

Getting the most from Continuent Support

Tungsten University

Class of 2020

Presented by Chris Parker, Customer Success Director, EMEA & APAC



The MySQL Availability Company

Agenda

- Downloading Software
- Documentation, Release Notes & other Resources
- Zendesk (Incl Published SLAs)
- Gathering Diagnostics
- EOL Schedule
- Regular Check In Calls



Downloading Software

- All customers can download the latest release from our website portal: <https://www.continuent.com/downloads/>
- If you haven't got a login, or need your password reset, let us know!
- All GA release versions available as TAR or RPM
 - Releases available will be appropriate to your contract
- The Tungsten Dashboard available to all Clustering Users – FREE!



Documentation and Other Resources

- Extensive online documentation at <http://docs.continuent.com>
- Ensure you refer to the correct version for your installation
- Always review release notes before upgrading
 - Here is a handy link for ALL release notes consolidated in one place:
<http://docs.continuent.com/release-notes.html>
 - Make sure you follow our blog posts:
<https://www.continuent.com/blog/>
- Other resources are being released all the time – White papers, Webinars etc
- Even if you can't attend Webinars, sign up anyway as you will then get the link to download and watch in your own time afterwards.
- Keep an eye out for our newsletters!

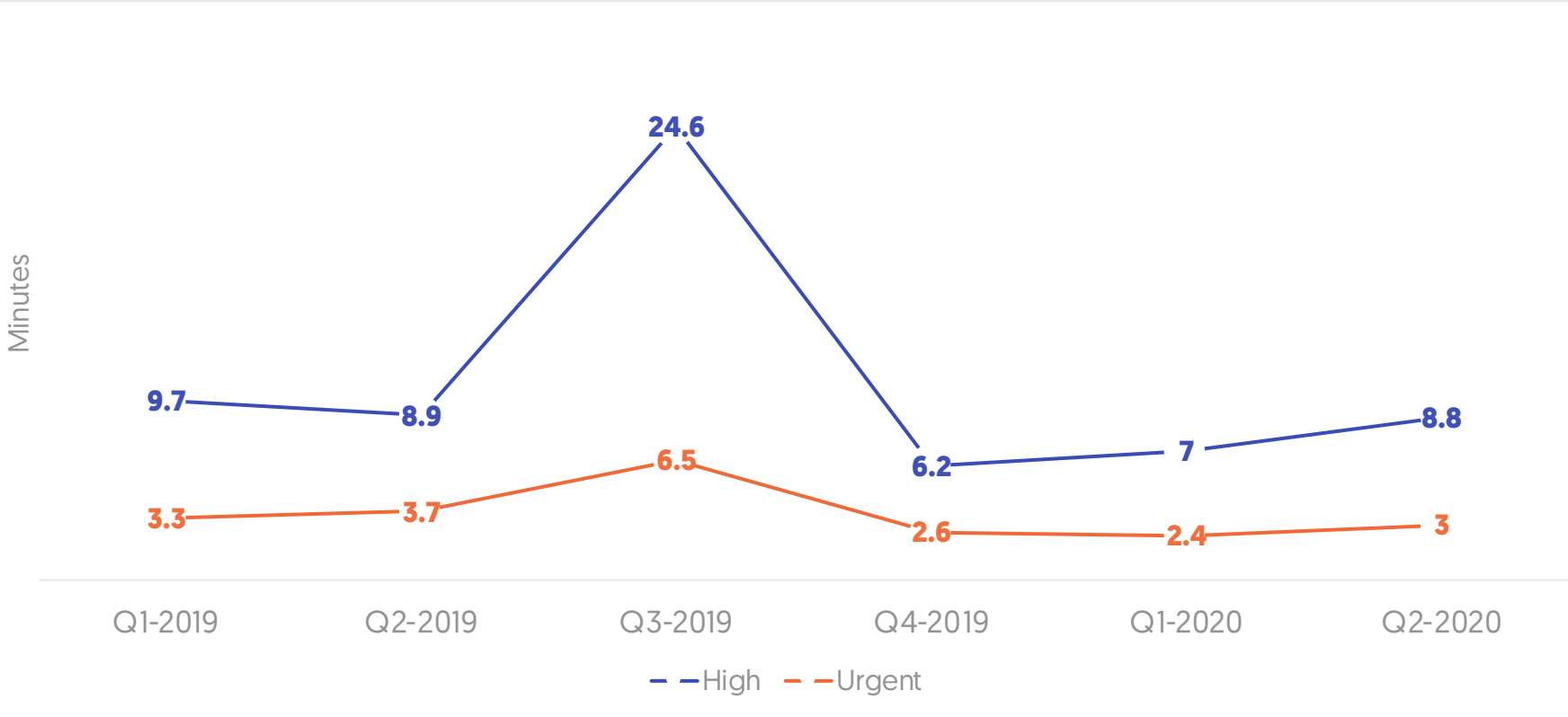


Zendesk

- Login via <http://continuent.zendesk.com>
- The more information you provide, the easier it is for engineers to help
- Only use URGENT when it's a production down issue
 - URGENT triggers PagerDuty alerts to engineer on call
 - Our average response time on URGENT calls is **5 minutes or less**
- Published SLAs
 - Urgent: First response within 1 hour; Fix within 4 hours
 - High: First response within 4 hours; Fix within 1 business day
 - Normal: First response within 1 business day; Best effort to fix
 - Low: No guaranteed response time



Zendesk – Avg Response



Gathering Diagnostics

- When raising a support case, having a full diagnostic package really helps.
 - Generate by issuing `tpm diag`
- Depending on your configuration, you may need to run this individually on each host, typically for INI-based installations
- Gathers all components' log files
- Captures snapshots of your configuration, `trepctl` and `cctrl` outputs
- Various OS Metrics are also included in the diagnostic package
- `tungsten_send_diag` may also be an option – This will automatically push the diagnostic package to our S3 bucket



EOL Schedule

- Explained in detail here: <https://www.continuent.com/about/end-of-life-policy/>
- Also review <http://docs.continuent.com/eol-status/index.html>
 - Lists active releases, release dates and targeted EOL date
- We aim for
 - One major release version with no fixed schedule [e.g. v6.x, v7.x]
 - One minor [feature] release version every 12 months [e.g. v6.1, v6.2]
 - One bug fix release every 3 month [e.g. v6.1.1]
- The standard Continuent End-of-Life [EOL] policy for all product versions is 12 months from the release of the subsequent minor [y-version] release [eg v6.1 EOL Date set 12 months from release date of v6.2]



Customer Success Calls

- We like to keep in touch, not just when things go wrong!
- Periodically, we will reach out for a chat
- This is for everyone's benefit
 - We like to hear how things are going with your installation
 - Any problems
 - Any changes that may affect your usage
 - Ensures you are up to date with releases
 - Ensures any outstanding items can be addressed
 - Update you on any upcoming news from Continuent



CAB (Customer Advisory Board)

- Quarterly “Round Table” Calls to coincide with patch release
- Representative from each customer
- Cover what’s new in the release
- Cover what we’re focusing on for the next quarter
- Opportunity for you to discuss pain points and drive direction of next quarters development



Summary

In this short session we have covered:

- Obtaining software
- Explored online documentation
- How to log a support case
- Gathering diagnostics
- EOL Schedule
- Customer Success



Next Steps

- You can now proceed to follow the training in either of the two Product Specific Master Classes:
 - Tungsten Cluster Master Class (Includes Tungsten Dashboard)
 - Tungsten Replicator Master Class
- If you wish to follow both Master Class programmes, begin with Tungsten Cluster

Smooth Sailing!



THANK YOU FOR LISTENING

continuent.com



The MySQL Availability Company