

OTSS

(Online Technical Support System)

User Guide

Version 1.1



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1.0 Introduction

ESRI India has been supporting its customers through their chain of Regional offices across India by phone call, fax, e-mail or site visit. The support call registration is distributed, person-dependent and only within working hours of ESRI India.

Even though the existing system runs successfully, there is a need to improve the response time to customer calls and to monitor and track the events leading to problem resolution. An Online Technical Support System (OTSS) is developed to accomplish these above objectives.

It has the facility to

- ✍✍ Login calls anytime,
- ✍✍ Search for updated status for a particular incident,
- ✍✍ Access to upgrades, add-ons and free utilities.

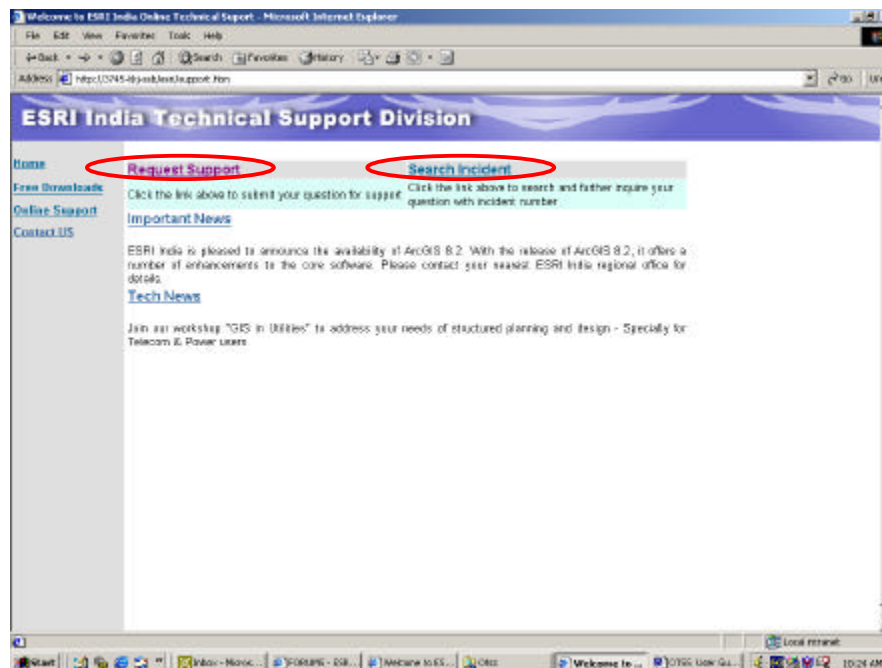
2.0 System Requirements

To access OTSS you need Internet Explorer 4.0 browser or above

3.1 Call login

To login a support call, visit the following link

<http://gis.niit.com:90/eits> and click on “Online Support”.



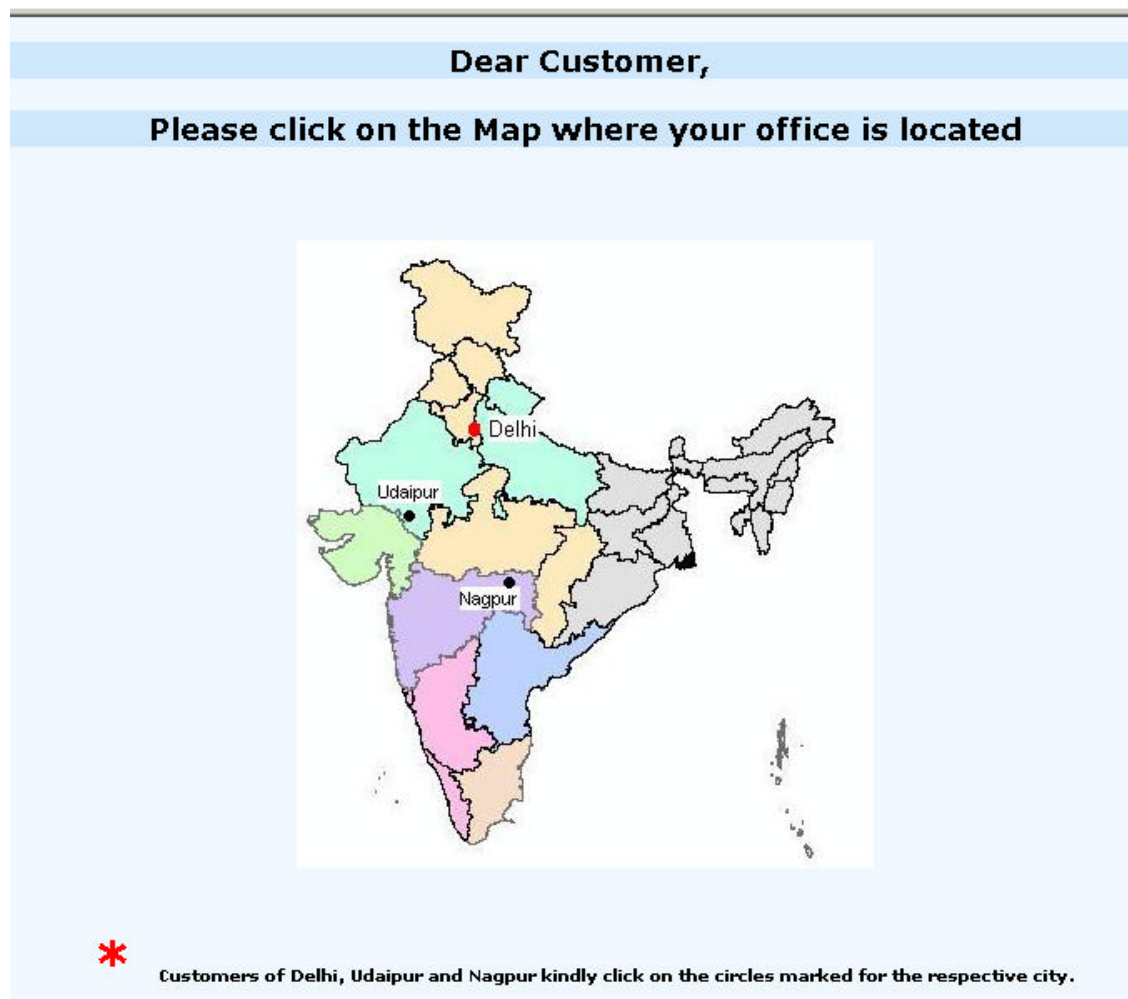
(Fig 1)

There are 2 links in this page, which are highlighted in the above figure.

- I. Request support
- II. Search Incident

3.1.1 Request Support

Once you click the “Request Support” link (see fig-1), it takes you to a page containing India map.



(Fig 2)

There are different regions, which are depicted, in different shades.

☞ Click on the part of India your organization is located at.

☞ Please remember that the customers of Delhi, Udaipur and Nagpur have to click on the respective city point.



Your precise clicking on the map is very useful for us to direct your support request to our technical analysts who are familiar with your setup.

After you click the appropriate place on India map, you reach the Trouble call logging system page as shown in the figure-3 below.

(Fig 3)

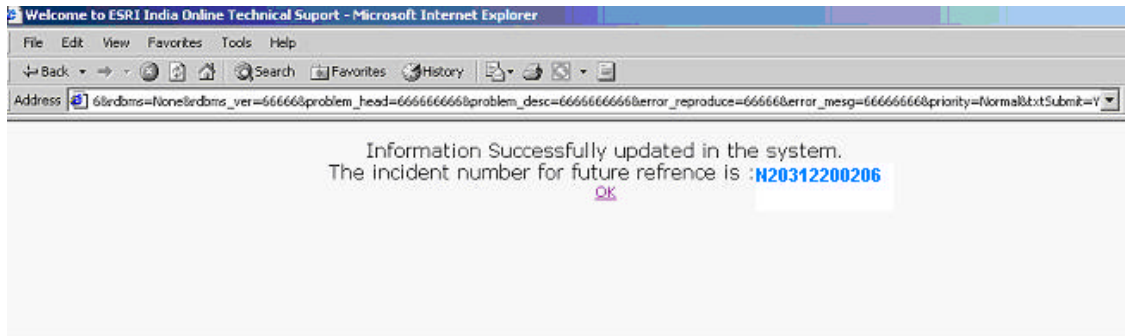
Here, the detail of the trouble call along with the customer information has to be provided.

- ✍✍ The * symbol to the left of each field reminds you that this is a mandatory field to be filled up.
- ✍✍ For hardware, Operating System, Application and DBMS, correctly put the version information. If no version is available for these items, put a space on the respective textbox.

To forward the call to ESRI India technical team, press button. The button is meant for clearing the text written in different text boxes and inputting fresh values into it.



Before pressing “log call” button, be sure that whatever information is provided in the text boxes are correct.



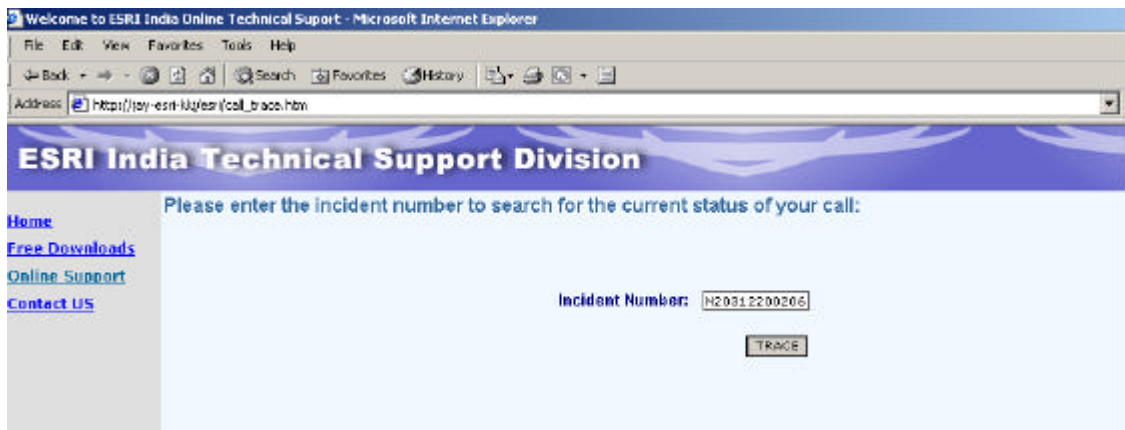
(Fig-4)

For each call logged, there will be a unique **incident number** assigned by the system that would appear in the next page. Please take down the incidence number correctly for it would be your ticket to find the status of the solution provided by the support team. Press OK to Continue.

4.1 Tracing the incident

Search incident

For finding the solution to the problem you have logged last time, visit the <http://gis.niit.com:90/eits/support.htm> again. Click on “Search Incident”. The pages as shown in fig-5 would be displayed.



(Fig 5)

Incident Number:	N20312200206		
Customer Name:	Amit Bhargawa	Organisation:	National Informatic Centre
City:	New Delhi	Phone:	011-4354635
Email:	bhargawa@nub.nic.in		
Region:	N2		
Time of Call:	12/3/2002 2:38:15 PM		
Problem Details:			
Hardware:	DUN		
Operating System:	Belans	Version:	2.7
Application:	ArcSDE	Version:	8.2
FEEMS:	Oracle	Version:	8.1.7
Subject:	Spatial Engine Connection Failed (-9)		
Problem Description:	After working in ArcSDE Geodatabase for an hour, we get an error message in ArcMap Spatial Engine Connection failed(-9). When we check the ESDEHOME/esri/sde/arclog it gives the following: Spatial Engine Connection Failed (-9): Cannot Get Access to Instance esri_sde Error (-9):Couldnot Start Server Task: CANT OPEN INSTANCE: esri_sde'		
Steps to reproduce Error:	1. Opened a gdb layer in ArcMap. 2. Start editing, did some updation and deletion. 3. Save edits. While saving edits, it throws the error message.		
Error Message:	Spatial Engine Connection Failed (-9): Cannot Get Access to Instance esri_sde Error (-9):Couldnot Start Server Task: CANT OPEN INSTANCE: esri_sde		
Solution Offered:	Dec 3 2002 4:21PM maheshpanda: It is apparent from the error message that the connection is broken between server and client. So make sure to define TCPKEEPALIVE to be FALSE. Disconnection may be triggered by short-term network outages (~10 minutes) when TCPKEEPALIVE is set to TRUE.		
Status of Call:	The call is being handled by MAHESH PANDE. Please check this space again for solution.		
<input type="button" value="Close the Call"/>		<input type="button" value="Seek More Info"/>	

(Fig-7)

6.0 Close the call

If you are satisfied with the solution, you can close the call by pressing the button. While closing the call, the system would ask for closing remarks on the solution provided. Write your comments in the text box & Specify the actual date and time when the call was closed. Press the "submit" button to close the call. Your comments are most valuable for us to implement new initiatives.

7. Frequently Asked Questions (FAQ)

1. Suppose you inadvertently clicks on a different place other than spot where your office is located in India Map.

The call would be rejected. So, make sure to click properly on the India map and also provide authentic customer information.

2. After logging a call and before getting a response from the technical team of ESRI India, a customer resolved the problem by himself, what should he do with the support incident.

Try to close the call by pressing "close the call" button and provide adequate remarks.