



## **Cenzic Customer Support Portal Training Guide**

**This training guide provides basic information on Cenzic Customer Support Portal securely hosted on Salesforce.com.**

**The Cenzic Customer Support Portal allows customers to search existing solutions as well as create and update support cases.**

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## Cenzic Customer Support Portal Training Guide

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## Overview

This training guide provides basic information on Cenzic Customer Support Portal.

The Cenzic Customer Support Portal allows customers to:

- Search Solutions (similar to Knowledge Base Articles) to find answers to many product related issues.
- Create, monitor and update support cases.

The Portal is securely hosted on Salesforce.com.

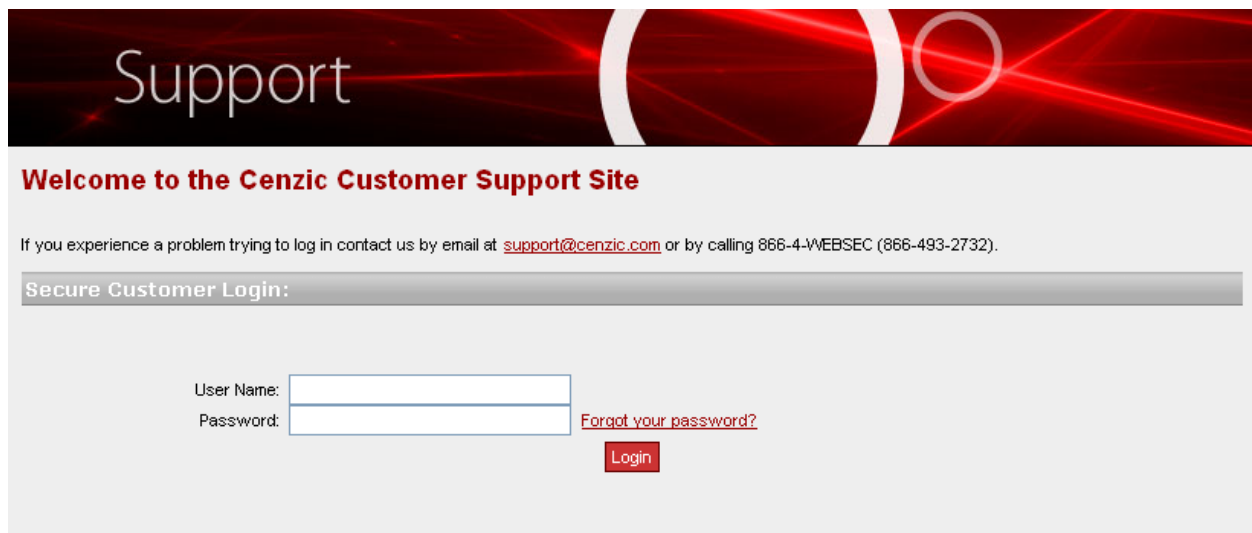
## Accessing the Portal

Before you can access the portal you need login credentials; these should have been emailed to you from either [marketing@cenzic.com](mailto:marketing@cenzic.com) or [support@cenzic.com](mailto:support@cenzic.com). Check your Junk email folder and if necessary add cenzic.com to your safe sender list to prevent future emails for being sent to your Junk folder. If you still can't find your credentials send an email to [support@cenzic.com](mailto:support@cenzic.com) who will re-send the information.

In order to access the Cenzic support portal, go to the following URL in your web browser:

<http://www.cenzic.com/support/portal/>

This will redirect to <https://na4.salesforce.com/sserv/login.jsp?orgId=00D300000000SC3> which is where the Cenzic Customer Support Portal is located. You should see the following login page:



Enter your user name and password. Note that the first time you access your portal account you will be prompted to change your password.

## Navigating Around the Portal Site

At the top of each page is a menu bar which is used to navigate around the site. There are five main pages:

1. Home
2. Find Solution
3. Log a Case
4. View Cases
5. Logout

These pages are described in more detail below.

## Home

After logging in the Home page should be displayed. You can return to the Home page at any time by clicking on the Home link on the menu bar at the top of each screen.

The Home page looks like this:



The screenshot shows the CENZIC Support Home page. At the top is a red banner with the word "Support" in white. Below the banner is a navigation menu with five buttons: "Home", "Find Solution", "Log a Case", "View Cases", and "Logout". The "Home" button is highlighted. To the right of the menu, it says "Logged in: Colin Blake from Pam Test Account". Below the menu is a section titled "Top Solutions" with a table of five solutions. Below that is a section titled "My Open Cases" with the text "None Found". At the bottom of the page is a logo for "POWERED BY SALESFORCE.COM".

Top Solutions	
	Title
1	<a href="#">How to uninstall and reinstall on a different machine</a>
2	<a href="#">How to view both requests and responses in a Blind SQL Vulnerability</a>
3	<a href="#">How to prevent injections from occurring on specific pages in the application</a>
4	<a href="#">How to get SmartAttack updates for machine with no internet access</a>
5	<a href="#">How to setup LDAP in ARC</a>

My Open Cases	
None Found	

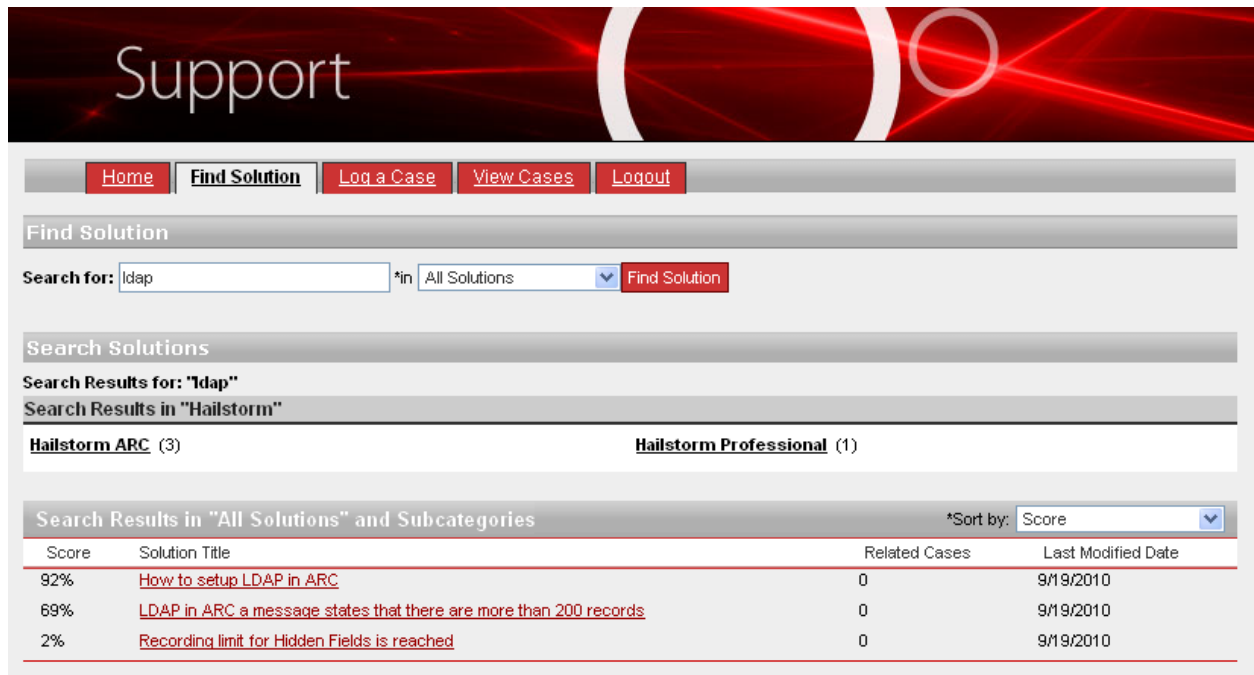
The Home page consists of two areas:

1. **Top Solutions**  
This section shows the top 5 Solutions.
2. **My Open Cases**  
This section lists any open cases you currently have. Clicking on any case will take you to the detailed view of that case. Refer to **View Cases** for more information.

## Find Solution

To search for a solution enter some search terms into the **Search for:** field and click on **Find Solution**.

For example, to search for Solutions related to LDAP:



The screenshot shows the 'Support' portal interface. At the top, there is a navigation bar with buttons for 'Home', 'Find Solution', 'Log a Case', 'View Cases', and 'Logout'. Below this is a search section titled 'Find Solution' with a search input field containing 'ldap', a dropdown menu set to 'All Solutions', and a 'Find Solution' button. The results are categorized into 'Search Results for: "ldap"', 'Search Results in "Hailstorm"', and 'Search Results in "All Solutions" and Subcategories'. The 'All Solutions' section includes a table of results sorted by relevance (Score).

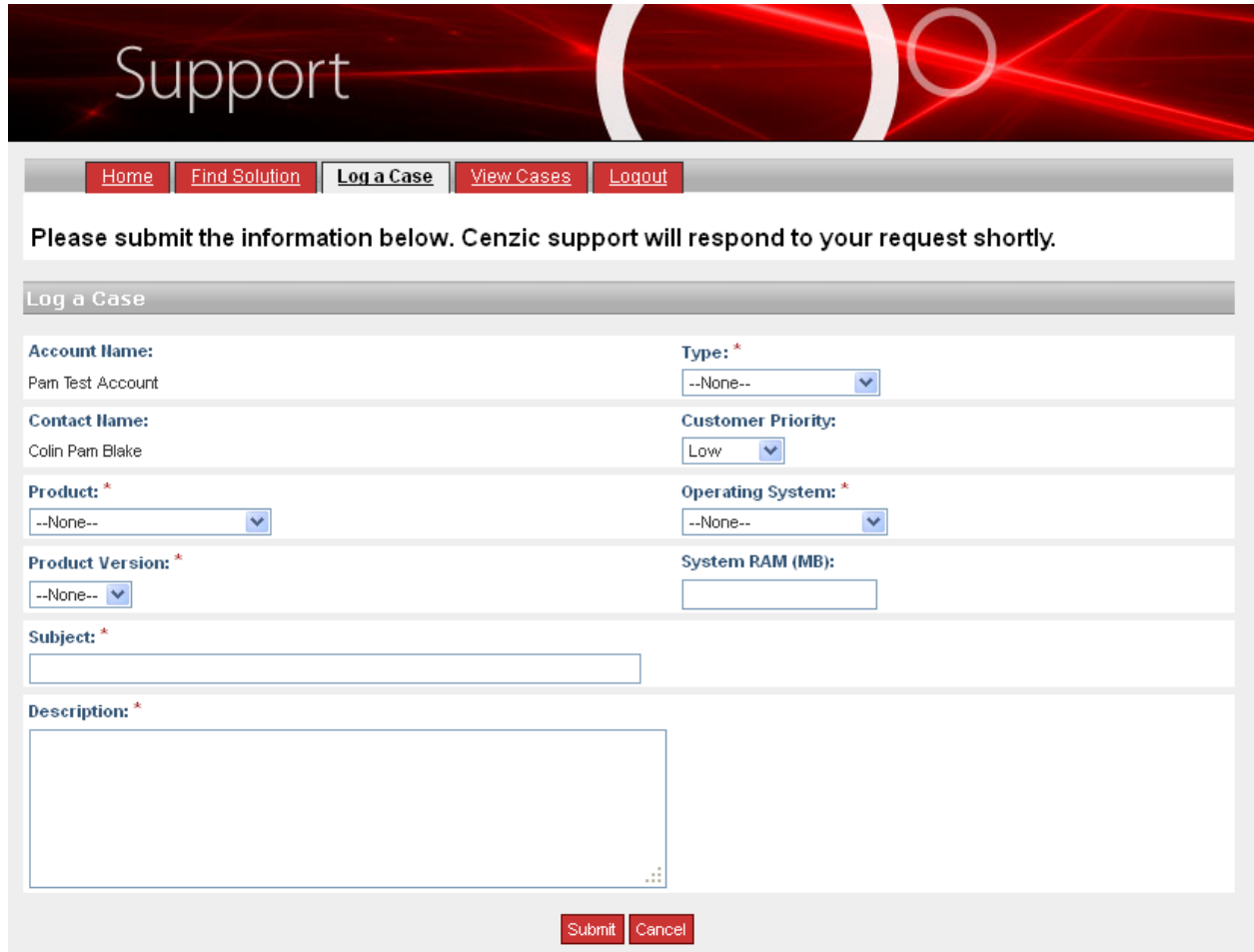
Score	Solution Title	Related Cases	Last Modified Date
92%	<a href="#">How to setup LDAP in ARC</a>	0	9/19/2010
69%	<a href="#">LDAP in ARC a message states that there are more than 200 records</a>	0	9/19/2010
2%	<a href="#">Recording limit for Hidden Fields is reached</a>	0	9/19/2010

Results are returned sorted by relevance. To view a Solution click on the Solution Title.

To restrict the search to a particular product, Hailstorm ARC or Hailstorm Professional, click on the appropriate link above the returned list of Solutions. You can also restrict the search when you enter the search terms by clicking on the **All Solutions** drop down and selecting Hailstorm ARC or Hailstorm Professional.

## Log a Case

To create a new support case, go to the Log a Case page, fill in the fields and click on Submit.



Support

Home Find Solution **Log a Case** View Cases Logout

Please submit the information below. Cenzic support will respond to your request shortly.

Log a Case

**Account Name:**  
Pam Test Account

**Type: \***  
--None--

**Contact Name:**  
Colin Pam Blake

**Customer Priority:**  
Low

**Product: \***  
--None--

**Operating System: \***  
--None--

**Product Version: \***  
--None--

**System RAM (MB):**

**Subject: \***

**Description: \***

Submit Cancel

Mandatory fields are marked with a red asterisk.

After clicking on the submit button a case is created and you are automatically taken to the View Cases page where the newly created case is displayed.

Shortly after creating a new case you should receive an automated email from [support@cenizc.com](mailto:support@cenizc.com). **Note** that it may take several minutes for this email to arrive.

## View Cases

The View Cases page is used to view cases. Once an individual case is selected it can be updated.

When you first visit the View Cases page all open cases created by you are displayed.



The screenshot shows the 'Support' section of the Cenzic portal. At the top, the word 'Support' is displayed in white on a dark red background with abstract circular patterns. Below this is a navigation bar with buttons for 'Home', 'Find Solution', 'Log a Case', 'View Cases', and 'Logout'. Underneath is a section titled 'My Open Cases' with two buttons: 'View All Cases' and 'View Closed Cases'. A table lists one case with the following details:

Number	Subject	Created Date
00006007	<a href="#">Test</a>	3/21/2011 12:07 PM

Clicking on **View All Cases** will display cases created by anyone at the same company as you.

Clicking on **View My Cases** will change the display back to show only cases created by you. Note that this option is only available to super users.

Clicking on **View Closed Cases** will display closed cases instead of open cases.

Clicking on **View Open Cases** will change the display back to show the open cases.

To view the details of a specific case, click on the link in the subject column. Note that you are automatically taken to the detailed case view when a new case is created. An example case is shown below:

# Support

[Home](#)
[Find Solution](#)
[Log a Case](#)
[View Cases](#)
[Logout](#)

## Case 00006007

<b>Case Number:</b> 00006007	<b>Case Open/Closed:</b> Open
<b>Account Name:</b> Pam Test Account	<b>Status:</b> New
<b>Contact Name:</b> Colin Pam Blake	<b>Type:</b> Other Issue
<b>Contact Phone:</b>	<b>Case Reason:</b>
<b>Contact Email:</b> <a href="mailto:cblake@cenzic.com">cblake@cenzic.com</a>	<b>Date/Time Opened:</b> 3/21/2011 12:07 PM
<b>Customer Priority:</b> Low	<b>Date/Time Closed:</b>
<b>Product Line:</b> Hailstorm Pro	<b>Environment:</b>
<b>Product:</b> PRO	<b>Operating System:</b> Windows XP Pro
<b>Product Version:</b> 6.6	<b>RFE#:</b>
<b>System RAM (MB):</b>	<b>Bugzilla#:</b>
<b>Subject:</b> Test	
<b>Description:</b> Test	

[View Suggested Solutions](#)
[Add Comment](#)
[Add Attachment](#)

### Solutions

None Found

### Related Comments

Comment  
 3/21/2011 1:45 PM | Colin Blake  
 Comment from the customer.

### Related Activities

Subject	Type	Due Date
<a href="#">Email: Case 00006007: Test ref:00D3SC3.5006C65nY:ref</a>	Task	3/21/2011
<a href="#">Email: Case 00006007: Test ref:00D3SC3.5006C65nY:ref</a>	Task	3/21/2011

### Related Attachments

Attachment Name	Size	Last Modified
<a href="#">bug2.png</a>	21KB	3/21/2011 1:53 PM

At the top of the page are the case details. Under the details are three buttons:

- **View Suggested Solutions**

Clicking on this will show you any suggested solutions. The suggested solutions feature displays up to ten relevant solutions that may help you solve your particular case.

- **Add Comment**

Clicking on this will allow you to add a comment to the case. Comments should be added whenever you have more information about the case, or if you have managed to solve the problem yourself.

- **Add Attachment**

Clicking on this will allow you to attach a file to the case. The file will be accessible by Cenzic support. Use this to attach screenshots or other files. Note that there is a 5MB limit for each attachment therefore this method is usually **not** suitable for uploading log files.

At the bottom of the View Cases page are the following four sections:

- **Solutions**

Any solution suggested by Cenzic support staff appear here. You should try any suggested solutions and report your results back to Cenzic support via **Add Comment**.

- **Related Comments**

Any comments associated with the case appear here. Comments can be created by the user and by Cenzic support staff.

- **Related Activities**

Any activities associated with the case, such as emails, will appear here. Note, only activities which have been marked as public will appear in this section.

- **Related Attachments**

Any attachments associated with the case appear here. Attachments can be created by the user and by Cenzic support staff.

## Logout

Clicking on the Logout button logs you out of the portal and takes you to the main Cenzic web site.

## Frequently Asked Questions

### **Do I have to use the Customer Portal to log a support case?**

No. Many of our customers have asked for a Support Portal and that is why we have provided this service, but it is **not** mandatory; you can still contact Cenzic support via telephone or email. However, there are many advantages to using the Support Portal over telephoning or emailing Cenzic Support such as having access to Solutions, other cases, and case history.

### **Can I “mix and match” between email and the portal?**

Yes. If a support case is created via email you can view it on the portal. Similarly if a case is created via the portal you can simply reply to any email you receive related to the case.

### **I can't get logged in. My credentials do not appear to work.**

Contact Cenzic Support via email or phone and they will resolve the issue for you.