

# Support Tickets



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To fully use this screen, you must have the following permissions added to your account:

- Read Ticket(s)
- Read Ticket Group(s)
- Write Ticket Group(s)



## Release note - AMP 2.50 (March 2, 2019)

The Armor Ticketing System has been updated to provide a variety of support-related enhancements. With the updated ticketing system, you can expect fewer, yet more meaningful emails, along with faster ticket routing and better ticket categorization.

Additionally, with this release:

- Previously closed tickets were officially archived within AMP.
- Open or unresolved tickets were upgraded to the updated ticketing platform.
- Organizations (Admin, Technical, Billing, and Security) have been established in AMP, to help manage ticket notifications.

Review the following document to learn how to create and review support tickets in this updated ticketing platform.

To view the FAQs associated with this release, see [FAQs for Armor's updated ticketing platform](#).

## Overview

You can use this document to learn how to:

- Create a support ticket
- Manage users in an organization
- View legacy tickets (archived tickets)
  - This section only applies to users who created a support ticket before March 2, 2019.

## View legacy support tickets



This section only applies to users who created a support ticket before March 2, 2019.

If you became an Armor user after March 2, 2019, then you will not see the **View Archived Tickets** section.

Before the release of AMP 2.50 on March 2, 2019, all existing tickets, including open or closed tickets, were moved to the new ticketing platform.

For any open or unresolved ticket, Armor automatically closed the ticket in the previous ticketing system, placed the ticket in the **View Archived Tickets** section of the Armor Management Portal (AMP), and then recreated the ticket in the new ticketing system.

The **View Archived Tickets** section will only contain tickets from the previous ticketing system. You cannot reopen or edit an archived support ticket; you can simply read an archived ticket, as well as access any attached information.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Support**.
2. Click **Tickets**.
3. Click **View Archived Tickets** or **Archived Tickets**.
4. Search for your desired ticket, or locate your ticket within the list.

Column	Description
Subject	This column displays the subject of the archived ticket. <ul style="list-style-type: none"><li>• Click the subject to view additional details for a particular ticket.</li></ul>

Status	By default, most archived tickets will display as <b>Resolved</b> .  Some archived tickets will display as <b>Open</b> or <b>Attention</b> until Armor Support can properly close the ticket in the previous ticketing system.
Ticket #	This column displays the number associated with the archived ticket.
Date	This column displays the date the archived ticket was resolved in the archived screen.



When viewing additional details for a particular ticket, the comments within the ticket will be color-coded to easily identify if the comment was entered by Armor or a member of your organization.

## Learn about organizations

In the Armor Ticketing System, an **organization** allows you to specify when a group of users should be added to a specific support ticket, based on the subject matter of the ticket. For instance, for a billing-related ticket, you can indicate that members of the **Billing** organization should be notified. When a support ticket is shared with an organization, all users within the organization will receive an initial email notification; however, the individual user can manage their own notification preferences in the particular ticket.



The Admin role in AMP and the Administrative organization in **Tickets** are two separate concepts. Admins in AMP do not have access to every ticket, nor do users in the Administrative organization have access to every ticket. As a member of the Administrative organization, you will not receive any additional admin privileges for Tickets; you will simply receive notifications for tickets where the Administrative organization was added.

By default, there are four organizations available in the Armor Management Portal (AMP):

- **Administrative**
- **Billing**
- **Security**
- **Technical**

The initial members of the **Administrative**, **Billing**, and **Technical** organizations have been pre-defined in the Armor Management Portal (AMP) to match the users currently assigned to the **Admin**, **Billing**, and **Technical** roles; however, you can add or remove users from these organizations.



Since a **Security** role does not exist in AMP, the default Security organization does **not** have any pre-defined members. You will need to manually add members to this organization.



You cannot create a new organization.

## Add or remove a user from an existing organization

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Support**.
2. Click **Tickets**.
3. Click **Manage Organizations** or **Organizations**.
4. Select the desired organization.
5. To add a user, enter and select the name of the user.
  - The change will be automatically saved.
6. To remove a user, hover over the desired user, and then click the trash icon.
  - The user will no longer receive notifications for future tickets associated with that organization. However, if the individual user already configured to receive notifications for a particular ticket, then the user will still receive notifications for that particular ticket, even if the user has been removed from the organization.

## Create a support ticket

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Support**.
2. Click **Tickets**.
3. Click **Create A Ticket**.
  - A new tab will appear in your web browser.



In the top right corner of the **Armor Ticketing System** screen, click the **Open AMP** button to easily return to your AMP account. A new tab will appear in your web browser.

- On the **Armor Ticketing System** screen, review the categories for ticket request types. These request types are used internally to automatically route your ticket to the appropriate department for a more efficient response.

Category	Support for Urgent Issues	Common Requests	Other Requests	Account Requests
<b>Request Type</b>	<ul style="list-style-type: none"> <li><b>Outage</b> - Report an Outage</li> <li><b>Performance Issue</b> - Report device performance or degradation issue</li> <li><b>General Incident</b> - Report an Unlisted Incident</li> <li><b>Potential Security Incident</b> - Report a Potential Security Issue</li> </ul>	<ul style="list-style-type: none"> <li><b>Armor Services</b> - Armor Agent Services, Logging, Monitoring, etc.</li> <li><b>VPN</b> - VPN Inquiries</li> <li><b>Armor Portal</b> - AMP Inquiries and Requests</li> <li><b>L2L Tunnels</b></li> <li><b>WAF</b> - WAF Exceptions and Requests</li> <li><b>Firewall</b> - Inquiries on Self-Service Firewall Rules</li> <li><b>SSL Certificate</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Backup Service</b> - Backup Services Request</li> <li><b>Disaster Recovery Service</b></li> <li><b>DNS</b> - Add/Configure DNS Records</li> <li><b>Encryption Service</b> - Encryption Service Request</li> <li><b>Load Balancer</b> - Load Balancer Appliance Request</li> <li><b>OS Patching / Updates</b> - Request for OS Patching and Updates</li> <li><b>Vulnerability Scanning</b> - Vulnerability Scanning Services</li> <li><b>Recurring Issue</b> - Report a Recurring or Periodically Repeating Problem</li> <li><b>Professional Services</b> - Request a Statement of Work for Out of Scope Services</li> </ul>	<ul style="list-style-type: none"> <li><b>Access &amp; Users</b> - Request for Access &amp; User Management</li> <li><b>Billing / Invoices</b> - General Billing or Invoice Request</li> <li><b>Compliance</b> - Compliance or Audit Requests</li> <li><b>Legal / TOS / SLA</b> - Legal Inquiries</li> <li><b>Professional Services</b> - Request Statement of Work for Out of Scope Services</li> <li><b>Account Cancellation</b> - Cancel an Armor Account</li> </ul>

- In **Account**, select the AMP account that relates to the ticket.
- Complete the missing fields.
  - In **Summary**, enter a very brief description. You can only enter a maximum of 255 characters.
  - In **Description**, enter useful details that can help Armor quickly troubleshoot the problem. For example, consider the following questions:
    - What is the specific issue?
    - What are the steps to reproduce the issue?
    - What is the level of business impact?
    - Are there additional contacts that should be notified?
    - Have there been any troubleshooting steps already performed?
    - Are there any error messages or screenshots to share?
  - If applicable, in **Device**, enter the name of the affected virtual machine.
- If applicable, add any screenshots to help explain the issue.
- Click **Create**.
  - After you create the ticket, you will receive updates on the ticket via an email notification.



You can easily review the details and status of your existing ticket by clicking the **View Request** link provided within the email notifications that are generated from the ticketing system.

- (Optional) After you create a ticket, you can add additional users or organizations to the ticket.
  - On the ticket detail screen, in the right-side menu, click **Share**.
  - Type the name of the user or the user's email address. To share with a specific organization, type the account name, and then select the desired organization (**Admin**, **Billing**, **Technical**, or **Security**).



The ticket can be shared with multiple users and organizations.

- Click **Share**.
- (Optional) To view the status of this newly created ticket, in the **Tickets** screen, click **View Existing Tickets**.

## View an existing support ticket

- In the Armor Management Portal (AMP), in the left-side navigation, click **Support**.
- Click **Tickets**.
- Click **View Existing Tickets**.
  - A new tab will appear in your web browser.
  - All of your support tickets that are stored in the new ticketing platform will display.
  - Filter by Status, Requester, or Request Type.



Click the **Open AMP** button provided in the top right corner of the screen, to easily return to your AMP account. A new tab will appear in your web browser.

Column	Description
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Reference	This column displays the number of the ticket.
Summary	This column displays a high level description of the issue.
Service Desk	By default, this column displays <b>Armor Ticketing System</b> .
Status	<p>This column displays the status of the ticket.</p> <ul style="list-style-type: none"> <li>i. <b>New</b> indicates that the ticket has been created, and is waiting to be reviewed by Armor Support.</li> <li>ii. <b>Open</b> indicates that the ticket has been reviewed, and is ready to be worked on by Armor Support.</li> <li>iii. <b>In Progress</b> indicates that the ticket has been assigned, and is being worked on by Armor Support.</li> <li>iv. <b>Pending Customer</b> indicates that Armor Support is awaiting information or feedback from the customer.</li> <li>v. <b>Customer Responded</b> indicates that the customer has provided Armor Support with the requested information by responding within the <b>Comment</b> area of the ticket.</li> <li>vi. <b>Completed</b> indicates that the issue has been resolved by Armor Support.</li> <li>vii. <b>Closed</b> indicates that the ticket has officially been closed by Armor Support. <ul style="list-style-type: none"> <li>1. The system will auto-update the ticket to <b>Closed</b> after it has been in <b>Completed</b> status for 7 days.</li> <li>2. Once a ticket has moved to <b>Closed</b> status, it cannot be modified or reopened by Armor Support.</li> </ul> </li> </ul>
Requester	This column displays the name of the individual who created the ticket.

4. Locate and select the desired ticket.



You can also easily review the ticket details and status by clicking the **View Request** link provided within the email notifications that are generated from the ticketing system.

## Configure notification preferences

As an AMP user, there are three ways to become associated with a ticket:

- As an individual user, you created a ticket.
- Another individual user shared a ticket with you.
- As a member of an organization, a ticket was shared with your organization.

As an individual user associated with a ticket, you will automatically receive email notifications for the ticket. This default configuration will allow you to receive an email for every update related to the ticket.

As a member of an organization, when a support ticket is shared with your organization, you will receive an initial email notification for that ticket; however, to receive future notifications, you must manually subscribe for that particular ticket.

1. Within the notification email received from the Armor Ticketing System, click **View Request**.
2. On the **Support Ticket** screen, click **Get notifications** to subscribe to all future notifications for that particular ticket.
  - To unsubscribe from all future notifications for that particular ticket, click **Don't notify me**.
  - As a member of an organization, this step will not unsubscribe you from future tickets where your organization is added to the ticket. For new tickets, you will always receive an initial ticket notification.

## Add or remove yourself from a support ticket - Training video

## Add or remove another user from a group notification - Training video

## Export ticket data

You can export the data for **Archived Tickets** and **Organizations**.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Tickets**.
2. Click **Organizations** or **Archived Tickets**.
3. Below the table, click **CSV**.
  - You have the option to export all the data (**All**) or only the data that appears on the current screen (**Current Set**).

## Troubleshoot Tickets screen

If you do not see any tickets in the **Tickets** screen, consider that:

- A ticket was never created in this account.
    - To learn how to create a ticket, see [Create a support ticket](#).
  - You do not have permission to view a ticket.
    - **You must have the Read Ticket(s), Read Ticket Group(s), and Write Ticket Group(s)** permissions enabled to view and create tickets. Contact your account administrator to enable this permission. To learn how to update your permissions, see [Roles and Permissions](#).
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## Chat with Armor



Armor Sales is available via chat from 8:00AM to 5:00PM Central Standard Time.



Armor Support is available via chat 24 hours a day

1. In the Armor Management Portal (AMP), in the top bar, click the chat icon.
  2. Select **Chat with Support** or **Chat with Sales**.
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## Call Armor

For the United States office, call +1 877 262 3473.

For the United Kingdom office, call +44 800 500 3167.

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