Manuals+ — User Manuals Simplified.

SPECTRA Logic Support Portal Instructions

Contents

Portal at a Glance

This table displays the most common tasks the portal is used for. For each task, the second column will provide the steps to locate the area within the portal and the third column will provide more detailed information by clicking on the link. For a complete list of portal tasks review the sections listed on the previous page.

Support Portal web address: **https://support.spectralogic.com**.

| Task	Location Path	More Information
Find contact information for Support	Support Contact Info OR on the home page in the blue box	
Create a portal account	Register Now (upper right corner of home page)	Signing Up For an Account
Change my password	Select your name (upper right corner of home page) > Change Password	Changing Your Password
Get a new password	Login (upper right corner of home page) > Forgotten Password	Replacing a Forgotten Password
View support contract expiration date	Inventory > My Inventory OR Incident > Incidents & Inventory > View Inventory Support Contract Expiration column displays expiration date	Inventory Information or Product Support Contract Details
Log an incident	Inventory > My Inventory > Create Incident OR Incident > Incidents & Inventory > Open or View Incidents > Open a New Incident	Opening an Incident
View/download current product software	Downloads > Product Software	Spectra Software
View/download current drive firmware	Downloads > Drive Firmware	IBM Drive Firmware
View/create product service key	Downloads > Service Key Generation > select pencil icon next to correct SN > Generate Key	Service Keys
Return a part to Spectra	Services & Contracts > RMA Information	Returning a Part
Find part replacement guides	Documentations > Service and Maintenance Guides	User Guides and Other Documentation
Search Knowledge Base	Knowledge Base	Searching the Knowledge Base
Find user guides	Documentations > User Guides	User Guides and Other Documentation
Search Support Blog	Support Blogs	Searching the Support Blog
Learn about training courses	Technical Training > Instructor-Led Training	Training Class Options and Pricing

Accessing the Portal

1. Access the Spectra Logic Support portal at **https://support.spectralogic.com/.**

Signing Up For an Account

A limited amount of information is shown publically. To take full advantage of the features in the support portal available, it is necessary to sign up for an account.

1. Click on the **Register now** link in the upper right corner of the home page.
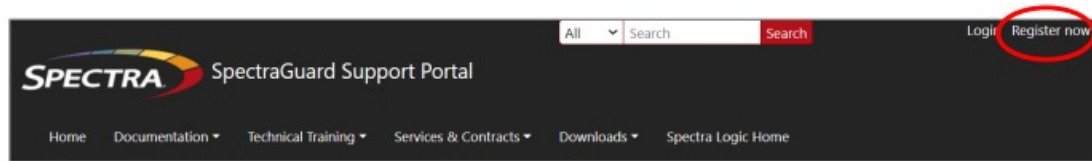
2. Populate the **Signup** information fields, and click **Submit**.

> **Note:** If you had an account on the old portal, you should be able to sign in with your old credentials, however you will need to reset your password FIRST (see the instructions in the next section). If you can't remember your old email/username, call Spectra Logic Support.

3. You will receive an email indicating your portal registration submission. It may take up to 24 hours for registration approval.
4. After approval, you will receive a confirmation email containing a temporary password. To change your password see the instructions in the next section.

> **Note:** We recommend that you use your email address for the username.

Changing Your Password

1. Select **Your Name** in the upper right corner.
2. Click on the **Change password** link at the bottom of the Edit profile page.
3. Type your new password in the **New password** field, and then type the password again in the **Repeat new password** field.
4. Click the **Save changes** button.

Replacing a Forgotten Password

1. On the Log in page, click **Forgotten Password**.
2. Enter your email address in the Email field, and click **Send**.
3. You will receive an email with a **Reset Password** link.
4. Fill in the **New password** and **Repeat new password** fields.

Opening an Incident

There are a few different areas in the portal to open a new incident.

1. Select **Incident > Incidents & Inventory > Open or View Incidents** OR select **Incident > My Incident.**

> a. You have the option to search for any existing support content that may be relevant to your issue by entering some key terms in the **What can we help you with?** field and click **Search**. This step is not required and may be bypassed.

b. If the Knowledge Base contains articles with these terms, it will return a list of potentially helpful ones. If a list does not appear, or if you don't find anything helpful, or you choose not to do this search click **Open a New Incident**.

2. OR select **Inventory > My Inventory**.

a. From the View Inventory page, locate the serial number and select the green **Create Incident** button on the far right side.

3. On the Create Incidents page, fill in the **Severity** field. Use this guide to help determine your incident's severity level:

Use this level :	When:
SEV 1- CRITI CAL	Your product is down or not operational.
SEV 2 – HIG H	Your product is severely impaired.
SEV 3 – MED IUM	Your product is impaired.
SEV 4 – LOW	You have a question about product functionality, your service contract, or other questions, or you need to request a key.

4. Describe the issue in the **Problem Description** field.
5. Add any additional email addresses (besides your own) for contacts you would like to receive correspondence about this incident.
6. Enter your phone number.
7. Select the **Customer** and **Product** you would like the incident opened for.
8. Verify the address is correct and then check the box **Confirm The Ship To Address**.
9. Click the **Submit** button.
10. You, and any other email contacts you added, will receive an email with the incident number.
11. Once the incident is created, files can be uploaded by going back into the incident.

Viewing Details of an Incident

1. Select **Incident > My Incident**.
2. To filter the incidents, you can enter **Serial Number, Status** (Active, All or Closed), or **Created Date**.

a. To sort incidents, you can select next to any of the column headings, then select **Filter** and enter the specific serial number, incident number or applicable search criteria.

3. To view the details of any incident, select .

Viewing Inventory Information

1. Select **Inventory > My Inventory**.

    a. You can search by product name, serial number, or account number by using the **Search** field. You can also sort products by selecting ⋮ next to any of the column headings.

2. To see information about a product, select 🖉. This will bring you to the **Inventory Details** page.

    a. You can change or add entries to Product Nickname, Drive Firmware Version Number, Installed Product Firmware Version, Operating System and Software.

| | 0906802 - Spectra T680 Library | Fishbowl | Spectra Logic Corporation - Boulder | Next Business Day Replacem... | None | 31/12/2050 | 3BB 3HN BB7 DNB 2AZ | Renew Contract / Create Incident |

3. Scroll down on the page to view your support contract, service key information, last Preventive Maintenance visit and parts included in your product.

    Note: You can select **Request a Support Renewal Quote** to contact our Contracts department. Also, if the Software Service Key field is empty and you need to generate one, select **Generate New Service Key**.

Viewing Product Support Contract Details

1. Select **Inventory > My Inventory**.

2. To see information about a product, select 🖉.
3. Scroll down on the page to view your support contract details.

Generating and Viewing Service Keys

When you purchase a new Spectra product or when you renew your Support contract, you will need to generate a service key via the portal.

    Note: For renewals, you will be able to generate a new key for your product once your renewal has been processed and the support contract expiration date has been extended.

1. Select **Downloads > Service Key Generation**.
2. All current keys are located in the far right column of the product's row.

    a. You can also find your products current keys on the Inventory page by selecting **Inventory > My Inventory.** From this location you can select **Generate New Service Key.**

3. To generate a key, click the pencil icon 🖉 located in the far left column of the product's row.
4. Select **Generate Key**.
5. The new key will be displayed in the **Service Key** field.

    a. If the current key has not expired, the same key will be displayed.

Viewing and Downloading Spectra Software

1. To view current released versions of Spectra software, select **Downloads > Product Software.**
2. Scroll down on the page to see a table of the current released versions for each Spectra product.
3. To download any of these versions, first read the instructions above the table, and then click on the file name in the **Zipped Version, Digitally Signed Version** or **Current Version** column for your specific product.
4. Software release notes are located in the far right column and contain more detailed information on features and bug fixes on all versions of that software.

Viewing and Downloading IBM Drive Firmware

1. To view current released versions of IBM firmware, select **Downloads > Drive Firmware**.
2. Scroll down on the page to see a table of the current released versions for each form factor and technology of each IBM drive type and generation.
3. To download any of these versions, click on the file name in the **Current FW File** column for your specific product.
4. If you use drive firmware upgrade staging in your library, then also download the package file either in the **Package File, Zipped Package File** or the **Digitally Package File** column.

Accessing Device Drivers

This page contains links for specific drives to vendors' web pages. From those web pages, you can download the drivers you need.

1. If you need to download a driver for a drive or other device, select **Downloads > Device Drivers**.

**Support Offerings, Professional Services and Warranties**

1. For specifics on all support offerings available: select **Services & Contracts > SpectraGuard Support Offerings >** select product type.
2. For Professional Services offerings, including information on Preventive Maintenance and Mechanical Refresh: select **Services & Contracts > Professional Services**.
3. To view our warranty information: select **Services & Contracts > Warranty Statement.**
4. To view our Master Services Agreement: select **Services & Contracts > Master Services Agreement.**
5. To view media warranty information: select **Services & Contracts > Media Guarantee.**
6. For supportable lifespan information on disk products: select **Services & Contracts > Disk Systems Supportable Lifespan Policy**.

User Guides and Other Documentation

User Guides for Spectra products, guides for servicing and maintaining Spectra products, Release Notes for software, information about Spectra products' compatibility with non-Spectra hardware and software, product life cycle information and terminology definitions.

1. Select **Documentation** > select the documentation type you are looking for.
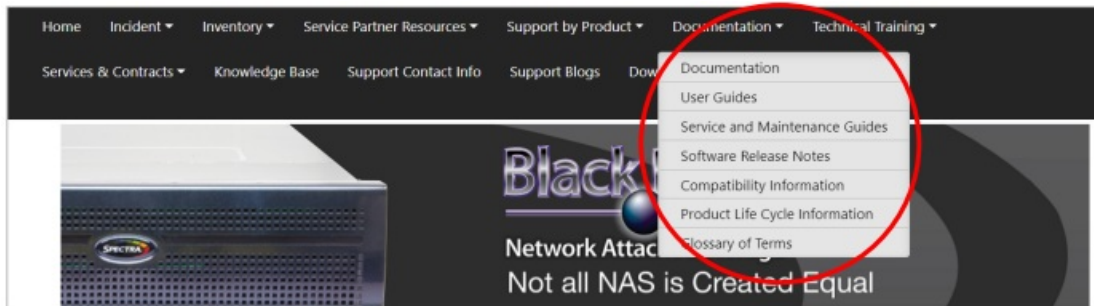

2. OR to find user guides, software release notes and other documentation for a specific product quickly, select **Support by Product** > then select the product type.
3. For the lifecycle information on all products, select **Documentation > Product Life Cycle Information**.

Searching the Knowledge Base

1. To look for technical articles regarding your products issue select **Knowledge Base**.
2. To search on a specific product or topic:

   a. On the far left side, select the product under the **Category** column.
   b. To further narrow your search, enter in your search topic at the top of the page and click **Search**.
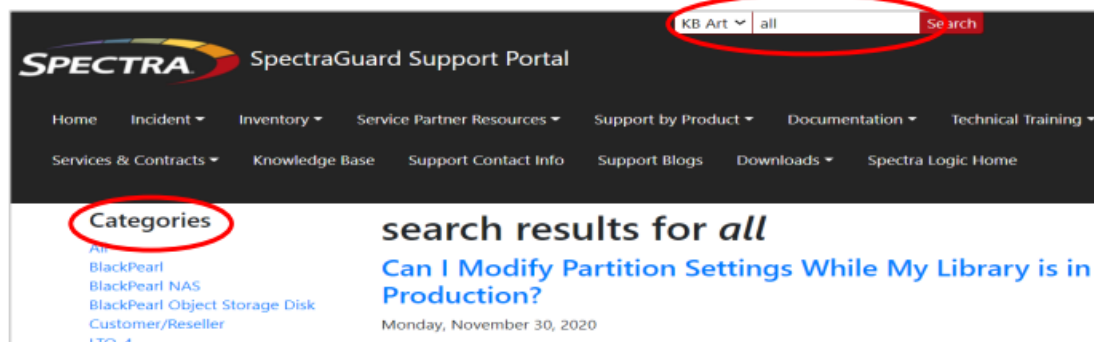
Searching the Support Blog

1. To look for support articles containing the latest tools, tips, news etc, select **Support Blogs**.
2. To search on a specific product or topic (see image above under Knowledge Base):

   a. On the far left side, select the product under the **Category** column.
   b. To further narrow your search, enter in your search topic at the top of the page and click **Search**.

Training Class Options and Pricing

1. Select **Technical Training > Instructor-Led Training.**

Returning a Part

1. Select **Services & Contracts > RMA Information**.

Policy and Procedures for Moving a Product to a Different Site

1. Select **Services & Contracts > Product Relocation**.

About Spectra Logic

Spectra Logic develops a full range of data storage and data management solutions that help customers store, manage, preserve and use vast amounts of data to advance their strategic missions and increase value for their organizations. Dedicated solely to data storage innovation for more than 40 years, Spectra Logic empowers organizations worldwide to harness the power of their data with scalable and modern solutions to accelerate breakthroughs and success in the market.

To learn more, visit **www.SpectraLogic.com**.

303-449-6400 • **800-833-1132** • **6285 Lookout Road** • **Boulder, CO 80301 USA** • **spectralogic.com**

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Documents / Resources

	SPECTRA Logic Support Portal [pdf] Instructions Logic Support Portal, Support Portal, Portal

References

- **User Manual**