Operation

This process is outlined in [How to Add a New User Account to the Delphix Support Portal](#) as well.

Once the account has been created a verification email will be sent to the new user and will contain a link for them to reset their password. Their account will provide access to the knowledge base (support.delphix.com), the software download site (download.delphix.com), and the log upload site (upload.delphix.com).

All support users are automatically enrolled for [Delphix Technical Bulletins](#) and new release announcements.

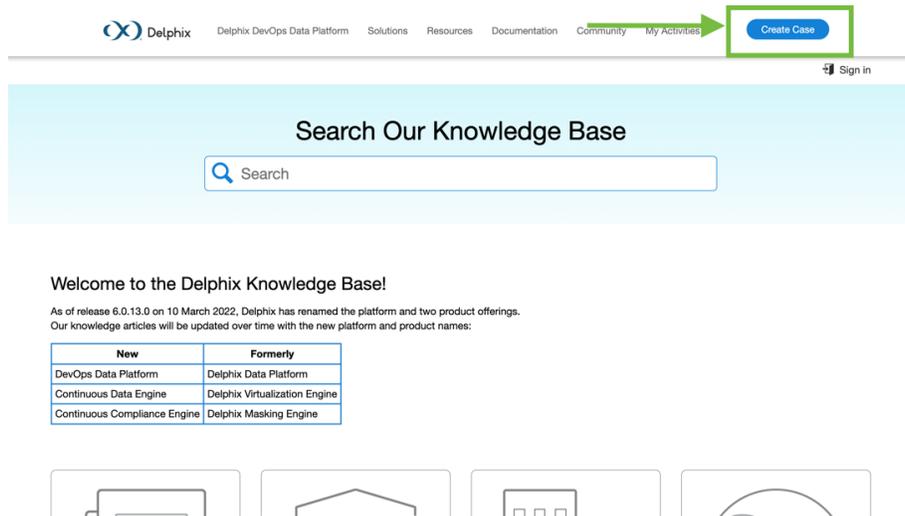
IV. Cases

Once you have established your credentials, you can log a case by navigating to support.delphix.com or by calling the support line.

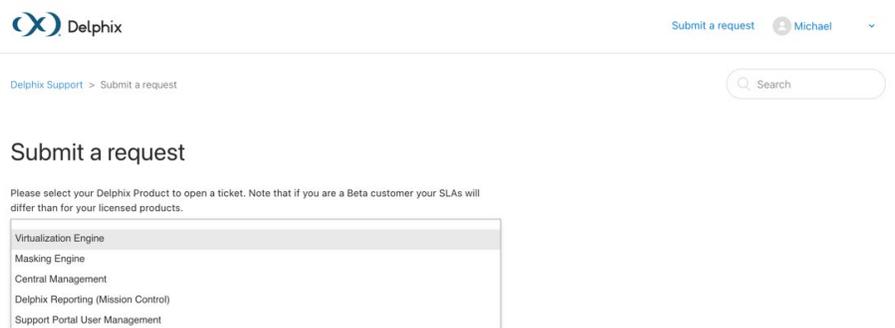
A. Filing a ticket

Option 1: Using support.delphix.com

1. Navigate to support.delphix.com and click **Create Case**.



2. Select the product for which you would like to create a ticket, for example, the Continuous Data (Virtualization) Engine.



3. Provide as much information as possible in the form, including the following: what the issue is, what error was received, what version of the product you are running, what troubleshooting steps you have already done, and any other pertinent information that you feel will help the support engineer diagnose the issue.

Submit a request

Please select your Delphix Product to open a ticket. Note that if you are a Beta customer your SLAs will differ than for your licensed products.

Subject *

Description *

My engine is running version 9 of the Continuous Data Engine and I'd like to reallocate my dSource and make it a target MS SQL instance. I'm running MS SQL Server 2022 on the dSource and would like to continue using SQL Server 2022 on the target.

Is this possible to do?

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Severity *

Please see the Delphix Support Policies document for further information.

Database Type *

If you are having an issue regarding a specific database type please mark the appropriate database, if this is a non database related issue please mark it a N/A.

Delphix Version

please enter the version number of the delphix engine that is related to this issue.

Attachments

[Add file](#) or drop files here

4. When you have provided all the required information, click **Submit**.

Option 2: Call support

If you call Delphix Support, please be ready to provide the following information in your message:

1. Your full name
2. Your company
3. Description of the issue you are experiencing
4. Severity/Impact of the issue
5. Your contact information

B. Create and Upload a Support Bundle

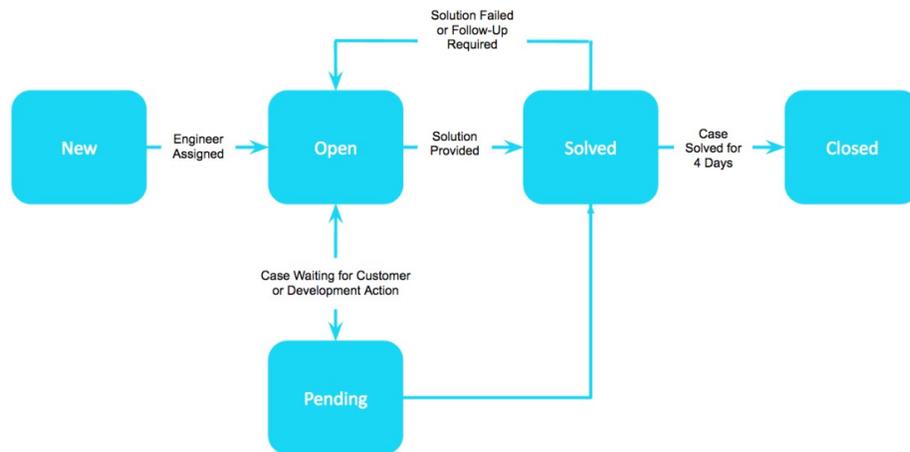
Once you create a case, you will often be asked to upload a support bundle; there are several ways to do this, as are outlined in [Creating and Uploading a Support Bundle to Delphix](#) for the Continuous Data Engine and [Collecting a Masking Support Bundle and Logs](#) for the Continuous Compliance Engine. The Knowledge Base at support.delphix.com will always provide the most up-to-date information regarding creating and uploading bundles for support cases.

C. Case Life Cycle

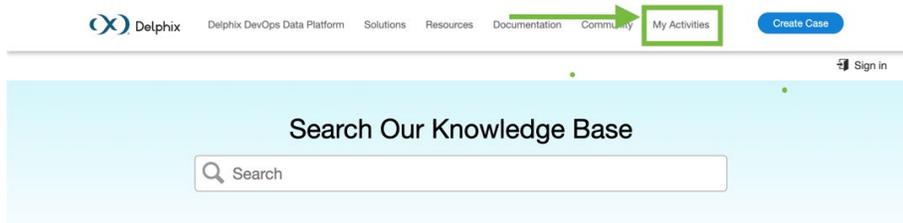
The lifecycle of a case is important to understand, as it will dictate how quickly support can work with you to reach a resolution to your issue. Below outlines what the different stages are.

1. New
The case has just been created and it is awaiting assignment to a support Engineer.
2. Open
Delphix support is triaging or investigating the issue.
3. Pending
Support is waiting for customer or Development/Engineering action

4. Solved
Delphix Support has provided a solution for the issue; these cases can be reopened within four days of entering this state if the issue comes back or has not been completely solved.
5. Closed
The case has entered a terminal state and can longer be commented on. If you need to reopen a case in this state, you need to create a new ticket. Please mention and link to the initial ticket/case number if you need to create a follow-up ticket.



You can view all of your requests at support.delphix.com by clicking **My Activities**.



Welcome to the Delphix Knowledge Base!

D. Escalation Process

If a case needs more immediate attention, please update the case requesting it to be escalated. If the Engineer is off-shift and the issue becomes more urgent, please file a new case referencing the original case so that someone on-shift can help.

Please note that if you have Standard support and need to escalate an issue it will still be helped during your hours of support.

V. Upgrading

Customers running version 5.3.9 and earlier that are requesting an upgrade to 6.0.0.0 and later, please contact Delphix Support to help coordinate this upgrade.

Upgrading from 6.0.x to a later version includes pre-checks packaged in the upgrade image, contacting Delphix Support for this upgrade is not required.

Upgrades can happen concurrently if you have multiple Engines to upgrade.

A. Upgrade workflow

1. Upload the upgrade image to the Delphix Engine.
2. Verify and resolve the system requirements and known defects before starting the upgrade.
3. Schedule the appropriate downtime.
4. Start the upgrade and choose the upgrade type.
5. Address any runtime failures that happen as part of the upgrade.
6. Verify that the upgrade was completed successfully.

B. Release and Upgrade Policies

Please refer to our [Software Product Line Policies](#) for full descriptions of our policies.

- All features and bug fixes are delivered in new releases.
- Fixes delivered in a release will be incorporated in all subsequent releases.
- In rare cases where a fix is needed before the release is available and where it is technically feasible a hotfix may be generated.
- Hotfixes are only for the most current version and the version prior.
- Bug fixes and minor features are often backported to the latest version.
- Critical fixes (i.e. security, data integrity) are backported to the previous version.
- Direct upgrades are possible to the latest Delphix Engine version from a number of prior releases (see the [Upgrade Matrix](#) for questions on which versions are compatible with direct upgrades).