

# Intellinum Support Guide

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## Overview

Intellinum products come with a support plan which entitles customers with new releases, patches/bug fixes, enhancement requests, general inquiry for how-to, and assistance in troubleshooting. Intellinum provides a dedicated support portal for all our customers to file and manage support cases for your organization. This document outlines the details on how to access and use our support portal.

Please log on to our Support Portal to:

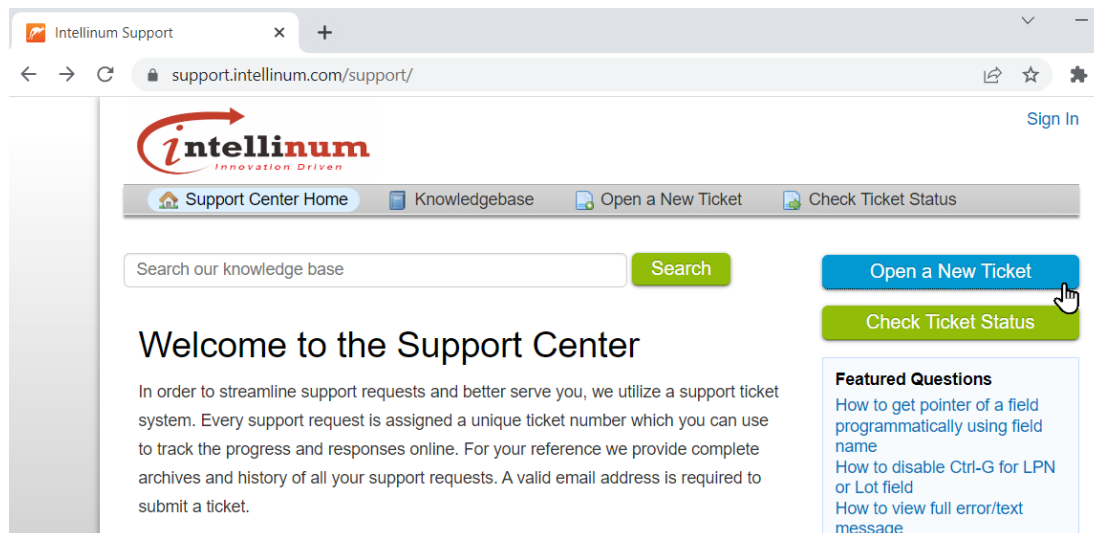
1. Create / manage your support cases
2. Request information regarding our products and services
3. Instance management requests – Patching, cloning and upgrades
4. Professional Services

**Note:** You will need a support account created by our team to access and use our support portal, below sections will provide the required details.

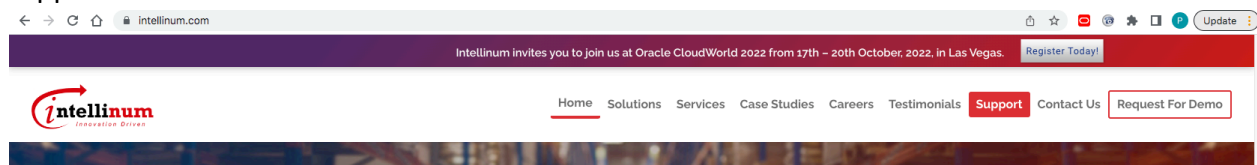
## Support Portal

### 1. Accessing Portal

Link to Intellinum support portal: <http://support.intellinum.com/>



This link can also be accessed from our company website [www.intellinum.com](http://www.intellinum.com) by clicking the support tab.



## 2. User Account

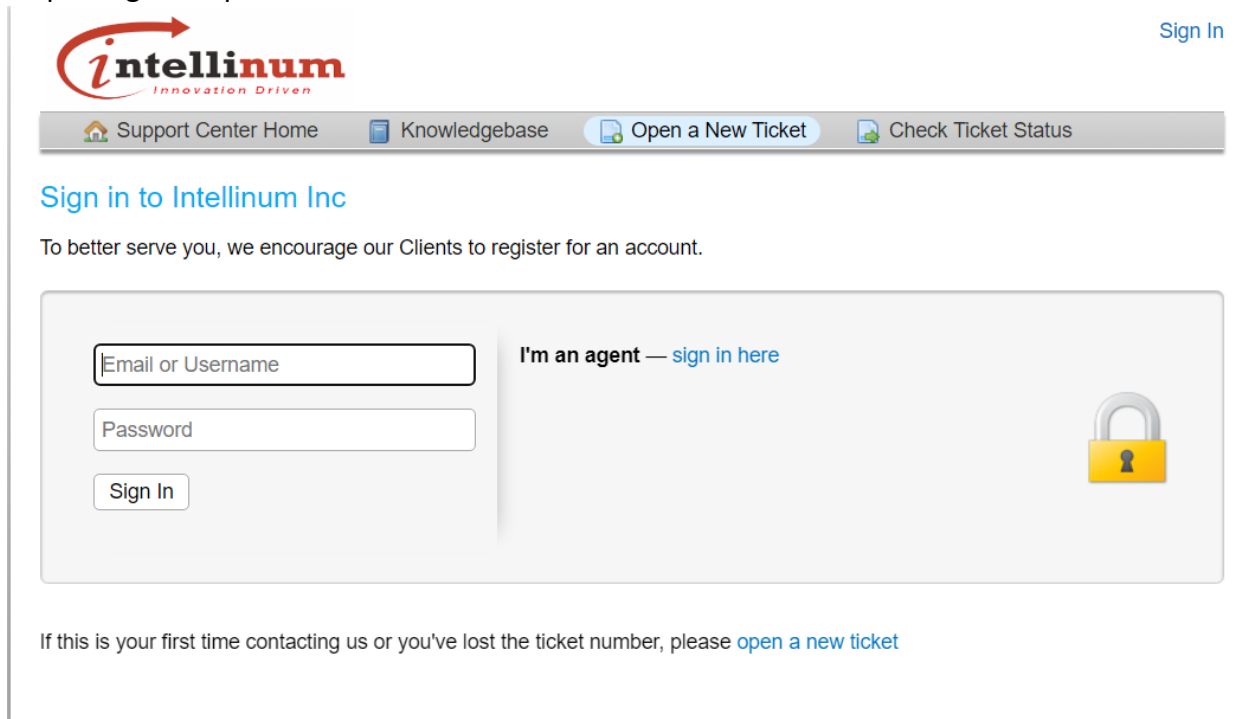
If you don't have a support account yet, please send email to support@intellinum.com with names and emails to request support account to login. We will create the support account and send an email invite to you.

## 3. Open Ticket

Go to [Intellinum support portal](#) and click Open a New Ticket button to log an issue or to ask a question, or request information regarding new features, products or upgrades.

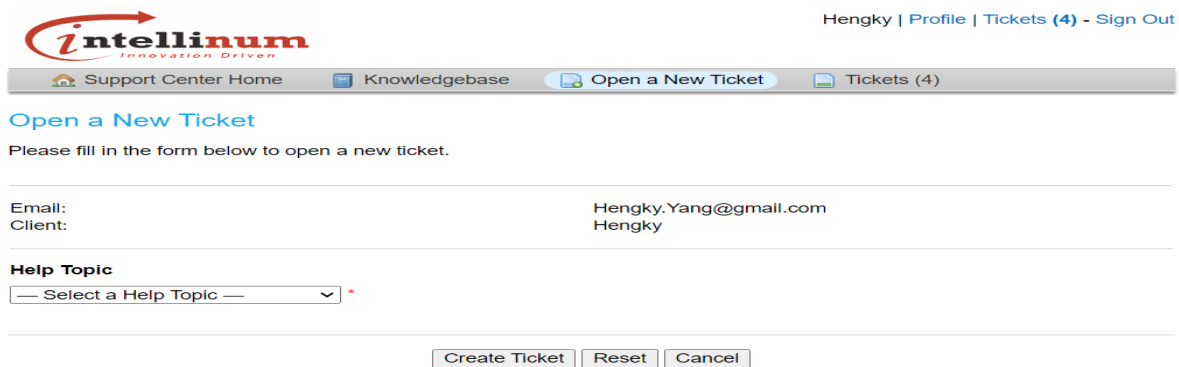
Below are the steps to create a ticket.

Step1: Login to open a ticket



The screenshot shows the Intellinum Support Portal login page. At the top left is the Intellinum logo with the tagline "Innovation Driven". In the top right corner, there is a "Sign In" link. Below the logo is a navigation bar with four items: "Support Center Home", "Knowledgebase", "Open a New Ticket" (highlighted), and "Check Ticket Status". The main heading is "Sign in to Intellinum Inc". Below this, a message states: "To better serve you, we encourage our Clients to register for an account." The login form contains two input fields: "Email or Username" and "Password", followed by a "Sign In" button. To the right of the form, there is a link that says "I'm an agent — sign in here" and a yellow padlock icon. At the bottom of the form area, there is a message: "If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)".

Step2: Click Open a New Ticket, select the topic for the request and click "Create Ticket"



The screenshot shows the "Open a New Ticket" page in the Intellinum Support Portal. At the top left is the Intellinum logo. In the top right corner, there is a user profile section showing "Hengky | Profile | Tickets (4) - Sign Out". Below the logo is a navigation bar with four items: "Support Center Home", "Knowledgebase", "Open a New Ticket" (highlighted), and "Tickets (4)". The main heading is "Open a New Ticket". Below this, a message states: "Please fill in the form below to open a new ticket." The form contains two rows of input fields. The first row has "Email:" and "Client:" labels, with the value "Hengky.Yang@gmail.com" and "Hengky" respectively. The second row has a "Help Topic" label and a dropdown menu with the text "Select a Help Topic". At the bottom of the form, there are three buttons: "Create Ticket", "Reset", and "Cancel".

Step3: Fill in the details and submit the ticket

Help Topic

Report a Problem  \*

What is your problem?

Please Describe Your Issue

Problem Summary \*

Test Problem

Rich text editor toolbar with icons for undo, redo, bold, italic, text color, background color, bulleted list, numbered list, link, unlink, insert image, insert video, insert table, insert code, save, and delete. The editor content contains the text "Just for testing". A status bar at the bottom of the editor shows "all changes saved". Below the editor is a dashed border area with the text "Drop files here or choose them".

Product \*

Please select one product

MWA Express Server

Product Version \*

1.1.2.3

EBS Version \*

12.2.3

Severity \*

1 - Problem or product defect causes complete loss of service in the production environment.


Error Message

Unexpected timeout

Step4: Customers ticket history and current status can be viewed from "Tickets" Tab

intellinum Innovation Driven Hengky | [Profile](#) | [Tickets \(4\)](#) - [Sign Out](#)

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) **[Tickets \(4\)](#)**



Hengky | [Profile](#) | [Tickets \(4\)](#) - [Sign Out](#)

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[Support Center Home](#) | 
 [Knowledgebase](#) | 
 [Open a New Ticket](#) | 
 [Tickets \(4\)](#)

Help Topic: — All Help Topics —


**Tickets** [Open \(1\)](#) | [Closed \(3\)](#)

**Showing 1 - 1 of 1 Open Tickets**

Ticket #	Create Date	Status	Subject	Department
<a href="#">314538</a>	09/22/2022	Open	<a href="#">Test Problem</a>	Support

Page: [1]

Step5: Click ticket# to view details of the request submitted



Hengky | [Profile](#) | [Tickets \(4\)](#) - [Sign Out](#)

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[Support Center Home](#) | 
 [Knowledgebase](#) | 
 [Open a New Ticket](#) | 
 [Tickets \(4\)](#)

**Test Problem #314538**

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Basic Ticket Information		User Information	
Ticket Status:	Open	Name:	Hengky
Department:	Support	Email:	Hengky.Yang@gmail.com
Create Date:	09/22/2022 10:12 pm	Phone:	343-4343

**What is your problem?**

Product:	MWA Express Server
Product Version:	1.1.2.3
EBS Version:	12.2.3
Severity:	1 - Problem or product defect causes complete loss of service in the production environment.
Error Message:	Unexpected timeout

**Hengky** posted 09/22/2022 10:12 pm

Just for testing

Created by **Hengky** 09/22/2022 10:12 pm

**Post a Reply**

*To best assist you, we request that you be specific and detailed \**

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Guidelines: When opening a ticket for issue or question, please provide problem description, priority, screenshots and steps to replicate error. Additional information of username with date/time of the error will help us analyse issue more quickly. For enhancement requests to the product, please provide use cases of the feature requested. Once a new ticket gets created in the support system, there is an email notification for Intellinum team so someone can get to it around the clock.

SLA of the different priorities and their response time and fix/workaround time is defined in the customer Master Service Agreement. Customer can call us too if the problem needs immediate attention and/or we have not responded within the SLA time. Hotline number: +1.888.288.7402 | +1.469.406.5768

### Instance management

For Intellinum cloud products, Intellinum maintains the infrastructure and the application. If customer has any questions or run into an issue related to infrastructure, please create a ticket to support as described in above section. Requests for refresh/cloning from production to non-production instances, should also be submitted from the support portal. Please allow 5 business days for instance refresh/clone tickets to be serviced.

### Professional Service Work

Professional Service Work is handled through a Change Request (CR) process. Below is the formal process to request it.

1. Create a support ticket in the support portal or send email to support@intellinum.com
2. Intellinum will assign a Business Analyst to gather information, finalize CR, and share with customer account manager
3. Customer account manager engages and reviews the CR/quote with you
4. Approval from customer is received and goes to resource and scheduling
6. An engineer (Intellinum resource) is assigned to begin work on the project
7. Project Manager will communicate timeline (beginning and end dates)

### Frequently Asked Questions (FAQ)

**Is software maintenance included in my purchase?** Cloud product license already includes software support maintenance. On-premise product license is perpetual (one-time license cost), so maintenance has to be renewed yearly.

**What is software maintenance?** Intellinum Software maintenance is a 12-month contract which includes access to technical support and any software upgrades, patches and bug fixes that may become available for your licensed software during the active term of your maintenance agreement.

**What is meant by support expiration?** Your on-premise initial Intellinum Software includes 12 months of software maintenance that is paid at the time of purchase. Once this initial maintenance period comes to an end on the anniversary of your software license purchase, software maintenance services are no longer available unless renewed.

**When will I receive a notification that my maintenance will be expiring?** We send our renewal notices out 60-90 days prior to the expiration of subscription or maintenance, to ensure appropriate time is given to validate the use of licenses, seek the necessary purchase approvals and to complete the procurement process.

**Why is it important to renew before my maintenance expires?** A renewal prior to expiration ensures continuous maintenance services and avoidance of the additional costs related to lapsing on support.

**What happens if I don't want to renew my maintenance?** If your maintenance lapses, you will not have access to technical support or software upgrades, patches and bug fixes, you will not be able to engage our training staff or consulting staff on projects without having updated software or technical support.

**Why do I have to pay back maintenance fees if I lapse on support?** During any period of maintenance lapse, we continue to invest in R&D related to the product to provide upgrades/newer versions. When you reinstate your maintenance, you receive the benefit of these developments that took place during the lapsed period.

**What is the reinstatement fee?** This is a late fee for contracts that were not renewed prior to their expiration date. This is calculated based on the number of months for which you were out of maintenance.

**I didn't use technical support last year. Do I need to pay for service this year?** Customer's support needs vary from year to year. There may be one year where they need little support, and another where they need more than their annual fee may cover. In either case, we are available and support them for their annual maintenance fee.

**Why is it important to stay current on support?** You can never predict when you will need support. Intellinum products are often used to solve time-critical process issues. As such, a current maintenance contract ensures that support services are available when a customer needs time-sensitive support. Also, a support contract not only provides you with technical modeling help, but you continue to receive all patches/fixes, updates and new versions of your software product that are designed and tested to work with the latest version of the Oracle E-Business Suite. If your support lapses and you do not have a current contract, you may find that your old Intellinum software no longer works as expected with newer versions of Oracle E-Business Suite. Intellinum performs extensive testing to ensure that our products are fully functional on the latest version of Oracle E-Business Suite.



**Can't I just pay as needed for technical support?** No, Intellinum does not offer “incident-based” or “pay-as-you-go” support. Our customers have specifically told us via surveys that they do not desire this type of support plan. It also requires extra overhead to provide incident-based support which, in turn, makes it more expensive to provide the high-quality technical support that has been a hallmark of Intellinum’s success from the start of our business. When you call our support team, a highly qualified support team member will stay with you until your issue is resolved.

**Can I renew just the maintenance and not support?** No. Your maintenance and support are combined under your contract. Why does support start at the time of invoicing and not at the time of installation? As soon as you are invoiced you are eligible to begin use of your product. We do not know when actual implementation will occur, and we ensure your services are available at the point in time that we sell you the product.

**What happens if I don't renew? Can I still use my license?** Perpetual license customers will continue to be able to use the then current version of their licensed software, however without a current maintenance contract in place, you will not have access to technical support, you will not have the opportunity to download the latest version of patches and fixes, you will not be able to transfer the license to another host/machine, you will not be able to download for reinstall purposes and you will not be able to request new product keys. Should you need support moving forward, you will need to contact us to reinstate your support maintenance contract and will incur the associated reinstatement fees.