

ALL SERVICES. ANY WIRE.



Overture Networks NEW Customer Support Portal

Announcing our new Customer Support Portal!!

In keeping with Overture's commitment to provide the very best customer support in the industry we are proud to announce the launch of our new Customer Support Portal.

The new portal is designed from the ground up to better serve Overture's industry leading customer base.

Key Features:

- ▶ Open, manage, and close Trouble Tickets (Cases)
- ▶ Access to searchable Knowledge Base
- ▶ Generate TAC activity reports (coming soon)
- ▶ Enhanced documentation and software download system with on-line document preview

OVERTURE NETWORKS CUSTOMER SUPPORT PORTAL

Home Cases Knowledge Base Workspaces Reports Legal Documents CEAs

Welcome, John Doe
My Profile | Logout

Recent Items

- 00003202
- 00003201
- CEA-0002
- ISG45 configuration clear process
- 00003188
- 00003185
- ISG 140-180 Release Notes 9.1.0.9
- ISG 140-180 Software-MSB 9.1.0.9

Find Knowledge Base

Search

Advanced Search...

Welcome to the Overture Networks Support Portal

NOTICE:

Severity 0 - Service Outage (Single and Multi Site)
Severity 1 - Service Degraded

Overture Networks TAC case is critical you must assist.

Call Center Numbers:
Overture Networks ISG
Domestic: 1 (888) 253-6070
International: +1 253-6070

Former Cetus UTS/UTS
Domestic: 1 (800) 607-6070
International: +1 206-607-6070

Tab Descriptions

Home Cases Knowledge Base

The Home Tab is your first profile information. You can

Case 00003185

Back to List: Cases

Case Detail

Edit Close Case Clone

| | | |
|----------------|-----------------------|--------------------|
| Case Number | 00003185 | Status |
| Contact Name | John Doe | Priority |
| Contact Phone | (919) 889-1658 | Severity/Type |
| Contact Mobile | (919) 649-6836 | Initial Report |
| Contact Email | john.doe@vandiver.org | Product |
| Customer Ref: | TT65839 | Equipment Location |
| | | SiteID/City |

SEV 0/1 IMPORTANT NOTICE:

Case Description

Subject ISG 180 T-1s not linking
Description Trying to link T-1 interfaces to a test and need s

UTX Product Family

Knowledge Base Views

View: All Reviewed Solutions Go!

Recent Knowledge Base

Knowledge Base Title

- [ISG45 configuration clear process](#)
- [No traffic passing between point to point ISG 180 / 140](#)
- [ISG5000 RADUIS server configuration method](#)
- [Does the ISG45 pass Pause Frames?](#)
- [Why are MAC addresses not being learned in the FDB](#)

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Registration and Login

Registration is Quick and Simple!!

Overture's new portal is a simple and straight forward registration and access process.

Steps to Register and Login:

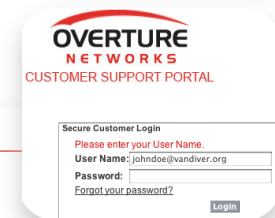
- Goto www.overturenetworks.com
 - Select the "SECURE LOGIN" link in the top right of the site
 - The Support Portal link will open
 - Click "Launch Support Portal" to login
- OR
- If you need to register select the "registration form" link to be taken to the "Support Portal Registration form"
 - Once the form has been submitted it must be approved.
 - Upon approval you will receive an e-mail from the Overture TAC with your login credentials

SECURE LOGIN link on
www.overturenetworks.com



PORTAL LOGIN

Support Portal



If you do not have an account and would like to register please fill out our [registration form](#)

Support Portal Registration

To register, complete the following form. **Bold** fields are required items.

First Name

Last Name

Corporate E-Mail Address

Telephone

Company Name

Address

City

State/County/Province

Zip/Postal Code

Country



Create Account

PORTAL REGISTRATION



Incident Tracking with Cases

Track your cases and activities with the Overture TAC!!

The single most requested addition to the Overture Support Portal is the ability to open, track, and close cases. This is exactly what you can do with the new portal!

Features and Benefits:

- **Open, Update, and Review cases when it's convenient for you**
- **More convenient than calling in to open a case**
- **Provides a simple and intuitive method for interacting with TAC**
- **Customers can add attachments (i.e. logs, screenshots) directly to the case**
- **Knowledge Base integration**
 - **The case tracking system is fully integrated with the Support Knowledge Base. When a case is entered the system intelligently scans the case and suggests possible solutions to the reported issue. This can be a real timesaver!**

The screenshots illustrate the user interface for tracking cases. The top screenshot shows a 'View: All Cases' dropdown and a table of cases with 'Action' and 'Case Number' columns. The middle screenshot shows a form for creating or editing a case, including fields for 'Contact Name', 'Customer Ref.', 'Status', 'Priority', 'Severity/Type', 'Initial Report', 'Product', 'Equipment Location', and 'SiteID/City'. The bottom screenshot shows a detailed view of a case with fields for 'Subject' and 'Description', and a list of case details including 'Status', 'Priority', 'Severity/Type', 'Initial Report', 'Product', 'Equipment Location', and 'SiteID/City'.

| Action | Case Number |
|--------|-------------|
| Edit | 00003169 |
| Edit | 00003185 |
| Edit | 00003186 |
| Edit | 00003201 |
| Edit | 00003202 |

Information

Contact Name: John Doe

Customer Ref:

Status: New

Priority: Unassigned

Severity/Type: -- None --

Initial Report: -- None --

Product: -- None --

Equipment Location: -- None --

SiteID/City:

Description

Subject:

Description:

85

00

89-1658

49-6836

@vandiver.org

39

Status: New

Priority: 3 - Info

Severity/Type: Sev 2 - Lab Issue

Initial Report: Issue - TDM Circuit Down/E

Product: ISG 140/180/140v/180v

Equipment Location: Lab Environment

SiteID/City: Richardson

Subject: ISG 180 T-1s not linking

Description: Trying to link T-1 interfaces to a test and need some help.



Gain knowledge from the Knowledge Base

The Knowledge Base provides instant access to solutions.

Overture's TAC, and Sales Engineers talk to and work with our customers everyday. Now those learnings are captured and can be leveraged across all of our customers. Every question we get asked or situation we address, is a chance to capture that information and record it in our Knowledge Base. This way if YOU ever come across the same situation we might just have the answer ready for you.

Features and Benefits:

- **A wealth of information ready when you need it**
- **Fully searchable, find what you need fast**
- **The Knowledge Base will get better with age.**
- **Fully integrated with the Cases incident tracking system**

Knowledge Base Home

Enter keywords to find matching knowledge base.

Search for:

in

All Knowledge Base

Browse Knowledge Base

All Knowledge Base

[ISG 140 / 180 Product Family](#)

[ISG 34](#)

[ISG 5100 / 5000 / 2200 Product Family](#)

[ISG 60](#)

[QoS Prioritization and Tagging](#)

[ISG 2x Product Family](#)

[UTS P](#)

[UTX Product Family](#)



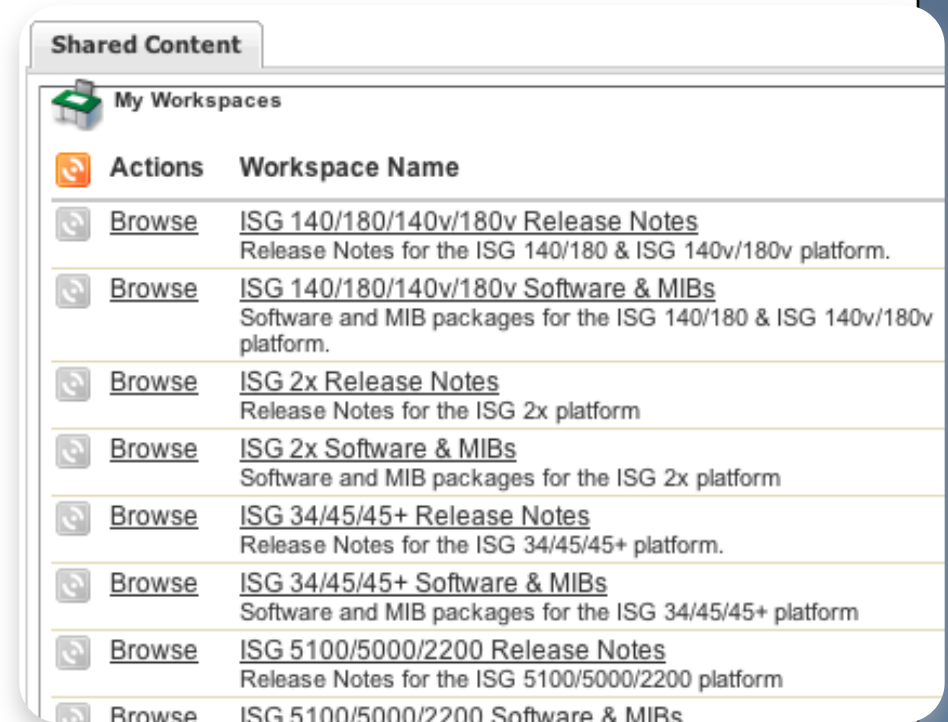
Document and Software Download “Workspaces”

Convenient access to Documentation and Software Downloads can be found at Workspaces

Workspaces is the new document and software repository. Look here for Release Notes, User Guides, and Technical Bulletins as well as Software updates for all ISG, UTS, and UTX products.

Features and Benefits:

- Document contents are index and fully searchable.
- PDF files can be viewed on-line without downloading
- **Notifications of new documents, or software images is OPT-IN**
 - Individual documents or software images can be subscribed to for change notification. If subscribed documents or software images are updated you'll receive an automatic e-mail notification
 - A whole Workspace can be subscribed to as well. If you subscribe to a Workspace any addition or modification will generate an e-mail notification.



| Actions | Workspace Name |
|------------------------|--|
| Browse | ISG 140/180/140v/180v Release Notes Release Notes for the ISG 140/180 & ISG 140v/180v platform. |
| Browse | ISG 140/180/140v/180v Software & MIBs Software and MIB packages for the ISG 140/180 & ISG 140v/180v platform. |
| Browse | ISG 2x Release Notes Release Notes for the ISG 2x platform |
| Browse | ISG 2x Software & MIBs Software and MIB packages for the ISG 2x platform |
| Browse | ISG 34/45/45+ Release Notes Release Notes for the ISG 34/45/45+ platform. |
| Browse | ISG 34/45/45+ Software & MIBs Software and MIB packages for the ISG 34/45/45+ platform |
| Browse | ISG 5100/5000/2200 Release Notes Release Notes for the ISG 5100/5000/2200 platform |
| Browse | ISG 5100/5000/2200 Software & MIBs |