

Step-by-Step Guide



NAKISA®

Access the Portal

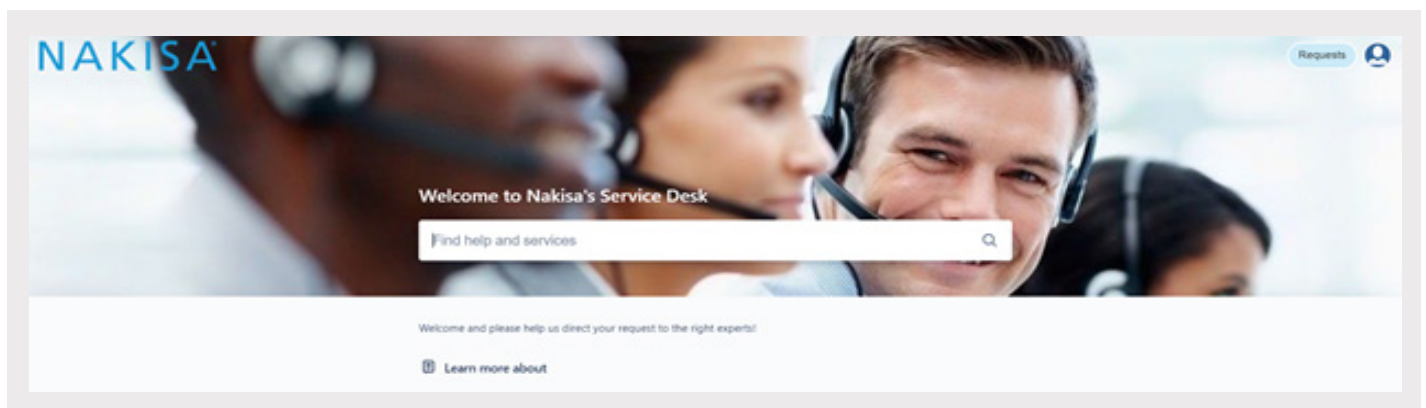
For any product issues or questions, a ticket with Nakisa Support needs to be created.

The portal can be accessed through this link:

<https://nakisa.atlassian.net/servicedesk/customer/portals>

Knowledge Base Articles

Search for Knowledge base articles through the search bar, or browse by clicking the link in the screenshot below:



Log a Request

To log a support ticket, click the drop-down menu **Need to raise a request?** and select the appropriate request type.

What can we help you with?



Implementation Support Issue

There is an issue affecting my product or solution during the project implementation lifecycle.



VPN Request

I need a site-to-site VPN Connection.



License Key Request or Renewal

I need to request a new, or renew an old license key.



Cloud Request

I need to request a new, or renew an old license key.



Operational Support Issue

There is an issue affecting my product or solution in an operational environment.



Single Sign-On Request

I need single sign-on access to my solution.



General Questions

I need help with an issue that doesn't fit into the above categories.

Choosing the Correct Priority

When raising a project or support request or issue please follow this guidance for setting the priority of the requests or issue.

Critical

- Production server or other mission critical system(s) are down and no workaround is immediately available.
- All or a substantial portion of your mission critical data is at a significant risk of loss or corruption.
- You have had a substantial loss of service.
- Your business operations have been severely disrupted.

Medium

- Partial, non-critical loss of functionality of the application.
- Impaired operations of some components, but allows the user to continue using the software.

High

- Major functionality is severely impaired.
- Operations can continue in a restricted fashion, although long-term productivity might be adversely affected.
- A major milestone is at risk.
- A temporary workaround is available.

Low

- General usage questions.
- Cosmetic issues.
- Documentation errors.

Information to Provide when reporting an Implementation/Operational Support Issue

When raising a project or support request or issue please follow this guidance for setting the priority of the requests or issue.

Summary

The summary should briefly explain the issue in clear specific terms, reflecting what the bug is and where it is.

Description

Detailed overview or description of the bug which should include:

- Abstract summary of behavior.
- Justifications of why this is a bug.
- Whether this was working before.
- Screenshots illustrating the issue.

Steps to Reproduce

List the minimal set of steps necessary to reproduce the bug and include any special set ups. If the bug is intermittent, indicate under what circumstances it can be reproduced.

Expected Result

Describe how the application should behave after following the steps above.

Actual Result

Describe what is the actual result after following the steps i.e. the bug behavior.

Support Token

Attach the support token to the ticket. The support token should be generated shortly after the time of the error so that the information and logs captured by the support token are as close to the time of occurrence of the problem as possible. The support token can be found in the Admin console in the Build info tab.

Additional Information

Attach any other relevant files or logs.

View Requests

To view requests, navigate to Requests in the top right and click All.

Here you are able to view all requests created or shared with your organization.

