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Welcome to the DDN Customer Support Community. This new Customer Community system offers a streamlined experience for DDN customers in the creation, update, and monitoring of technical support cases in a web portal-type environment.

Getting an Account

DDN customers can request an online support account on the DDN Customer Community registration page at http://www.ddn.com/support/support-portal-registration/. You must be a DDN customer to register.

On receipt of the registration request, DDN verifies customer contact information and activates a new user account in the Customer Community. Registration is confirmed by email, which provides a link to the login page and instructions for how to log in and create a password.

**NOTE:** The registration email will come from salesforce.com. If you do not see an email response to your registration request within 24 hours, check your Junk or Spam folders. Be sure to mark salesforce.com as a trusted sender.
Logging In

The DDN Customer Support Community supports the following web browsers:

- Apple® Safari® versions 5.x and 6.x on Mac OS X
- Microsoft® Internet Explorer® versions 7, 8, 9, 10, and 11
- Mozilla® Firefox®, most recent stable version
- Google Chrome™, most recent stable version

Navigate to the DDN Customer Community website at https://community.ddn.com.

When the login window displays, enter your user credentials (Figure 1).

![Figure 1](ddn_login.png)

The DDN Customer Community **Home** page displays after you log in (Figure 2).
The **New Case** page prompts you for a description of the problem or request (Figure 4). Fields marked with a red bar are required.

Begin by making a selection from the **Customer State** menu (Figure 5). This information helps DDN determine the urgency of this case. If none of the defined options seem applicable, select “Undefined”.

Figure 3

Figure 4

Figure 5
Immediately below the Customer State field is the case Status. The Status of a new case is always “New”. The case will stay in “New” status until assigned to a Technical Support Engineer.

Status will change as the case is worked. Be alert to cases where the Status changes to “Waiting On Customer” – this is your cue that your DDN Technical Support Engineer needs you to answer a question or perform an action with the equipment before he or she can continue working the case.

In the Contact Reason field, choose a general reason for contacting DDN from the pull-down menu (Figure 6). For example, you might have a technical issue with the equipment, or need a replacement part (RMA), or want consulting assistance from DDN Professional Services.

Next, in the Reason Category field, select the platform or solution that your case is about from pull down menu (Figure 7).

For a question about the DDN Customer Community portal, you can leave this field blank.
Enter a brief summary of the case in the **Subject** field (Figure 9). This field will appear in list views of your cases on the Home page, so be sure this information uniquely identifies your case when it stands on its own. Enter detailed symptoms of your issue in the **Description** field.

Support will usually request certain logs and output depending on the type of issue. With SFA cases, the output of the commands `SHOW SUB SUM` and `SHOW SUB SUM ALL` (from both controllers) should be captured into separate text files and compressed. These files can then be attached to the case notes to facilitate the start of troubleshooting.

To attach files, click on the Submit & Add Attachment button near the top of the New Case page (Figure 9). This function has a 25MB upload limit.

Clicking the button brings up the Attach File page (Figure 10).
Click on the Browse button and navigate to the needed file(s). After selection, a dialog signals that the file is uploading. Upon its completion, click on the Done button to return to the previous page. Note that the attached file(s) are now visible (Figure 11).
Details can still be edited using the Edit button, but at this point, the case is in the system and in the process of being assigned to an engineer. Simply log out using the customer account pull down in the upper right corner (Figure 12).
Updating an Existing Case

After logging in, make a selection on the home page from the View pull down menu, then click on one of the links below – Case Number or Subject (Figure 13).

At this point the case becomes accessible (Figure 14).
From this **Case Detail** page you can add case comments, attach files and create or view related cases if they exist.

**Creating a Case Comment**

In the Case Comments section, click the Add Comment button.
Simply type your comments into the comment field and click Save. Your comments are now a part of the permanent case record and a notification is sent to the case owner letting them know there is a new comment.

Using the Knowledgebase

The DDN Customer Community also provides a knowledgebase accessible to all registered customers which is searchable and provides a number of filtering options to provide more granular queries.

General Navigation

After logging into the Customer Community the Home screen lists current open cases. To enter the knowledgebase, click on Knowledge near the top of the page (Figure 16). All searches start here.

With the Knowledge tab selected, a sortable list of articles appears as well as two pulldown menus for filtering results: Topic Categories and All Article Types (Figure 17). The two menus combine for greater range of result options.
Beginning with the Top Categories pulldown, several options present themselves (Figure 18). Only one item in this menu can be selected at a time.
Multiple items can be selected in the second menu (Figure 19). The default is all article types.

After the desired boxes are checked, the changes must be applied by clicking on Apply.

With parameters thus set, a search term or terms can be entered in the search text box (Figure 20). After clicking on the magnifying glass or hitting the Enter key, all items matching the search term and filters is displayed.
In another example (Figure 21), two articles are displayed and can be sorted by clicking on the Sort By pulldown.

![Figure 21](image)

Use the Reset link (Figure 21 above) to clear the current results and begin a new search.

**Rating the Article**

Each article can be user-rated by clicking on the desired star rating as seen in Figure 21.

![Figure 21](image)