

## REFERENCE GUIDE FOR ENGAGING WITH RED HAT SUPPORT

The Red Hat® Customer Portal delivers technical documentation and intelligent tools to help you manage your Red Hat products throughout their life cycle. If you encounter an issue that you cannot resolve using the Customer Portal, you can open a support case online or by calling your region's technical support hotline. To help minimize impact to your business, open a support case as soon as you discover an issue.

### OPEN A TECHNICAL SUPPORT CASE



Red Hat Customer Portal:  
[access.redhat.com/support/cases/](https://access.redhat.com/support/cases/)



Red Hat technical support contact information by region:  
[access.redhat.com/support/contact/technicalSupport/](https://access.redhat.com/support/contact/technicalSupport/)

### TECHNICAL SUPPORT CASE GUIDANCE



Confirm your issue meets the appropriate severity level for technical support:  
[access.redhat.com/site/support/policy/severity/](https://access.redhat.com/site/support/policy/severity/)



Review service-level agreement to understand communication process with technical support:  
[access.redhat.com/site/support/offerings/production/sla](https://access.redhat.com/site/support/offerings/production/sla)



Open one case per issue using an individual Customer Portal account (no group accounts). For **Severity 1** issues, open a support case online, follow up with a phone call to the technical support hotline, and reference your case number.



To help ensure efficient resolution of your case, please provide as much detail as possible when opening a support case, and respond promptly if additional details are requested.

Environment details	Diagnostics	Issue details	Multi-vendor details
- Platform version	- SOSreport	- Time stamps	- Vendor name
- Product version	- Vmcore	- Error messages	- Vendor case number
- Third-party products	- Log files	- Steps to reproduce	- Vendor contact

Attachments cannot be connected to your support case through email. Please upload files to the technical support FTP site: [access.redhat.com/solutions/2112](https://access.redhat.com/solutions/2112)



Sample diagnostic information:

- **SOSreport** for Red Hat Enterprise Linux®: [access.redhat.com/site/solutions/3592](https://access.redhat.com/site/solutions/3592)
- **vmcore** for system panics: [access.redhat.com/site/solutions/6038](https://access.redhat.com/site/solutions/6038)
- **sysrq data** for hung systems: [access.redhat.com/site/solutions/2023](https://access.redhat.com/site/solutions/2023)
- **spacewalk-debug** for Red Hat Satellite 5.x: [access.redhat.com/site/solutions/11047](https://access.redhat.com/site/solutions/11047)
- **foreman-debug** for Red Hat Satellite 6.x: [access.redhat.com/solutions/1177823](https://access.redhat.com/solutions/1177823)
- **log collector** for Red Hat Enterprise Virtualization:  
[access.redhat.com/site/solutions/61546](https://access.redhat.com/site/solutions/61546)
- **JDR** for Red Hat JBoss® Enterprise Application Platform 6:  
[access.redhat.com/site/solutions/221103](https://access.redhat.com/site/solutions/221103)
- **Log files** for Red Hat Enterprise Linux Openstack Platform®  
[access.redhat.com/site/solutions/2055933](https://access.redhat.com/site/solutions/2055933)

Enabling and testing **kdump** is strongly advised. Without a **vmcore**, root cause analysis for system hang/panics is not possible.



Request a remote support session to help with troubleshooting, which allows collaboration between multiple engineers on a technical support issue: [access.redhat.com/articles/255443](https://access.redhat.com/articles/255443)



Get after-hours support 24x7 for Premium subscription Severity 1 cases by default and Severity 2 cases by request. Please provide contact information for individual(s) working the evening and weekend hours in case the Red Hat support team requires additional information.



If your case is not progressing according to the documented service-level agreement and management attention is required, select the 'Request Management Escalation' button within your support case. Follow up with a phone call to the technical support hotline and ask to speak to a Support Delivery Manager: [access.redhat.com/site/support/policy/mgt\\_escalation](https://access.redhat.com/site/support/policy/mgt_escalation)

## PERSONALIZE YOUR CUSTOMER PORTAL EXPERIENCE

Update your profile in the Customer Portal to stay informed about product updates, security alerts, and new documentations that are relevant to your technical environment:

[access.redhat.com/start/how-to-personalize-your-customer-portal-experience](https://access.redhat.com/start/how-to-personalize-your-customer-portal-experience)

## ABOUT RED HAT

Red Hat is the world's leading provider of open source solutions, using a community-powered approach to provide reliable and high-performing cloud, virtualization, storage, Linux, and middleware technologies. Red Hat also offers award-winning support, training, and consulting services. Red Hat is an S&P company with more than 80 offices spanning the globe, empowering its customers' businesses.

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