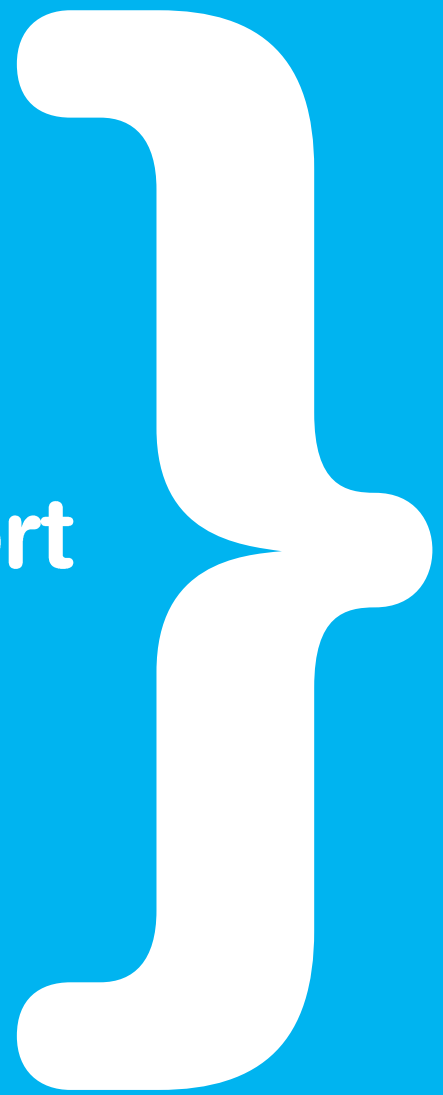


Using Vaadin support



## 1. Accessing support

Once you have purchased a support package, it is linked to your Vaadin account. So, go to our web page at [www.vaadin.com](http://www.vaadin.com). Login into our site normally, and when you open the account menu as shown in the picture above, you will see menu item “Support”. Selecting it will direct you to the support page.

Title	Status	Latest update	Spent time
#806 SSO (Single Sign on Support) for our vaadin application	<span style="color: yellow;">⚠</span> waiting for details	1 day	15 min

Show open requests only
  Show my requests only
  Show unassigned requests only

Search by company name

On the support page, you will see a list of your support requests. When you enter there for the first time, it will be empty, since it shows your open requests only.

On the upper right hand part of the view, there is a status line showing your remaining support hours.

In the list, each request has a unique ID number, a descriptive title, current status, how long ago the last update was done and how much support time has been consumed for this request so far.

## 2. How to create a support request

On the upper left corner of the support view, there is a [+ New request](#) -button. Clicking it will open the form to enter a new support request.

### Support

[+ New request](#)

**Vaadin Ltd (INT)** has 1.9 prepaid support hours left.

[▶ Show list \(2 requests\)](#)

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[Preview title and description](#)

Use the [Markdown](#) markup to format the description.

Title \*

Description \*

---

#### Attachments

[Upload...](#)

Phone or Skype information

---

If the task will take more than 2 hours, we'll let you know beforehand.

#### Properties

Type \*

▼

Vaadin (or GWT) version \*

Start creating the request by figuring out a descriptive title for it.

We constantly receive many types of requests. Under the description box, there is a selector for the type of issue: problem solving, code review, hands-on help, custom coding, bug fix, architecture sparring. This helps us to estimate the time needed and to focus on the right details for what you are asking us to do.

Attachments	Properties								
<input type="button" value="Upload..."/>	Type *								
<input type="checkbox"/> Phone or Skype information	<table border="1"> <tr><td>Problem solving</td></tr> <tr><td>Code review</td></tr> <tr><td>Hands-on help</td></tr> <tr><td>Custom coding</td></tr> <tr><td>Add-on bugfix or feature</td></tr> <tr><td>Architecture sparring</td></tr> <tr><td>Other</td></tr> <tr><td>Sales support</td></tr> </table>	Problem solving	Code review	Hands-on help	Custom coding	Add-on bugfix or feature	Architecture sparring	Other	Sales support
Problem solving									
Code review									
Hands-on help									
Custom coding									
Add-on bugfix or feature									
Architecture sparring									
Other									
Sales support									
If the task will take more than 2 hours, we'll let you know beforehand.									

Next write a description about the issue at hand. Provide a bit of history, use case scenario etc. when applicable. It is possible to attach files (screenshots and code examples) to elaborate your description. You can name those clearly and refer to them in the description. If you are using our Pro Tools products, 3<sup>rd</sup> party components, libraries, etc. mention those by name and version. Please include information about your environment: browser, application server, runtime environment.

You can use markdown syntax to format the text, which is helpful if you include code, bullets etc. We strongly recommend to do so as it increases readability. Here are a couple of common markdowns:

# Main header

## Sub header

\*Italic\*

\*\*Bold\*\*

‘quote’

If you have to quote log or piece of code, use triple quotation marks before and after, which will preserve the line changes and indents of the code / log.

““

block quote

““

Listing and bullet points are prefixed by number or asterix.

1. List item

\* Bullet

Links (URLs) work better if they are written as follows.

[link text](url)

Before you click   -button, check that you have included Vaadin framework version number. If you have a long description with markdown, it is useful to preview it with

-button.

### 3. How support works

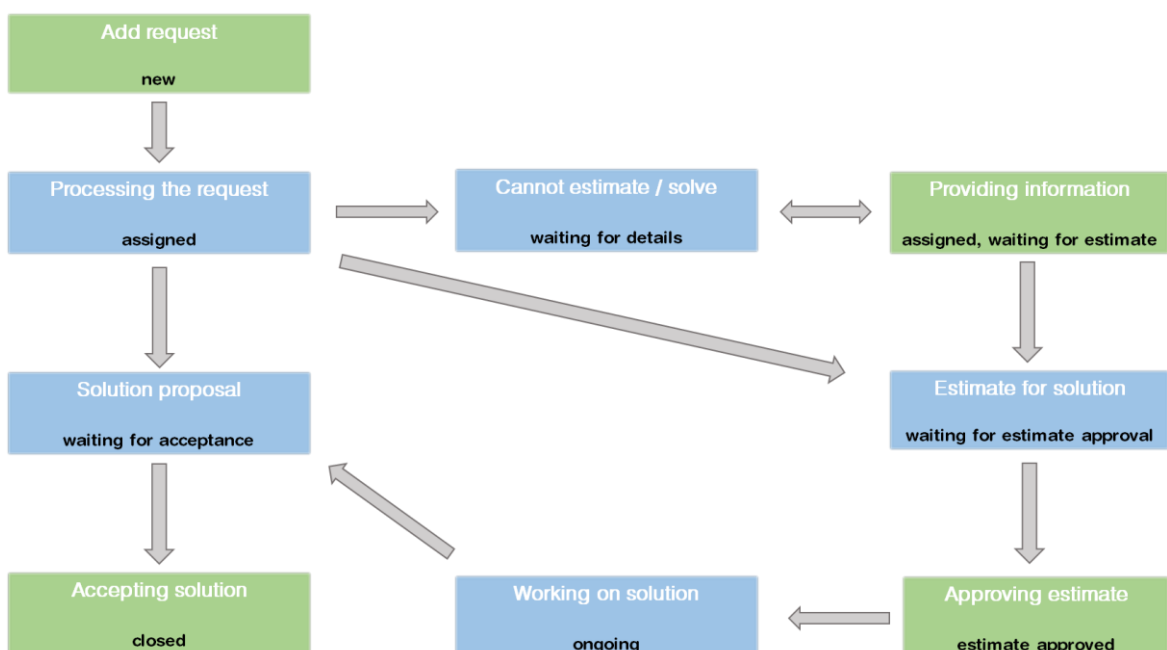
After the support request has been created, our staff will first read it. The status of the request will change accordingly.

We will analyze how much time it takes to solve the issue. After that, there are typically three alternatives for the next step.

1. If the issue is simple and takes less than two hours to solve. We can give you an answer / solution based on the information you gave. This is typically the case if you have encountered a bug we have already fixed. Sometimes the issue may also be in process of being fixed, or otherwise known.
2. If the task is estimated to be larger. We update the request with the estimated time information and wait for your approval to continue. Some support time will be consumed.
3. If the information is not sufficient for an estimate, we will ask for more information. We keep iterating this option until we have enough information in order to give an estimate of the work effort in hours or solve the issue. The process will consume support time.

The final step is accepting the solution. Once we think we have solved the issue, the status will be changed to "waiting for acceptance". If you think that the solution answers your request, you can accept this by closing the request by updating the status field to "closed".

The typical process workflow is pictured below. Customer activities are marked in green boxes and Vaadin activities in blue boxes. Corresponding status updates are marked in the boxes.



## 4. Bug Fix Priority

Platinum and Gold support packages include also a Bug Fix Priority feature (in short the BFP). The benefit of the feature is that in the case solving the issue requires a bug fix in the core framework, it is possible for the customer to elevate the bug report on to a priority list. This means in practice that it will be handled in the best possible schedule. The Vaadin core framework development advances in typically two weeks sprints and BFP marked reports will be assigned in the first sprint having a free slot.

The bug fixes go thru the following lifecycle:

**open** → **verified** → **accepted** → **closed** → **pending-release** → **released**

It is possible to use one BFP at the time. When new bug report has been opened in our bug ticketing system (dev.vaadin.com) it has status “open”. It is possible to use BFP for these “open” bug reports. There is one BFP in use for each customer at the time. This means once one report has been tagged with a BFP, it is in use until the bug report reaches the state “closed”. Then the BFP is released for the next use and a new open bug report can be tagged with BFP.

## 5. Support best practices

There are a couple of things to remember in order to get the most out of your Vaadin support subscription.

### **Provide as much information as possible**

Our experience is that quite often more time is consumed in gathering the necessary data than solving a particular issue at hand. Over time Vaadin framework has grown large and it can be used together with other libraries and software development tools of the wide Java world. We understand that sometimes you have confidential development at hand, and despite of the NDA included in the support agreement, cannot disclose all details. In those cases try to figure out similar type descriptive examples. If possible, create a minimal standalone project that duplicates the issue.

### **Describe use case and context**

When your request is, for example, about a bug or architecture help, user centric approach in the description helps in figuring out what needs to be accomplished. For example, draft wireframes or screenshots of the user interface in the beginning and after an action are helpful.

### **Tell us about your customization**

It is often quite essential to know what kinds of customization and add-ons you have implemented, since that may alter the behavior of things.

### **Use attachments**

Sometimes it is hard to figure out the context with just words. You can attach several types of files in your support requests. Screenshots of the application UI at hand, error messages, stack traces, and code examples are generally helpful.

### **Screen sharing**

Some issues are easiest to solve when working together. By using a tool like Skype or WebEx, our support engineers can see your desktop and can work together with you to find a solution. Sometimes this saves a lot of time at both ends. Please let us know when and how we can best reach you.

### **Create new requests for emerging topics**

It is not uncommon that discussion may branch. In such cases, it is easiest to create a new support request. This makes it easier for us to keep track of each issue and make sure all questions get answered. For example, we may have given you a time estimate. New emerging issues are not included in those. Also, this keeps you in control of which requests you can engage and how your support time is being consumed.

## **6. Feedback**

We are constantly working on making our service better. So please remember to give your feedback to us. There is a possibility to rate the service, once the support request is closed.