

How do I get support with Progress Sitefinity CMS?

When working with enterprise software that offers a rich feature set and maximum flexibility, such as Progress Sitefinity CMS, situations can arise that require swift issue resolution, competent assistance with a problem, or in-depth consultation tailored for a particular project. If you face a challenge with Progress Sitefinity CMS, you have access to round-the-clock, industry-leading support. Our goal is to assist you in resolving your issues in a timely and efficient manner, and ensuring success for your Progress Sitefinity CMS projects.

Progress offers a variety of industry-leading support options to meet your needs:

- *Self-service resources* (evaluators and licensed users):
 - [Progress Sitefinity CMS documentation](#)
 - [Knowledge Base articles](#)
 - [Forums](#)
 - [Progress Sitefinity CMS Developer Network](#)
- *Support* (licensed users):
 - [Phone assistance](#)
 - [Support center](#)
- [Sitefinity Consulting from Progress Services](#) (at additional charge)

The specific needs of your project may fall outside the scope of Support services. In such cases, our consultants from Progress Services team operate on a global scale, helping and guiding customers of different size and profile by delivering complex and unique implementations and solid knowledge transfer. Progress Services combine expertise from in-house consultants, core team product engineers, and trusted circle of partners.

What kind of support do I need and when?

To make sure your issue is resolved quickly and efficiently, choose the right channel for reporting your problem. For example, issues with custom code can generally be resolved faster if you isolate the problematic code and submit a support ticket, rather than trying to discuss it with your account manager over the phone.

Do I contact Support services, Progress services, or my Account manager?

The following table helps you decide what kind of support and assistance you need.

Support services	<ul style="list-style-type: none">• Root Cause Analysis:<ul style="list-style-type: none">○ Checking product and environment configuration
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	<ul style="list-style-type: none"> ○ Analyzing error logs ○ Checking environment availability ○ Narrowing down whether the product or customization caused the issue ● Troubleshooting core product issues ● Providing guidance on product usage (how-to questions) ● Advising on best practices ● Providing code samples that demonstrate product API usage ● Bug fixes ● Provide referrals to documentation and Knowledge Base <p>For a list of services inside and outside the scope of the Support services, see Sitefinity scope of support.</p>
Progress consulting services	<ul style="list-style-type: none"> ● Training and Certification ● POCs for custom requirements and use case scenarios ● Technical Consulting (Architecture, Software Design, Testing, Performance, Development) ● Custom implementation ● Auditing and refactoring custom code ● Optimizing projects/code for performance and stability ● Upgrading or migrating projects
Account manager	<ul style="list-style-type: none"> ● Sales inquiries: <ul style="list-style-type: none"> ○ Licensing ○ Purchase ○ Renewal

How do I specify the priority of my support case?

Progress understands that you have timelines to meet and requirements to fulfill. However, some issues are more demanding and severe than others and call for faster and timelier reaction and resolution than others.

Severity levels give us an objective, industry-standard classification and prioritization mechanism that reflects the business impact of your support case. If a situation changes to make a case more urgent, use the **escalation process** to make us aware of the critical nature of the issue.

Severity levels

The number one priority of Support services is to resolve your issues quickly and efficiently, prioritized by the severity level you report. Choose a severity level and the appropriate way to report it as listed in the table:

Severity	Report case via	Initial support response goal	Resolution goal
Severity 1: Production System Down	Telephone	< 1 hour	7 business days
Severity 2: Restricted Operations	Telephone or web	1 business day	14 business days
Severity 3: Question/Inconvenience/Cosmetic	Web	1 business day	21 business days

Progress reserves the right to adjust the severity level based on the known condition of the issue as understood by the Support Engineer. For more information on severity levels, including definitions of each level, [Support severity levels](#).

Escalations

While most cases can be prioritized according to severity, for **issues critical to the success of your project, you might need to provide additional context**. In such cases, initialize an escalation of your case. When you escalate a case via a technical support engineer, we will promptly respond and arrange with you conference calls and status updates as appropriate.

Reasons for escalating a case include:

- High risk of interrupting business operations
- The production environment is impacted in a critical way
- Low satisfaction with the level or timeliness of our regular support service

For more information, see [Escalations](#).

What is included in my Support Package?

Progress Sitefinity CMS Support services provide **round-the-clock customer support and maintenance services, handled by a dedicated in-house team that works closely with the product development and engineering teams**. You get **24/7 support** with assistance from subject matter experts. Critical issues will be acknowledged within an hour.

For detailed information and comparison between Progress Sitefinity support offerings, see:

- [Support plans](#)
- [Progress Sitefinity CMS licensing](#)

What is Mission Critical support?

On top of your *Enterprise Support* package, Progress offers an optional upgrade to a personalized support service to proactively resolve issues, prevent downtime and quickly deliver business results. You get a **designated Customer Success Manager (CSM)** as a point of contact to work with you and monitor

the status of your overall support communication. The CSM helps ensure your project is successful, assure high prioritization by the support team, and proactively works to prevent unplanned downtime or impact on your business projects and applications.

In a nutshell, with Mission Critical Support you get:

- Faster turnaround since Mission Critical cases have highest priority within the Support Engineering team.
- Personalized and proactive support and communication via the Customer Success Manager.
- Higher influence on the product roadmap since the Customer Success Manager provides direct feedback of customer issues to Product Management and Engineering teams.

For more information, see [Mission Critical Support](#).

How do I contact Support?

When you face an issue with Progress Sitefinity CMS, it is best that you **first enquire whether the problem is already solved, so you can apply the resolution straight away**. You can search for a resolution in the following resources:

- [Knowledge Base portal](#)
Search KB articles to check whether the issue is solved or there is a workaround; resolve specific problems
- [Documentation](#)
- [Forums](#)
You can browse through various categories to get help and information from our community members who already faced the same issue.
- [Feedback portal](#)
Search in Feedback portal whether the issue is a bug or missing implementation
- [Sitefinity Devs Google+ community](#)

Phone or ticket support

The following table helps you decide whether your issue will be best resolved by contacting the Support team via phone or by logging a case with a ticket.

Issue	Get phone support	Log a case
Need help troubleshooting core product issues	✓	✓
Need advice on best practices	✓	✓

Require referrals to documentation and Knowledge Base	✓	✓
Require guidance on product usage (how-to questions)	✓	✓
Need to report a problem and the support engineers open a ticket for your issue	✓	
Need to provide additional information for an existing ticket	✓	
Require assistance with code problems or error messages that you cannot deal with		✓
Require samples on how to achieve functionality with the product API, which are not out of the box		✓
Experience problems that cannot be covered by a phone call, for example, debug a problematic issue with the source code		✓
Experience issues where the support engineers need to look at error stack traces or custom code to gather more information as to the causes of the problem		✓
Need assistance for product and environment configuration		✓

Get phone support

Progress Sitefinity CMS Technical Support Engineers will be available via phone 24x7 to assist you. Phone support availability is tied to your [support plan](#).

To get support over the phone, go to [Sitefinity Phone Assistance](#).

Log a case

The quickest and most helpful answers result from **the right question**. So, when opening a support issue in the portal, make sure to provide **all relevant and essential information about your project and**

environment, so that our technical support engineers can reproduce the issue and shorten the resolution time.

NOTE: Only licensed users can log cases. For details, see the next section.

After you submit a ticket, our support team **responds within 24 hours** – either with a resolution or with an enquiry for more details about your problem.

IMPORTANT: You need to specify the correct *issue severity level*, so that the support team prioritizes your issue, according to its severity. For more information, see [Severity levels](#).

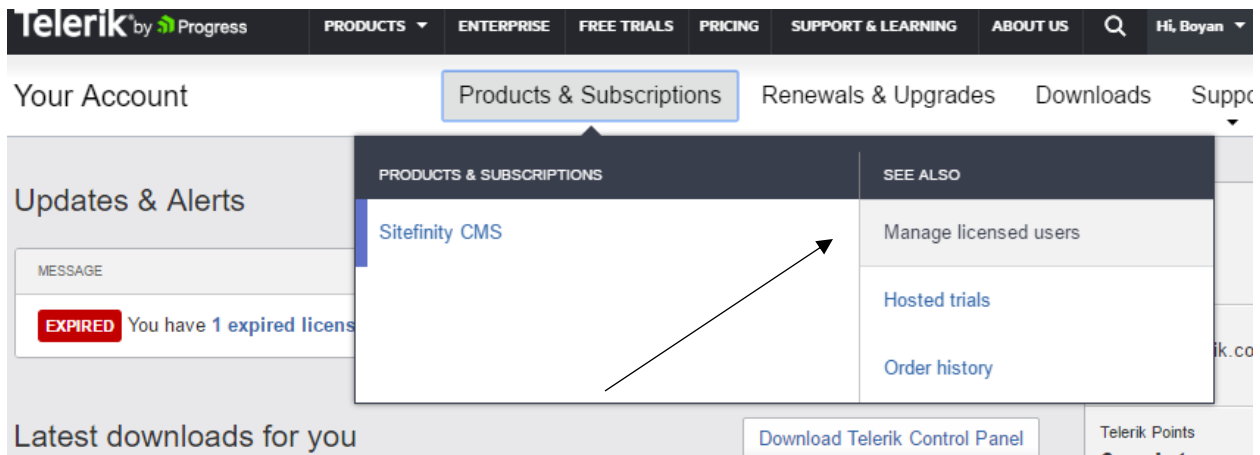
To log a support case, go to [How to log a Sitefinity Support case](#)

Add and manage licensed users

To enable other members of your team or company to log cases, you need to add them as licensed users to the corresponding Sitefinity CMS license. Only the license holder, or other licensed users, who are granted the **Manage users** permission in *Your Account* can add more licensed users. Once added, a licensed user is able to select the corresponding Sitefinity CMS license in the *Product* field when logging a case.

To add licensed users:

1. Identify the members of your team who will be leading your company's support communication with Progress.
2. In case you have not added these users previously, navigate to *Your Account* -> *Products & Subscriptions* -> [Manage licensed users](#)



3. Next, select the corresponding Sitefinity CMS licenses you want to assign the licensed users to. Click the *Assign user to license* link:

Manage Licensed Users

Group by: License ▾

Search for license or user...

Add user Export user list

▼ Sitefinity CMS Active until: 17 Jul 2016 Users assigned: 1 of ∞

Online Marketing License

NAME	EMAIL	BASIC PERMISSIONS	MANAGE USERS	SHARE TICKETS	SEE SHARED TICKETS	
Boyan Barnev	barnev@telerik.com	✓	✓	✗	✓	Edit Remove

[+ Assign user to license](#)

4. To assign users to any of your licenses, fill in the information in the form and click *Continue*.
NOTE: Licensed users need to be registered with their individual company email address. Group emails or distribution lists, for example, sitefinityteam@yourcompany.com are not supported, as they are in breach with our SupportLink portal vendor agreement.

Manage Licensed Users

Group by: License ▾

Search for license or user...

Add user Export user list

Assign user to license - Sitefinity CMS ✕

Email

First name

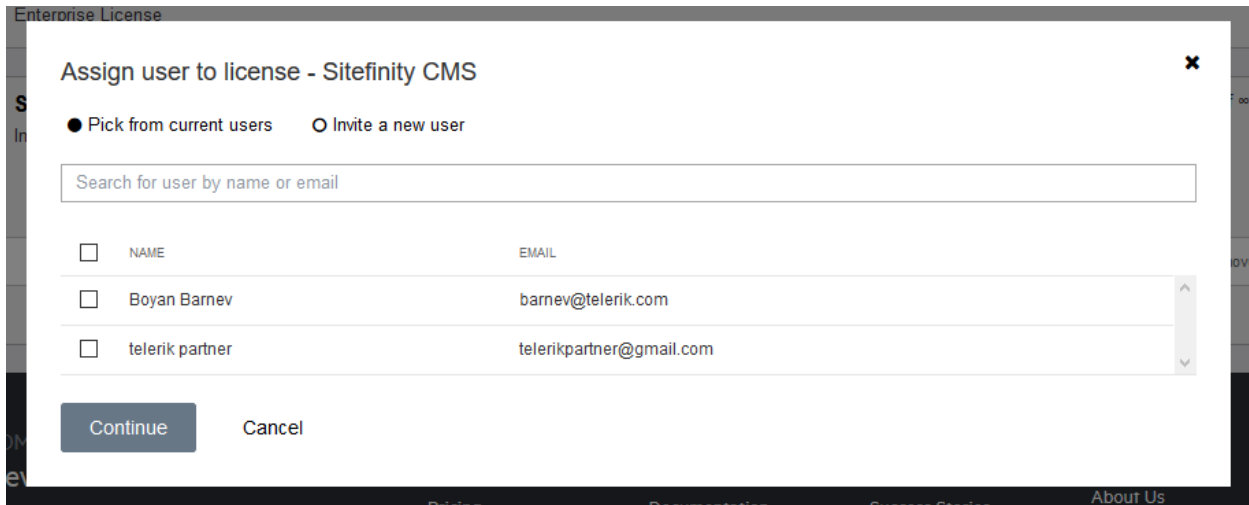
Last name

Company

Country

Continue Cancel

NOTE: If you already assigned any users to one or more of your licenses, you can select the users from the *Pick from current users* list:



- Once you invite a user, a notification email is sent. Users need to complete the registration process by following the instructions in the email.
NOTE: Keep in mind that when you add a licensed user to a Sitefinity CMS license, Progress Sitefinity grants access to the SupportLink portal **within 48 hours**. If the licensed user needs to urgently log a case and still has no access, contact Sitefinity Support by [phone](#).

Collaborate on cases

When logging a support case, by default only the user that opened the case can see and update it, as well as receive notifications about updates on the case. If you want to request different notifications and permissions settings on your cases, you can choose one of the mechanisms listed below:

1. Build a case team.

Question	Answer
What is a case team?	A case team means that users you specify are automatically added to each case opened by any of the users belonging to your account. Thus, this specific set of users, or team, will see the logged cases and be able to update them.
How do I build a case team?	You need to contact cs-supportlink-help@progress.com and we will set up your team. Make sure to specify in the subject line “ Configure view and share permissions for Sitefinity developers ”. In the message body, list the names and emails of all users you want to add to the case team.
Can I add or remove people from a case team?	Case teams are dynamic, so you can always inform us if you need to add or remove a contact from a case team by sending an email to cs-supportlink-help@progress.com
Can I add users from another account of	Yes. You can add users from other accounts to a case team. Be aware that these users will see all cases opened under your account.

mine to my current account's case team?	
Can I have people on a case team that are not added as licensed developers?	Yes, you can add people who are not registered as licensed users to a case team as well. For example, you can add business users who do not submit or update support cases, but want to track the ongoing communication and progress of cases. Once added, they will receive email notifications regarding updates on each case, opened under the account.
Can people on a case team opt out of receiving email notifications?	When building a case team, you can also choose whether you want the users in the case team to receive email notifications about activity on cases from your account or not. Such activity includes new case opened, updated, or closed. Just specify these requirements in your request and we will accommodate this. NOTE: These users can track case updates in the SupportLink portal).

2. Configure sharing per case

Question	Answer
What does sharing per case mean?	If you do not want to share all cases opened from your account with the case team, you can add specific user to a specific case, so they can receive notifications to view and update a particular case. Such requests are handled on a case by case basis and are also dynamic. For example, you want to share the case you just logged with the rest of your team. To do so, let us know who the specific users are and to which case(s) you want them to.
How does this differ from a case team?	While a case team enables certain people to see and update all cases opened under your account, sharing per case is more granular and is applied only to specific cases.
How do I configure sharing per case?	When posting a comment to a case (e.g. opening the case, or updating it) you should let us know which contacts (name and email) you want to share this case with, and our Tech Support engineers will configure this for you. Per-case sharing is dynamic, so you can always inform us if you need to add or remove a contact from a case.
How can I see and update the users added to a case?	Once you add specific users to particular case(s), they start receiving notifications about ongoing activity. In addition, they can see and update the case(s) in the SupportLink portal, as these cases are displayed in the same list as the cases these users own.
Can I add users from another account of mine to a particular case?	Yes. You can add users from other accounts to a case, so that they can see and update this case.
Can I leverage sharing per case with people that are	Yes, you can add people who are not registered as licensed developers. For example, you can add business users who do

not added as licensed developers?	not submit or update support cases, but want to track the ongoing communication and progress of cases. Once added, they will receive email notifications regarding updates on this case.
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Useful links

[Support plans](#)

[Progress Sitefinity CMS licensing](#)

[Support severity levels](#)

[Escalations](#)

[Mission Critical Support](#)

[Phone Support](#)

[Feedback Portal](#)

[My Account FAQs](#)

[Progress Sitefinity CMS documentation](#)

[Knowledge Base articles](#)

[Forums](#)

[Progress Sitefinity CMS Developer Network](#)

[Professional services](#)