

Cloudpath Networks Support Services

Technical Support Information Guide

What You Should Know Before
Contacting Technical Support

Summary: This document describes where to find account and license information, how to determine support case priority levels, support contact methods, how to distinguish between system and client issues, and where to find support logs.

Document Type: Information

Audience: Network Administrator



Cloudpath Networks Support Services: Technical Support Information Guide

What You Should Know Before Contacting Technical Support

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Technical Support Information Guide

Overview

The Cloudpath Support team is your point of contact for issues relating to the XpressConnect Enrollment System and XpressConnect Wizard. If you need assistance, discover a bug, or have other questions, you can email support at support@cloudpath.net.

This document describes how to contact Cloudpath Support, the type of information to provide in a support ticket, and the Cloudpath Support priority levels and expected response times.


Contacting Cloudpath Support

Customers with an active *Subscription* or *Trial* license can contact Cloudpath Support. End-users should go through the local help desk. Network administrators may contact support on behalf of an end-user. See Client-Related Issues for more information.

How to Find Account Information

Account license information is located on the XpressConnect License Server *Manage Account* page. High-priority support calls require an account serial number.

FIGURE 1. Account Information

 The Manage Account tab is used to configure contact and administrator information. Multiple administrators may be created.
Note: Automated emails, including the administrator password reset email, will be sent from server@cloudpath.net.

Account Information

Company Name: Test Company
Industry: Enterprise

[Edit](#)



License Information

Serial Number: XPC-CPN-00553
Status: Evaluation License valid through 2014-01-23
Related Documents: [End-User License Agreement](#)
Account Backup: [Download](#)

License Details

SKU	Start Date	End Date	ID
ES_TRIAL	2013-12-23	2014-01-23	XXXXXXXXXXXXXXXXXXXXX
WIZARD_TRIAL	2013-12-09	2013-12-23	XXXXXXXXXXXXXXXXXXXXX

Administrators

  [newaccount@testcompany.com](#) - New Account (Superuser) [Reset Password](#)

[Add](#)

Primary Contact Information

First Name: New
Last Name: Account
Email: newaccount@testcompany.com
Title:

[Edit](#)

Alternate Contact Information

Alternate contact information has not been configured.

[Add](#)

For Enrollment System customers, additional licensing information is located on the Support tab > Licensing information page.

Note >>

If you do not have an active license and would like to learn more about products from Cloudpath Networks, email us at: info@cloudpath.net.

Cloudpath Documentation

XpressConnect Enrollment System and Wizard documentation is located on the application *Support* tab. Please consult the available documentation and product *Release Notes* before you open a support case.

Support Process

When an email is sent to **support@cloudpath.net**, a case number is assigned and the case is added to the support queue. A member of the Cloudpath support team takes ownership of the case, assess the priority level, and begins to troubleshoot the issue.

Support Case Priority Levels

Priority levels and response times are described in the following table.

TABLE 1. Cloudpath Support Priority Levels

Priority Levels	Definitions/Examples	Initial Response Time	Response Update Frequency	Target Resolution Time*
P1* Critical *Applies to ES only.	<ul style="list-style-type: none"> • Total loss or continuous instability of mission critical functionality for all clients. • System is down, causing all clients to experience a total loss of service. 	1 hour	4 hours	24 hours
P2 High	<ul style="list-style-type: none"> • Issues that are impairing, but not causing a total loss of mission critical functionality for all clients. • Intermittent issues that affect mission critical functionality for all clients. 	4 hours	Once each business day	72 hours

TABLE 1. Cloudpath Support Priority Levels

Priority Levels	Definitions/Examples	Initial Response Time	Response Update Frequency	Target Resolution Time*
P3 Medium	<ul style="list-style-type: none"> •Issues in the system that are not causing impact to mission critical functionality. •Non-repeated issues that have impacted mission critical functionality, but have since recovered. •Issues affecting an entire class (operating system) of clients. •If the issue is a Priority 1 or Priority 2 but there is a workaround in place. 	8 hours	Every 2 weeks	30 calendar days
P4 Low	<ul style="list-style-type: none"> •Standard questions on configuration or functionality of the systems. •Reproducible client issue affecting an individual device. •Information requests. •Report cosmetic issues. 	24 hours	Every 3 weeks (when requested)	60 calendar days

* The **Target Resolution Time** is the total time between a completed issue submission and the resolution of the issue, through either a workaround or a permanent solution.

Contact Methods

For P1 and P2 issues (Table 1), please contact Cloudpath Support by phone, and have your serial number available. Cloudpath Support is available 24 x 7 for high-priority support issues using a callback service.

Note >>

Priority Level 1 (P1) applies to the Enrollment System only.

Phone: +1 303.647.1495, +1 866.472.6053, or +44 (01) 161.261.1400.

Email: support@cloudpath.net

We request customers use email for P3 and P4 support issues.

Case Communications

Cloudpath team members may contact you for clarification or more information. Please refer to the Priority Level table for appropriate response times. Email responses might come from the assigned team member or from support@cloudpath.net. The case number is in the *Subject* line of the email.

Software Defects

Software defects are logged in the Cloudpath bug tracking system. If your support case results in a product defect submission, the bug number is listed in the support case. Customer defects are fixed according to priority level. See Table 1 for the estimated time for defect resolution.

Email Notifications

Cloudpath sends out email notifications for software version updates, unless they are minor. If your support case results in a product defect submission, you can watch for the bug fix in an upcoming product update.

To subscribe to email notifications for product updates, log in to the XpressConnect License Server and go to Manage Account tab. Edit your Administrator account and select *Yes* for the *Send Email About New Releases* setting.

Remote Diagnostics

Cloudpath Support uses *GotoMeeting* for remote diagnostics and assistance. If you prefer to use a different remote tool, you can make this request during the support call.

Contacting Support

When opening a support ticket, be as specific as possible with the description of the issue, and include any log files or screen shots of erroneous messages. Please provide the version number of the Enrollment System (listed in *Administration > System Services > Application*) and the Wizard (listed in *Configuration > Deploy > Snapshots: Version*).

Describe where in the process the error occurs (during authentication, while connecting to network, certificate installation, etc.) and the operating system/browser, if the issue relates to the Enrollment System Admin UI.

System-Related Issues

A system issue is related to the virtual appliance or the web-based Enrollment System application. These types of problems are typically reproducible without the need for a specific type of client device.

How to Contact Support for System Issues

When contacting support for system-related issues, be prepared with:

- Login credentials for the web-based Enrollment System Admin UI
- SSH access and login credentials to the Enrollment System virtual appliance. If the issue is network connectivity-related such that SSH access is unavailable, you should have access to the VMware console.

Note >>

We have experienced issues when using *GotoMeeting* with the *VMware* console. Whenever possible, we prefer to use SSH access, if it is enabled on the virtual appliance.

Enrollment System Support Logs

The application log file (*server_jboss.log*) is available for download from the *Administration > System Services > Application > Downloads: Log* button. You can also view or download web server *Access* and *Error* logs.

Client-Related Issues

A client-related issue is specific to the end-user configuration and enrollment process. After the user is authenticated and/or authorized using the Enrollment System web pages, the Wizard is launched to perform the device configuration.

This portion of the product is operating system-specific. Issues that occur at this layer are typically specific to the device, and you might be required to have the one or more devices on hand for reproduction and diagnostics. Capturing concrete information from the device is key to isolating the issue.

For client-related issues, a key piece of diagnostic information is whether the issue affects all similar devices, a subset, or just an individual device. For example, it is helpful to know if:

- The issue affects all devices regardless of operating system.
- The issue affects all Android devices but not Mac or Windows devices.
- The issue affects all Android 4.0 devices, but not other versions of Android.
- The issue affects some Android 4.0 devices, but not all Android 4.0 devices.
- The issue affects this device, but not other similar devices.

If an issue affects a class of devices or all devices, it is typically either a misconfiguration or a bug manifested by either the configuration or the class.

If an issue is specific to an individual device, the local support desk typically assists the user in resolving the issue. Any information (logs, diagnostic information) gathered can be sent to Cloudpath Support, and a team member can attempt to isolate the issue and implement a fix or work-around out-of-band.

Device Support Logs

For desktop operating systems using the Wizard, there is a menu option for *Options > Generate Support File*. This generates a text file on the device desktop that is helpful for diagnosing issues. On Android, the *Menu* button provides an option to email the support file.

The primary log file is *XpressConnect.log*. It contains the logs related to all configuration and execution of XpressConnect. XpressConnect log files can be found in the following locations:

- Windows XP: C:/Documents and Settings/[USER]/Local Settings/temp/My Networks/

- Windows Vista and greater: C:/Users/[USER]/AppData/Local/Temp/My Networks/
 - The XpressConnect_exe_load.log file contains logs related to the download of XpressConnect. This is useful in troubleshooting issues occurring before the main XpressConnect application displays.
 - When XpressConnect loads using ActiveX, the activex_launch.log is created. This log contains information about the initialization of the ActiveX component.

Note >>

Starting with Wizard version 5.0.214, the location of the Windows log file has changed. The new log file location is %temp%\XpressConnect\XpressConnect.log, which is normally

C:\Users\[USER]/AppData/Local/Temp/\XpressConnect\XpressConnect.log

The preference remains to download the log file from the *Options > Generate Support File* option in the application.

- Mac OS X: /tmp/XpressConnect
- Android devices can use either of the following methods to retrieve the log file:
 - Tap the menu button, then E-mail log file.
 - Mount the device as a drive, and get the XpressConnect.log and xpc_old.log files. (XpressConnect.log is the log from the last run, and xpc_old.log is the log from the previous run.)
- Linux: /tmp

About Cloudpath

Cloudpath Networks, Inc. provides software solutions and services that simplify the adoption of standards-based security, including WPA2-Enterprise and 802.1X, in diverse BYOD environments. Our goal is to make secure as simple as insecure; simple for network administrators to deploy and simple for users to access.

To learn more about the XpressConnect Enrollment System and how it can simplify your wireless environment, visit www.cloudpath.net or contact a Cloudpath representative.

If you need technical assistance, discover a bug, or have other technical questions, email support at support@cloudpath.net.

Contact Information

General Inquiries: info@cloudpath.net

Support: support@cloudpath.net

Sales: sales@cloudpath.net

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