



High Performance Computing Specialists

## Support Procedures for Software Only Customers

For customers who have purchased software licenses without hardware, these support procedures detail the necessary steps to help you initiate support from VA Technologies and the relevant software vendor.

Before contacting VA Technologies Technical Support, please have the following available:

- The Supported Product's Machine ID and Invoice Number Number.
- A description of the problem and any troubleshooting steps taken prior to calling Technical Support.
- A full hardware breakdown on the physical system or a full virtual machine hardware breakdown if used as a virtual appliance.
- The case ticket number if one has already been assigned through prior contact with VA Technologies Service Staff.
- The current version of the operating system along with all available updates unless otherwise agreed with VA Technologies Service Staff.
- Physical access to the Supported Product during the troubleshooting process.

VA Technologies uses a self-service online ticket system to keep track of all issues relating to our systems. In the first instance, you should raise a support ticket via the following address:

[www.va-technologies.com/support/](http://www.va-technologies.com/support/)

The VA Technologies Engineer will verify the service level and any expiration of services for the Supported Products.

- When requested, the Customer should identify error messages received and when they occur.
- The Customer should be prepared to share with the VA Technologies Engineer any steps that have already been attempted to resolve the issue prior to contacting Technical Support.
- VA Technologies may ask that the Customer to open a support case with the relevant hardware vendor directly should a VA Technologies engineer suspect a hardware issue.
- VA Technologies may ask that the customer to open a support case with the software vendor directly should a VA Technologies engineer suspect a software issue.
- If the Customer does not wish to, or is not able to perform the initial basic phone-based troubleshooting steps with the VA Technologies Engineer, the Customer will be offered the option to purchase a visit from a VA Technologies engineer do a pre diagnosis onsite visit. This is chargeable at £175.00 per hour.

VA Technologies are always prepared to offer advice about software supplied by us and installed on hardware not supplied by VA Technologies however it is your responsibility to ensure compatibility of any goods offered for sale by us. VA Technologies will not be liable to any costs incurred when purchased software is not installed on certified hardware supplied by VA Technologies.