Support Desk

User Guide

ROHDE&SCHWARZ
Make ideas real

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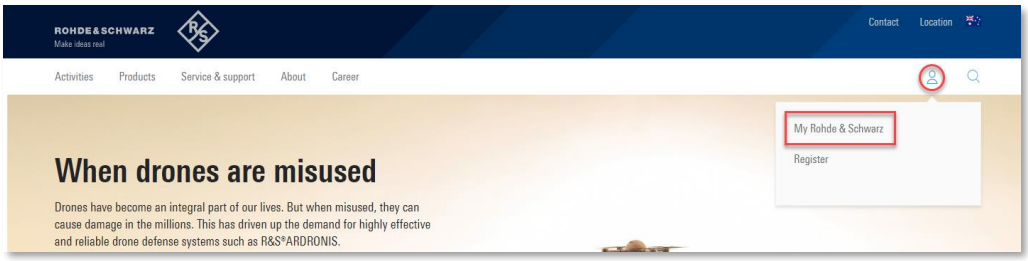
1 Support Desk Self Service Login

To access the Self Service Support Center open the following link in your browser:

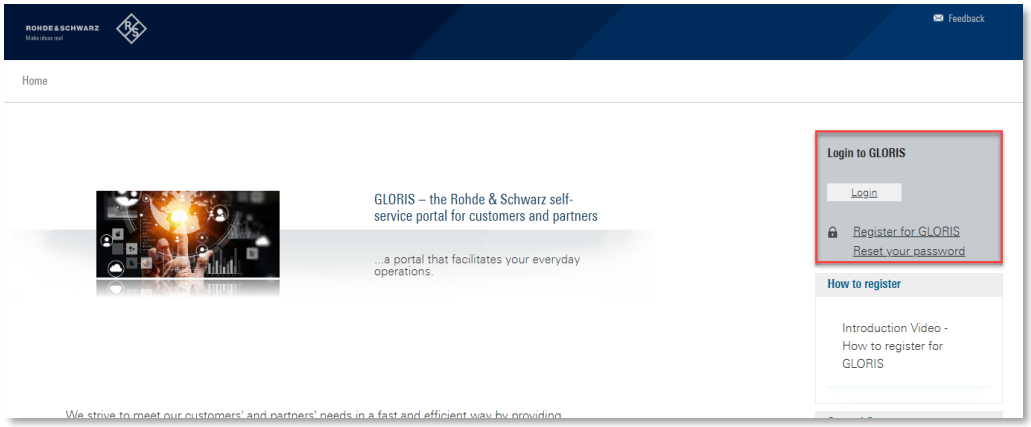
URL: **gloris.rohde-schwarz.com**

Or click on the customer portal icon on the R&S website.

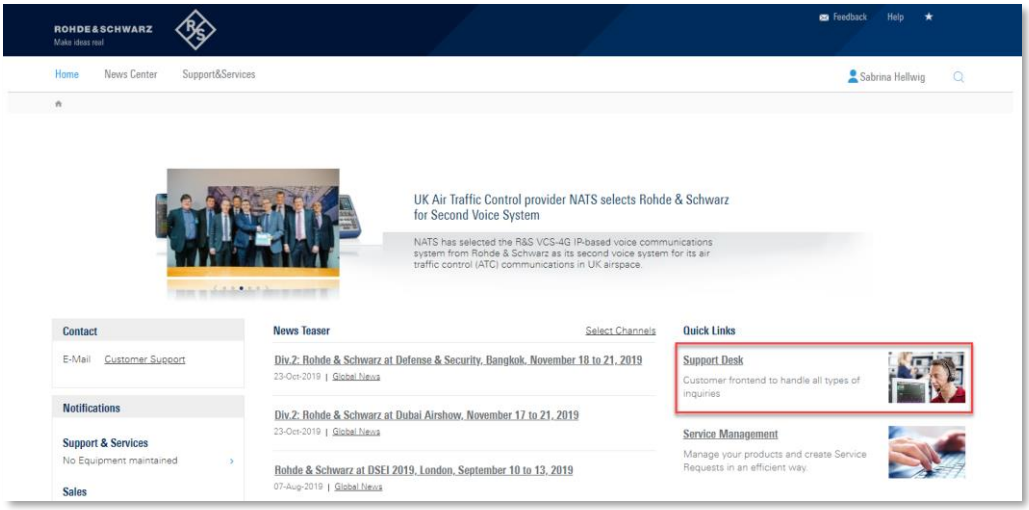


The GLORIS login dialog will open.

Enter your login ID and password, and then click **Login**.



When you click on the “Support Desk” section on the Home-Screen, it connects you to the Support Desk Self Service portal. .


ROHDE&SCHWARZ
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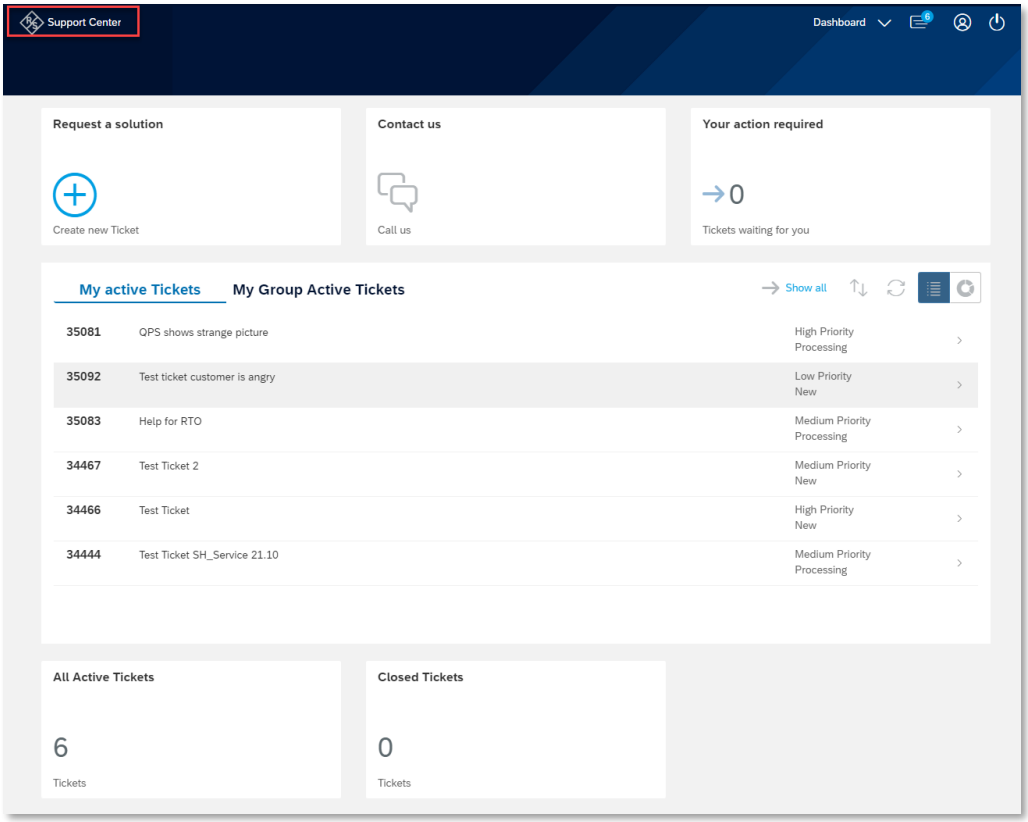
Feedback
Help
Home
News Center
Support&Services
Sabrina Hellwig
UK Air Traffic Control provider NATS selects Rohde & Schwarz for Second Voice System
NATS has selected the R&S VCS-4G IP-based voice communications system from Rohde & Schwarz as its second voice system for its air traffic control (ATC) communications in UK airspace.
Contact
E-Mail Customer Support
Notifications
Support & Services
No Equipment maintained
Sales
News Teaser
Select Channels
Div.2: Rohde & Schwarz at Defense & Security, Bangkok, November 18 to 21, 2019
23-Oct-2019 | Global News
Div.2: Rohde & Schwarz at Dubai Airshow, November 17 to 21, 2019
23-Oct-2019 | Global News
Rohde & Schwarz at DSEI 2019, London, September 10 to 13, 2019
07-Aug-2019 | Global News
Quick Links
Support Desk
Customer frontend to handle all types of inquiries
Service Management
Manage your products and create Service Requests in an efficient way.

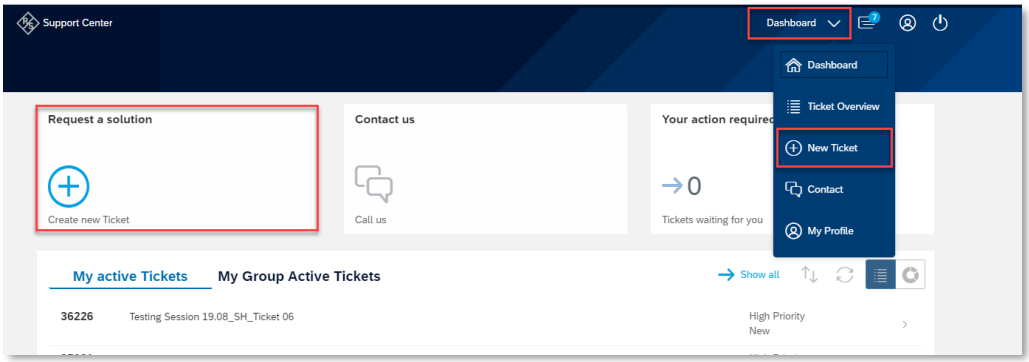

Support Center
Dashboard
Request a solution
Create new Ticket
Contact us
Call us
Your action required
0
Tickets waiting for you
My active Tickets
My Group Active Tickets
Show all
35081 QPS shows strange picture High Priority Processing
35092 Test ticket customer is angry Low Priority New
35083 Help for RTO Medium Priority Processing
34467 Test Ticket 2 Medium Priority New
34466 Test Ticket High Priority New
34444 Test Ticket SH_Service 21.10 Medium Priority Processing
All Active Tickets
6
Tickets
Closed Tickets
0
Tickets

2 Place and track a ticket

This chapter describes how to create a ticket to the appropriate product support, as well as track or update your tickets later on.

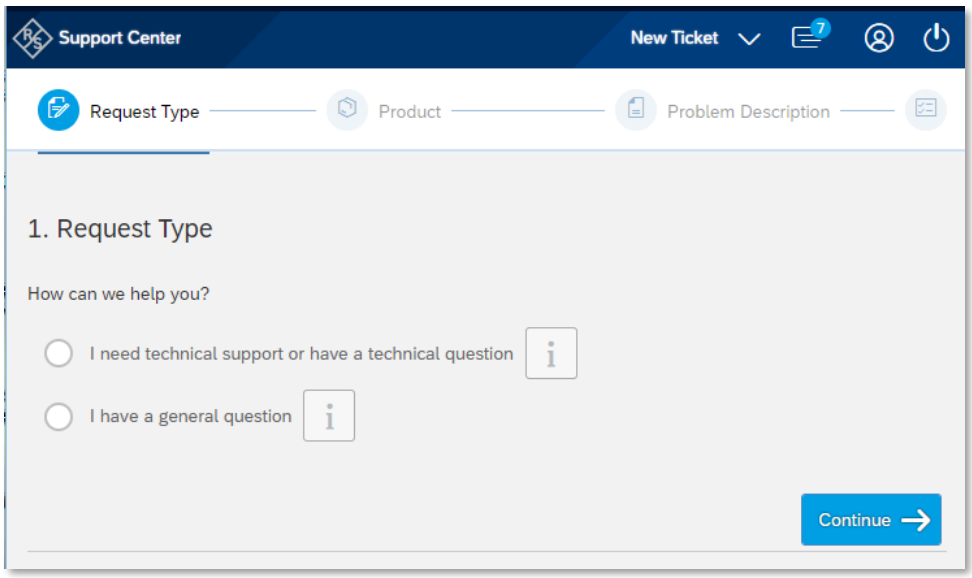
2.1 Create a ticket

You can create tickets in the **Support Center** either by clicking **Request a Solution** or under the Dashboard dropdown by clicking on **New Ticket**.

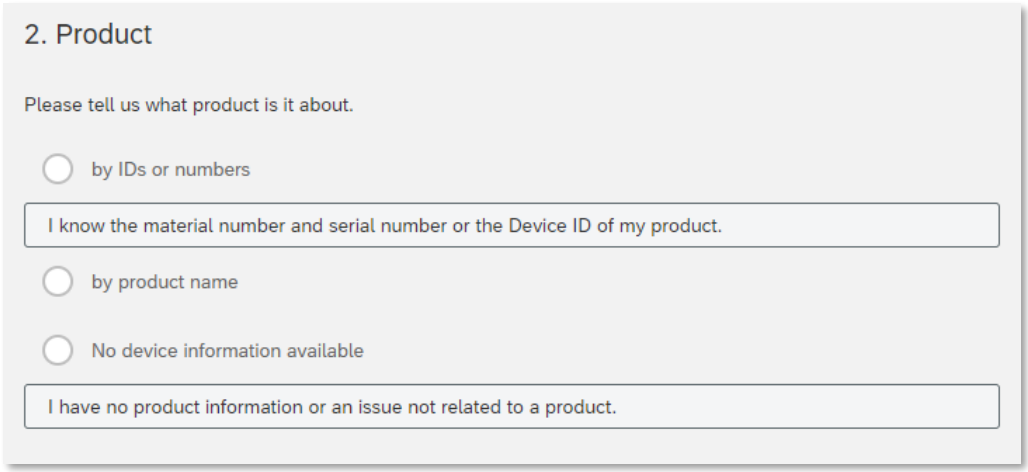


To create the ticket, please follow these steps:

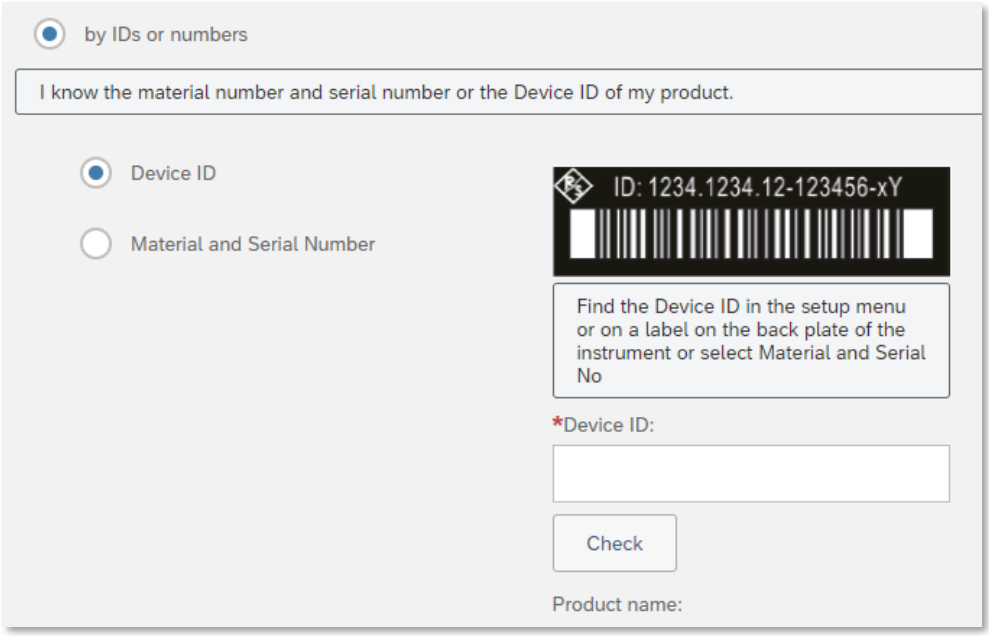
1. Select the Request Type you require: technical support or general question. Then click **Continue**.

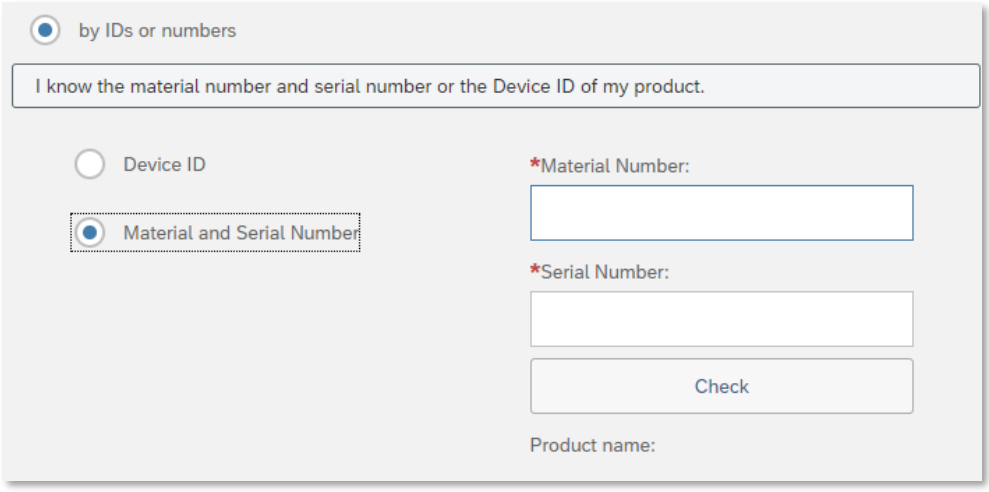


2. In the next steps, you need to specify your issue. First by selecting which product is affected:

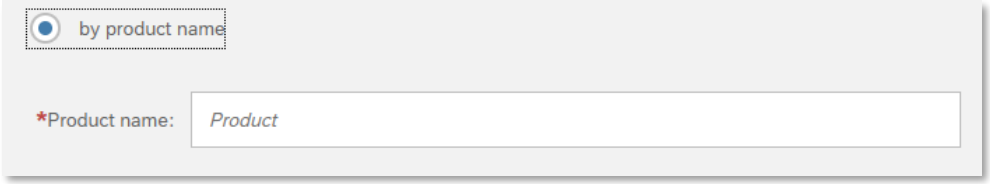


- By Device ID or Material/Serial number





- By Product Name



- Or no device information available

Afterwards click **Continue**.

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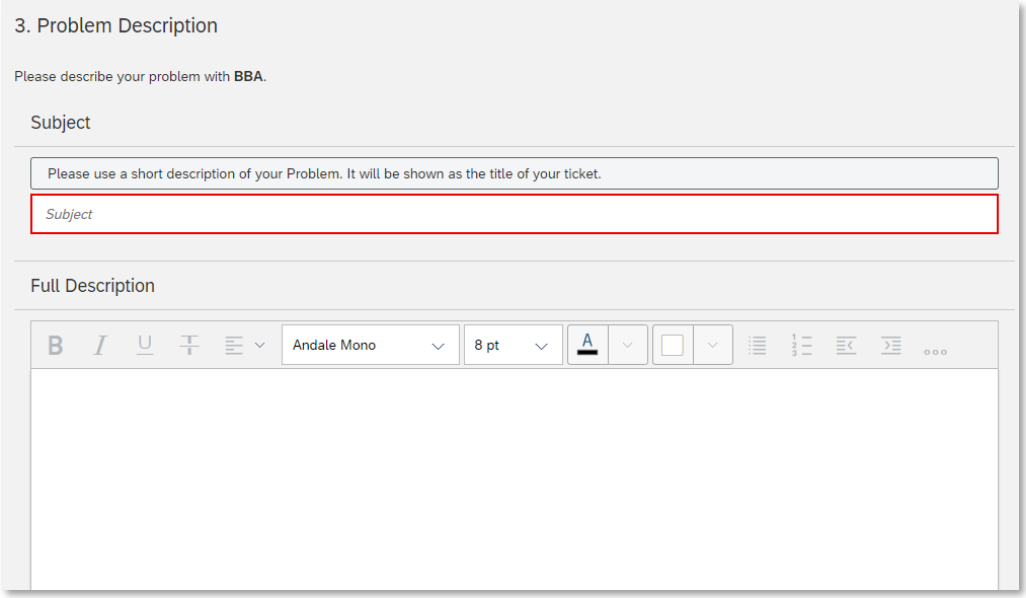
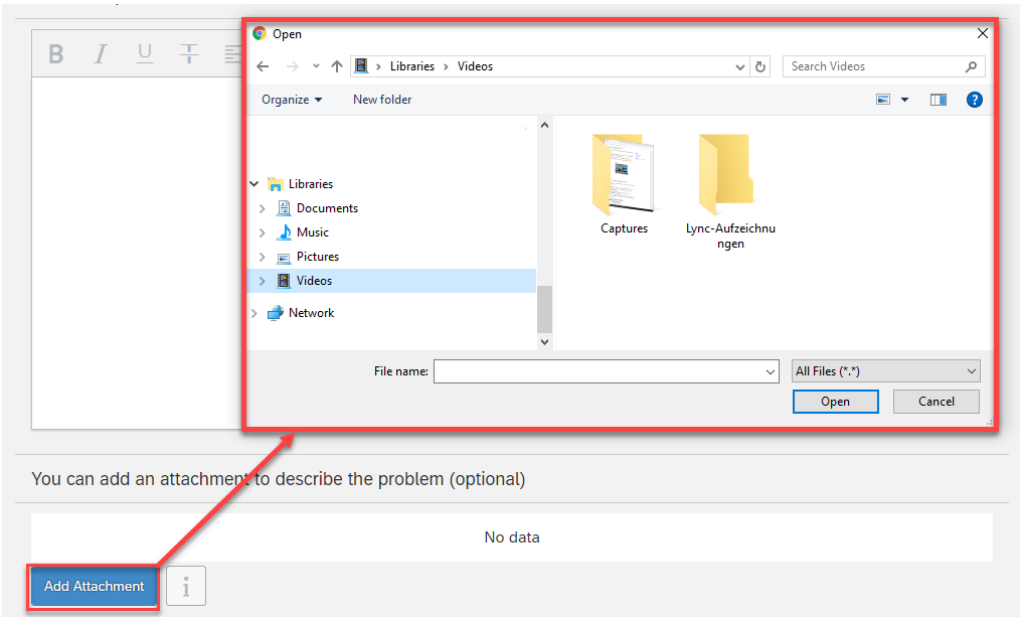
3. In the next step, describe your issue.

   In the **Subject** field, enter a brief description. Choose a summary that is self-explanatory to the issue you are entering.

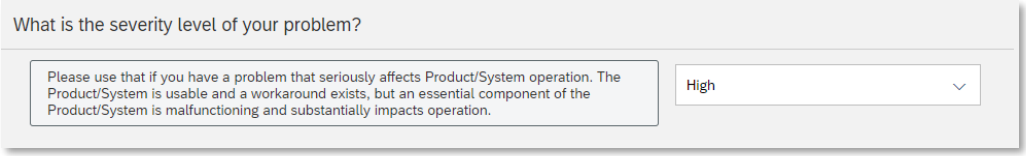
   In the **Description** field, enter a detailed description.



4. **(Optional)** If you have a file that you want to attach to the ticket, click **Add Attachment** and utilize the resulting dialog to locate and attach the file. Please keep in mind, that the file should not be larger than 200MB.



5. In the **severity** field, select a level that best describes the importance of resolving the ticket. In order to determine the correct severity, please utilize the available help text describing each category.

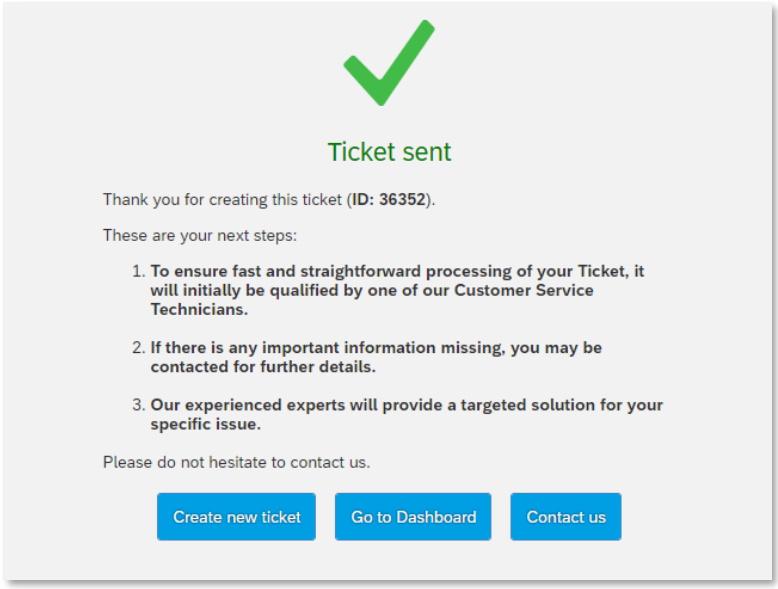


6. If necessary, fill in the optional fields like **SW/FW Version.**

7. In the **Reference number** field you can enter your own reference number if you have one, e.g. from your own ticket system.

8. Click **Continue** and check the summary information.
9. After you click **Submit,** the following actions take place:
    - The system creates the ticket and sets its status to New.
    - The ticket is available for you to access and track in the Self Service module from the ticket workspace.

- If there is any information missing, we will contact you for further details.
- Be assured our experts will provide a targeted solution as fast as possible.



10. You can then create another new ticket, go to the dashboard or contact the Customer Support via phone.
11. Please note, that the SLA fields are only appear as available if you already have a valid SLA contract.

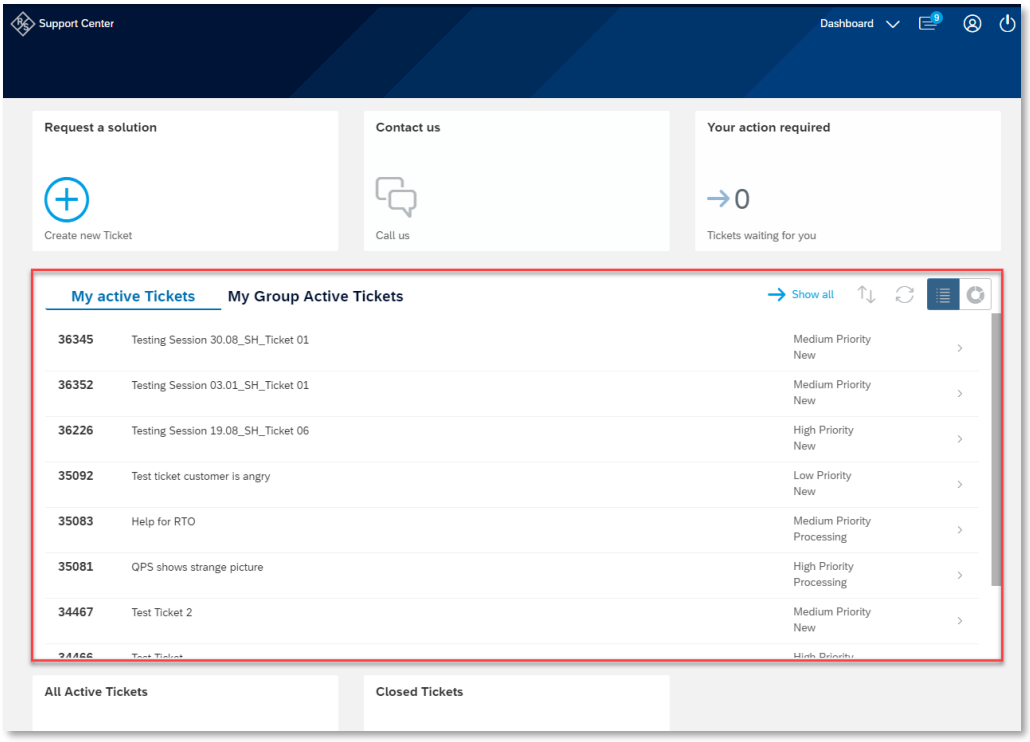
2.2 Ticket Status

When you first create a ticket, it has the status **New**. Once we receive the ticket, an R&S employee will process the ticket and the status will change accordingly.

Status	Details
New	We have received your Ticket and may contact you for further details.
Processing	We are searching for a solution. Please be patient.
Waiting for customer	We have received your Ticket and may contact you for further details.
Resolved	A solution for your issue is available. Please refer to the Resolution for further details.
Closed	Automatically closed after 60 workdays after the status “Resolved” was set. Archived Status

2.3 Track your Tickets

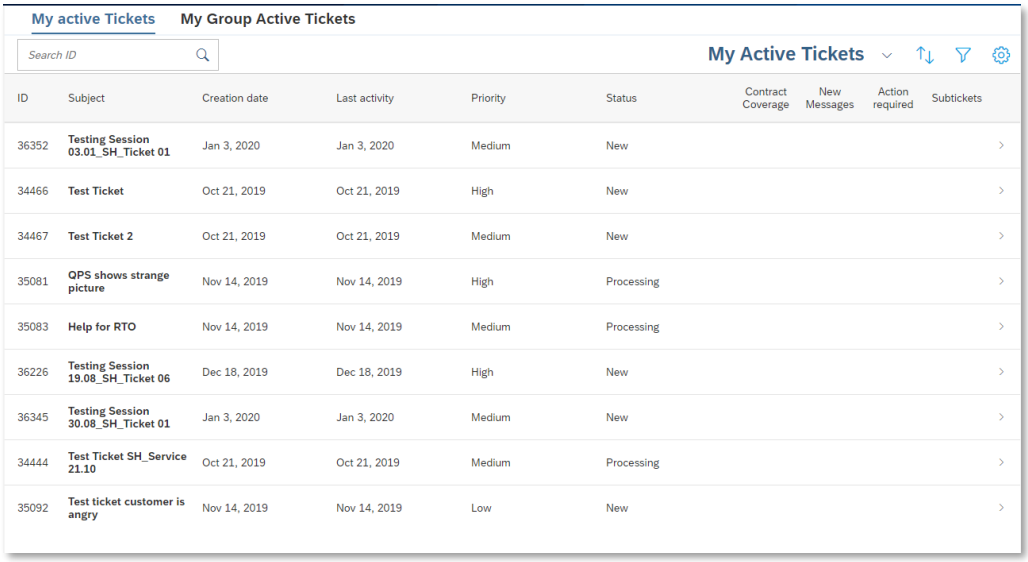
Once you create your tickets you can view them all in the “My Active Tickets” list in the support center.



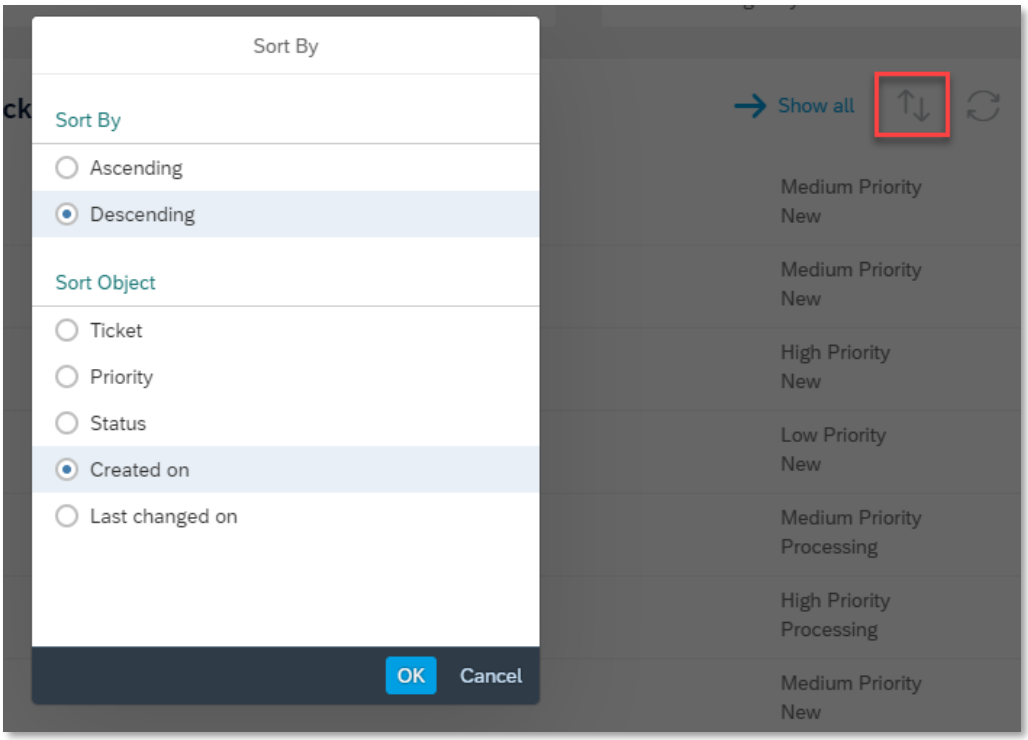
The list contains the following information:

- **Ticket ID -** The tracking number assigned to the issue.
- **Subject -** The text that you entered in the ticket summary field.
- **Status –** Current status of the ticket.
- **Priority -** Category of the ticket

By clicking on **Show all** you get the full list of all your tickets in a more detailed list including the creation date and the last activity date.

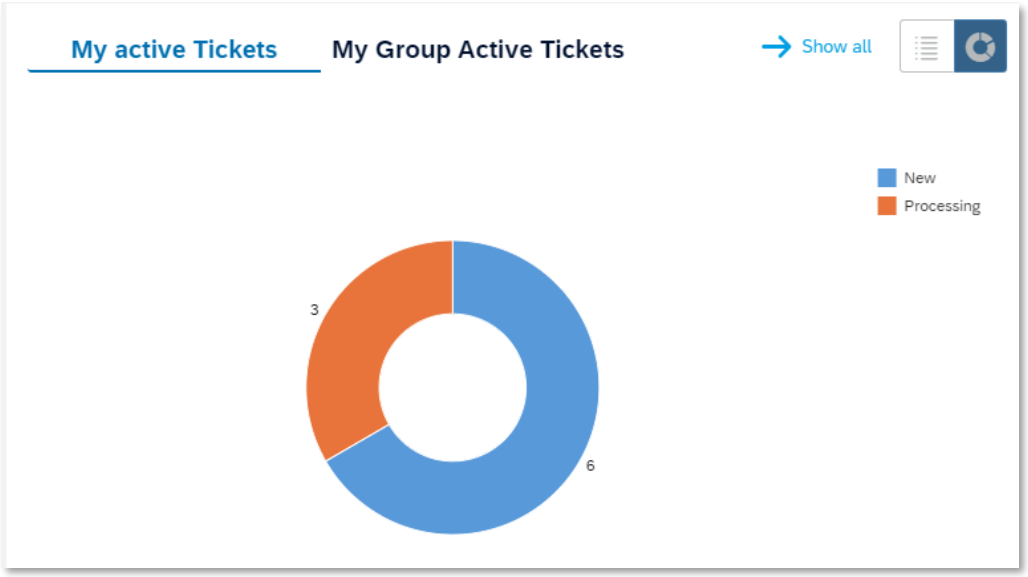


With the **View Sort Settings icon**, you can change the sorting of the tickets, according to different criteria.

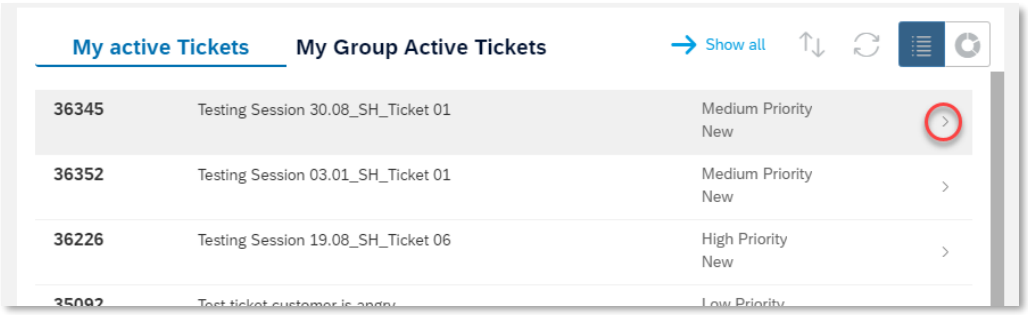


To refresh your ticket list, click on the **Refresh List icon**.

By clicking on the **View List** and **View Chart icon**, you can change the way you display your tickets.

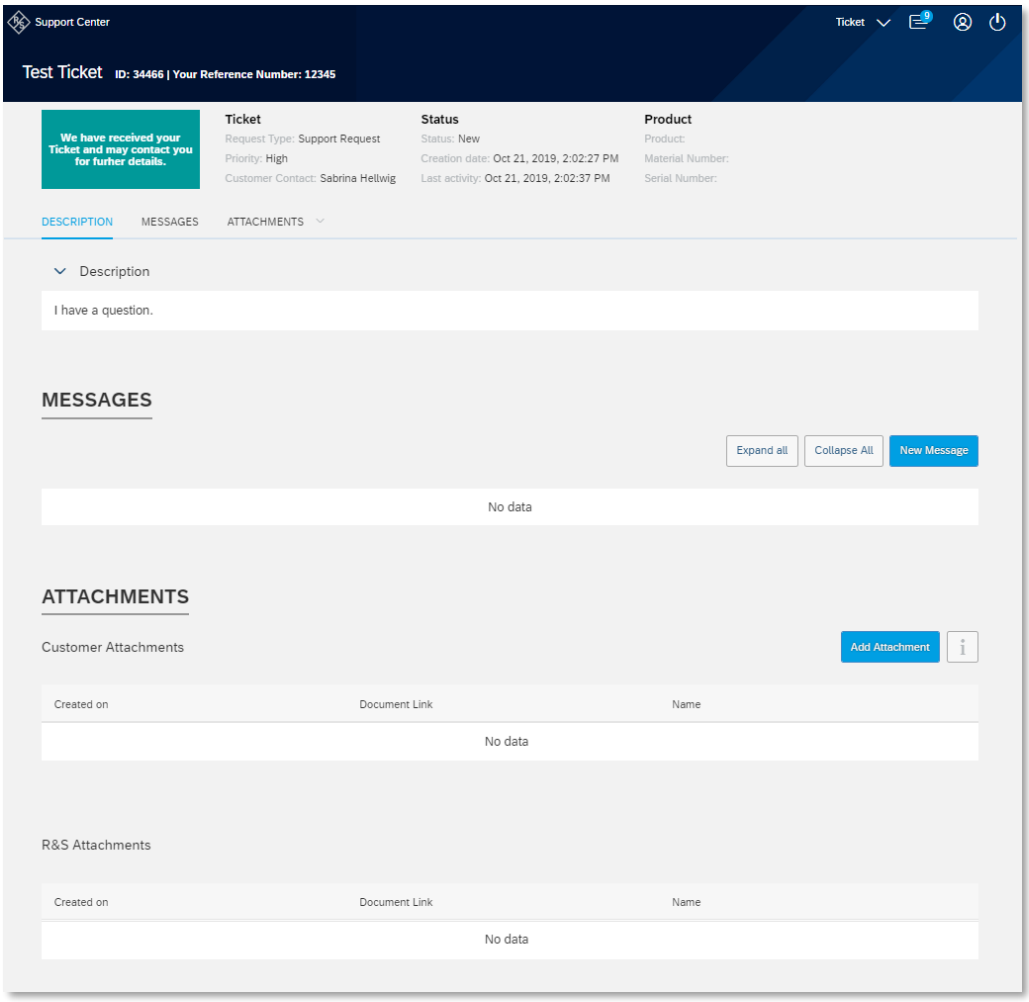


By clicking in one of the lines, or on the arrow at the end, the ticket will open.

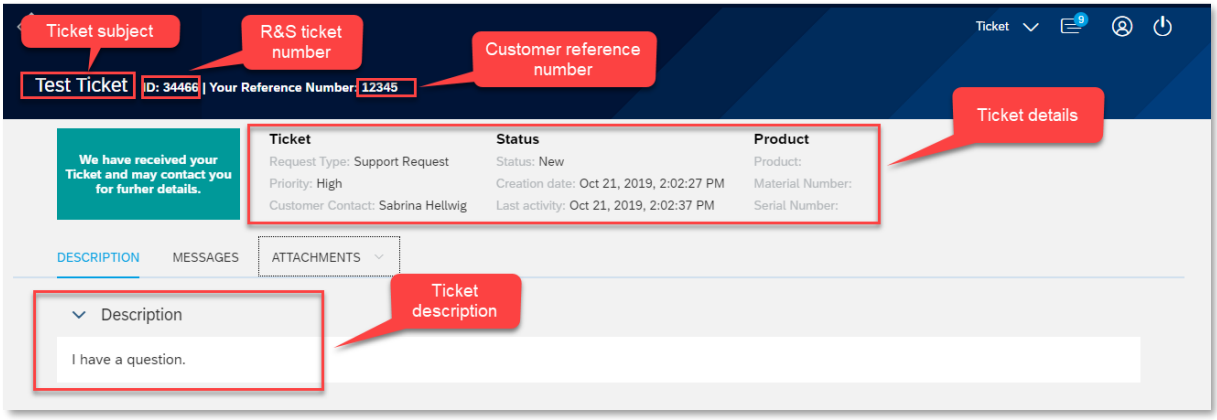


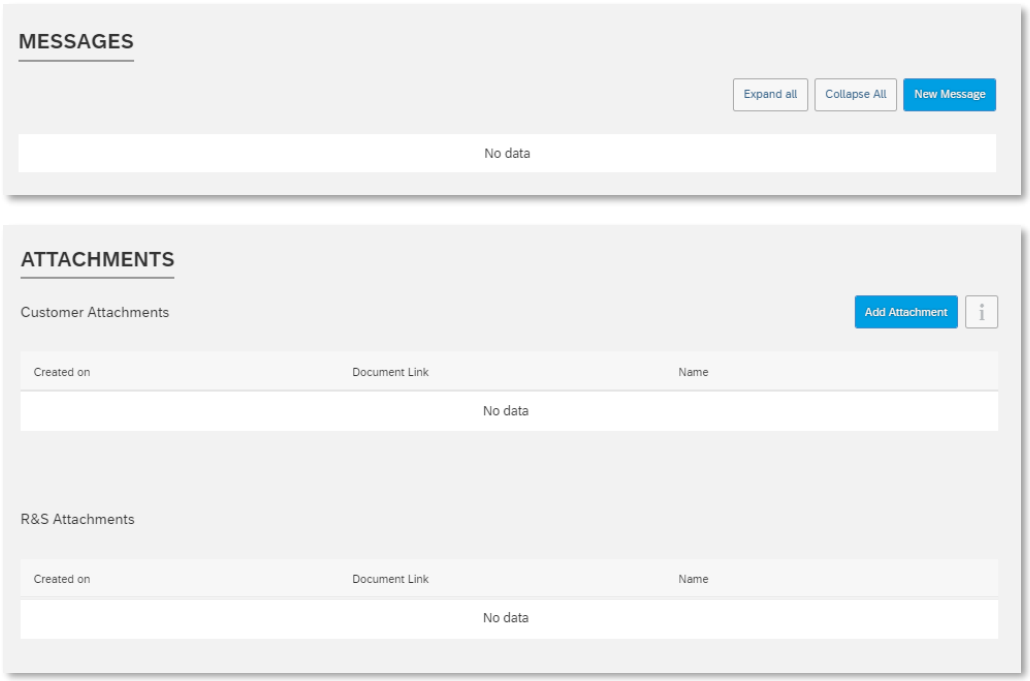
2.4 View Details of your Ticket

After you open your ticket, the ticket will be display in the ticket workspace.



You can find all relevant ticket information including additional attachments and notes from R&S.





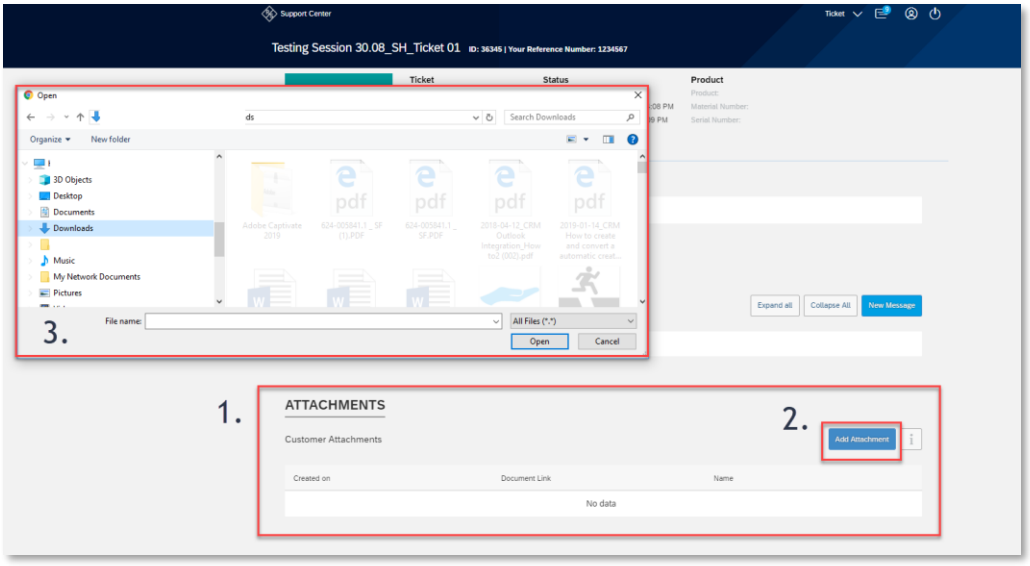
2.5 Update your Ticket

You can update a ticket by adding an attachment (such as a screen image, a document, log files and so on) or a descriptive note as described in the following sections.

2.5.1 Send an attachment

Perform the following steps to add an attachment to a ticket.

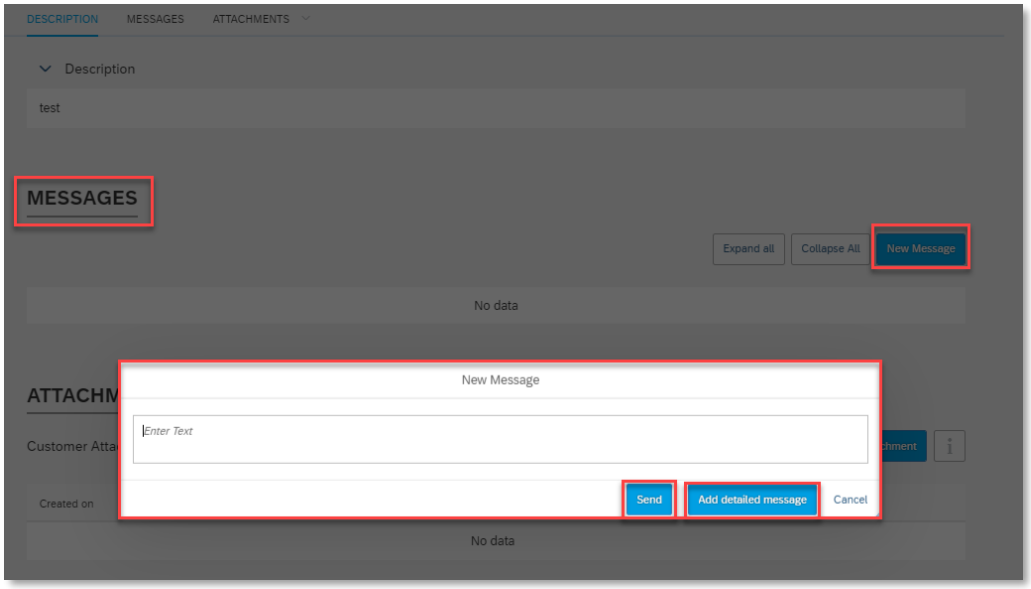
1. Navigate to the ticket and open it.
2. Go to the **Attachment section**, click **Add Attachment** and use the resulting dialog to locate and attach a file.
3. Click **Open**.



2.5.2 Send a note/message

Perform the following steps to add a note to a ticket.

1. Navigate to the ticket and open it
2. Go to the **Messages section** and click on **New Message**.
3. For a short note just enter your text in the note field and click **Send**.
4. For a more detailed message and the possibility for formatting, click on **Add detailed message**. After entering the information either way, please click **Send**.

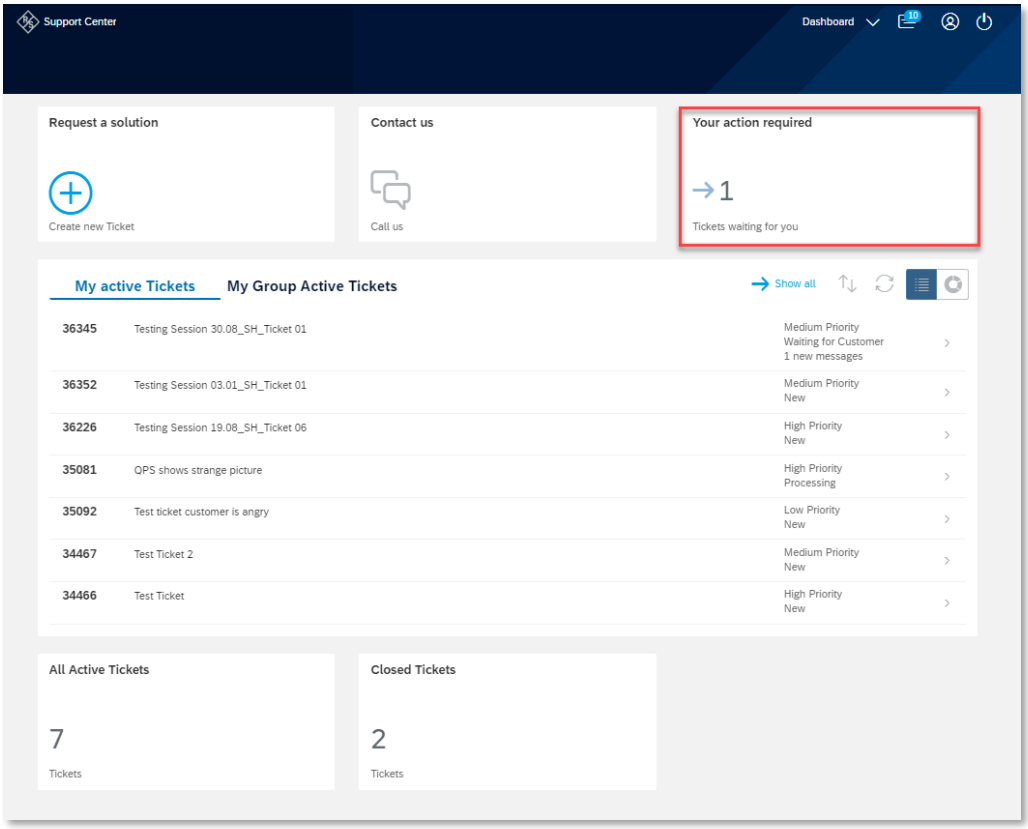


2.6 Answering further inquiries

On occasion, the R&S support center will require further information from you.

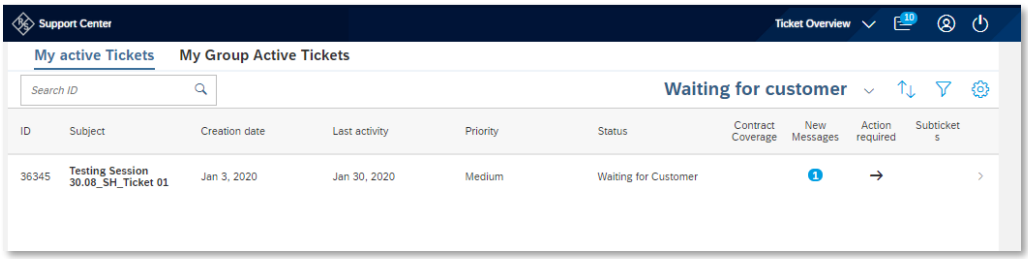
If this occurs, a notification will appear in the **Your action required** tile on the home screen.

Please open this section by clicking on the tile.



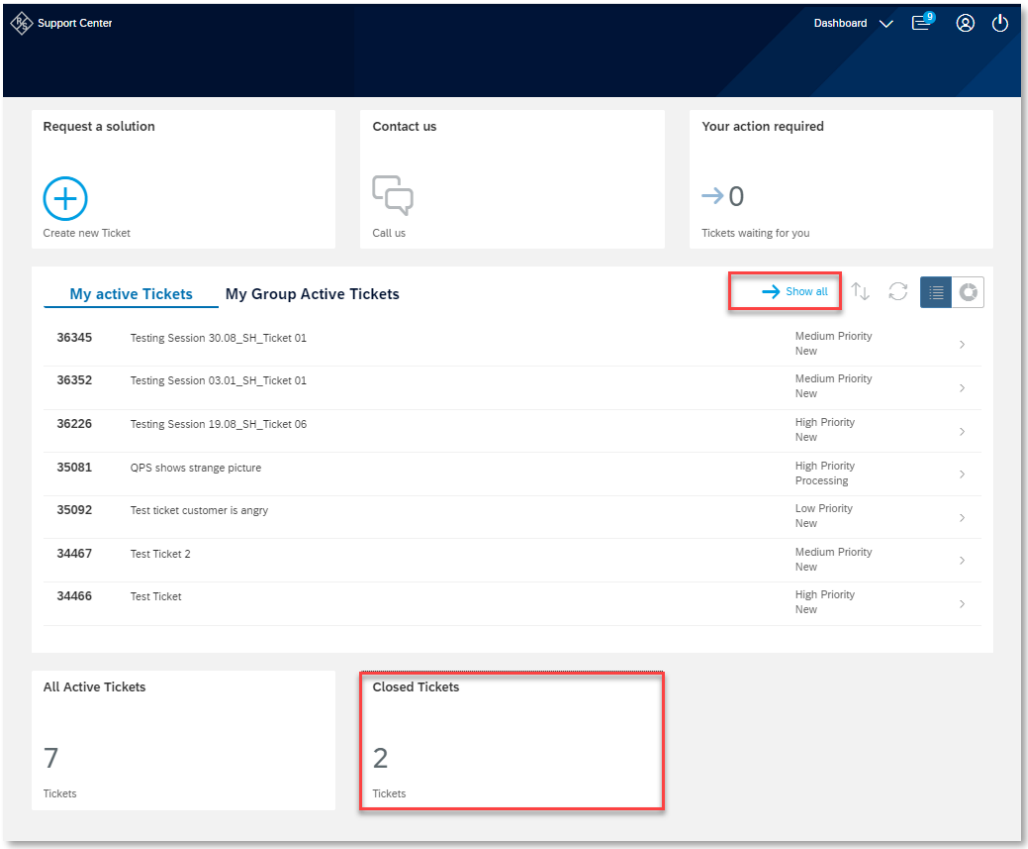
Here you find a list of all tickets that require your action or further information from you.

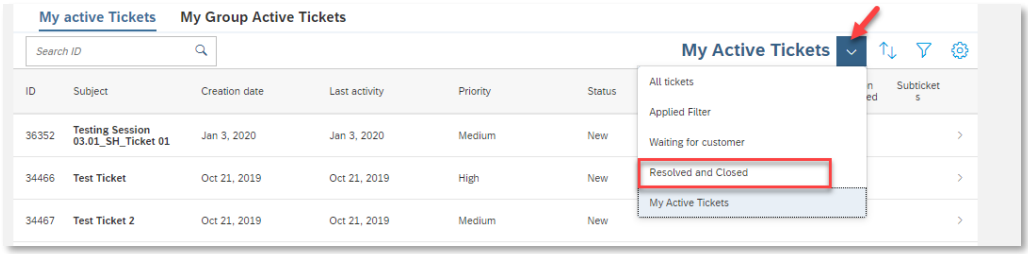
Please click on a ticket and send an answer via a message or an attachment to the customer support team.



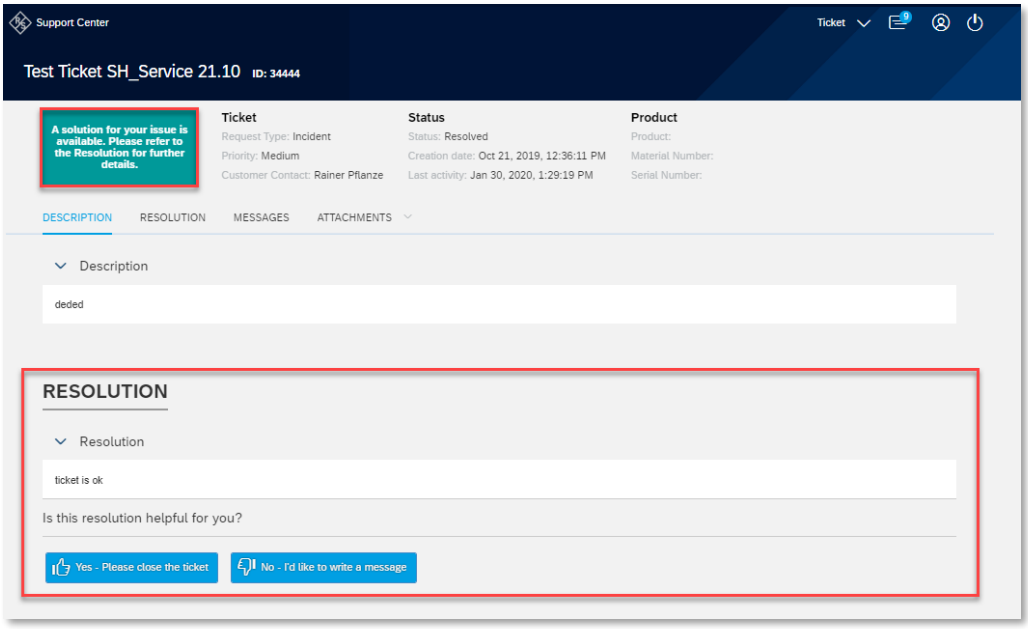
2.7 Resolve your Ticket

To have a look at your resolved tickets click on the tile **Closed Tickets,** or click on the **Show all** button in the overview. Then switch the view from **My Active Tickets** to **Resolved and Closed**.

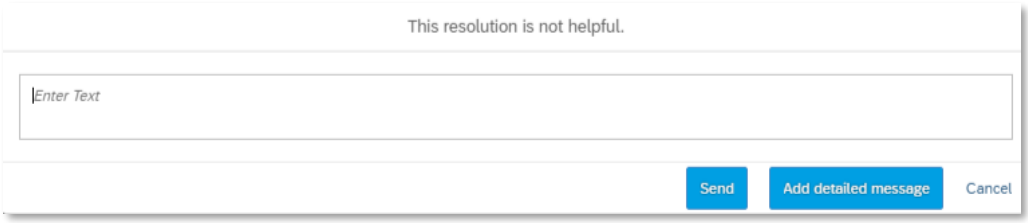




By clicking in the ticket, you can see the provided solution.

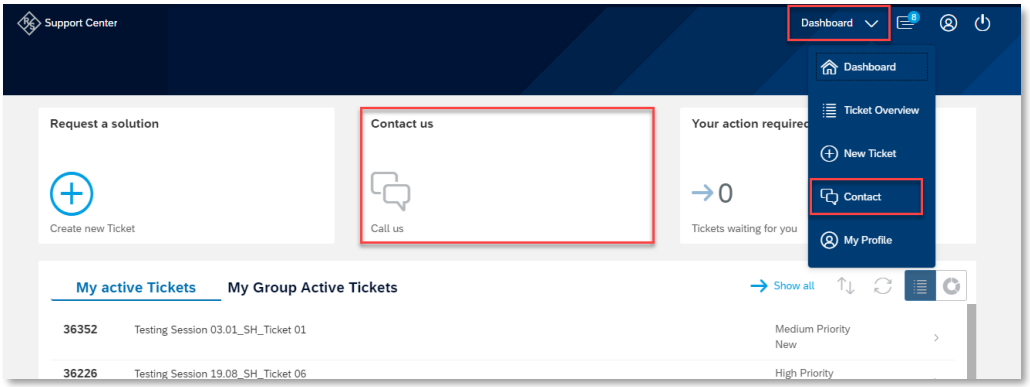


By clicking **Yes,** and then **Resolve Ticket** you accept the solution and the ticket will be closed. If you click **No** and enter a reply, you therefore decline the solution and send the ticket back to customer support. The ticket will be reopened and once again set to **In Progress.**



3 Contact the Customer Support

If you have additional questions, feel free to contact Rohde & Schwarz Customer Support via phone .You can find the **Customer Support Center's** contact information either by clicking **Contact us,** or under the Dashboard dropdown by clicking on **Contact**.



Support is available 24 hours a day, Monday through Friday excluding public holidays.

Customer Support

Whatever problem you have, our support center is there to help you. Your question will be dealt with fast and in detail.

There are four support centers in different time zones: **Munich, Washington, Latin America and Singapore**.

Support is available 24 hours a day, Monday through Friday excluding public holidays. The staff of our support center is optimally trained to assist you in solving your problems.

- Are you looking for a special type of instrument?
- Do you need competent support in the implementation of remote control concepts for test equipment for use in production?
- Do you have a question regarding the operation of equipment?
- Or do you just want to find your local sales partner in order to take a look at our equipment?

Customer Support Europe, Africa, Middle East
Phone +49 89 4129 12345

Customer Support North America
Phone 1-888-TEST-RSA (1-888-837-8772)

Customer Support Latin America
Phone +1-410-910-7988

Customer Support Asia/Pacific
Phone +65 65 13 04 88

Customer Support China
Phone +86-800-810-8228 / +86-400-650-5896