



FREQUENTLY ASKED QUESTIONS

FAQ

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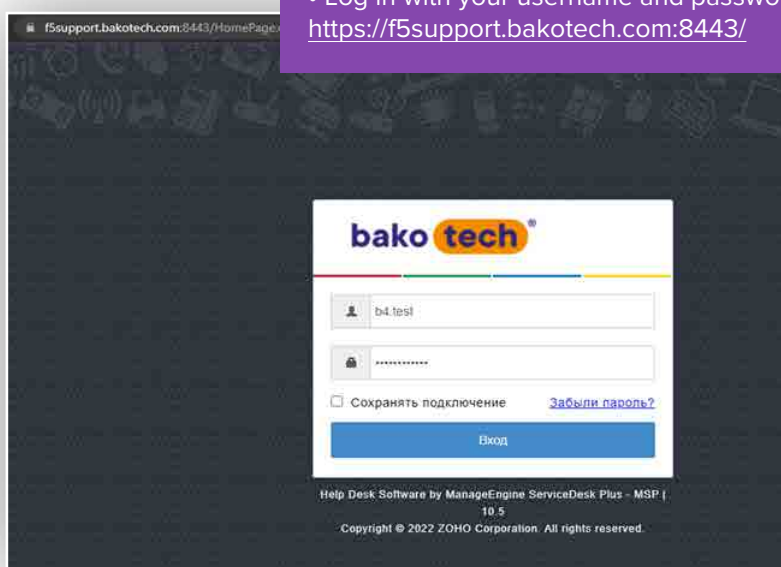


FREQUENTLY ASKED QUESTIONS

FAQ

1. How to authorize in the Service Desk system?

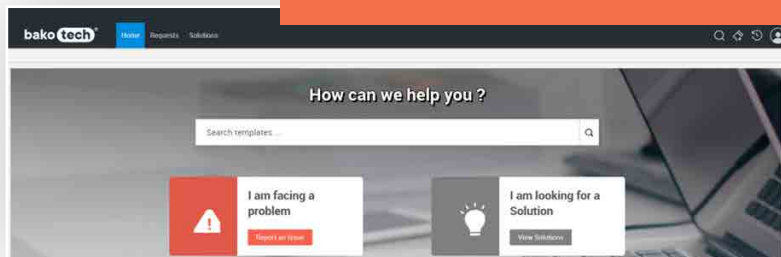
- Log in with your username and password on the site <https://f5support.bakotech.com:8443/>



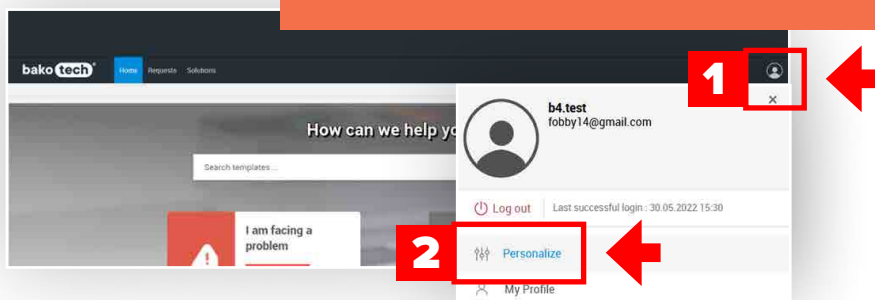
- To receive your login information, please email us: F5support@bakotech.com

2. How to create an application in the Service Desk system and work with it?

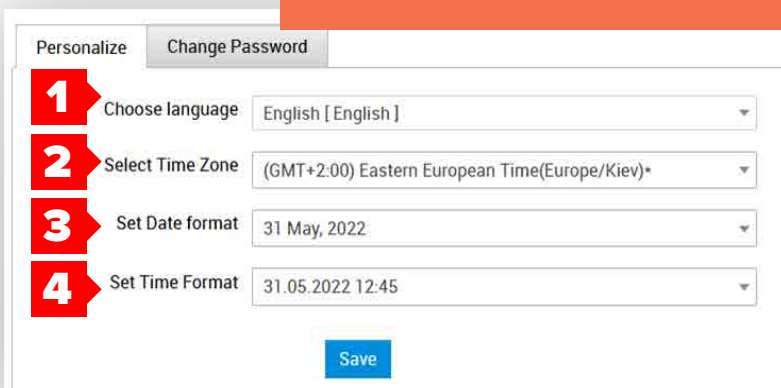
- After authorization, you will be on the **ServiceDesk** home page. It looks like this:



- The interface language of **ServiceDesk** depends on the system language or browser language. To choose a more convenient interface language for you, click on the icon in the upper right corner of the screen **1**, and then on the **Personalize** button **2**:



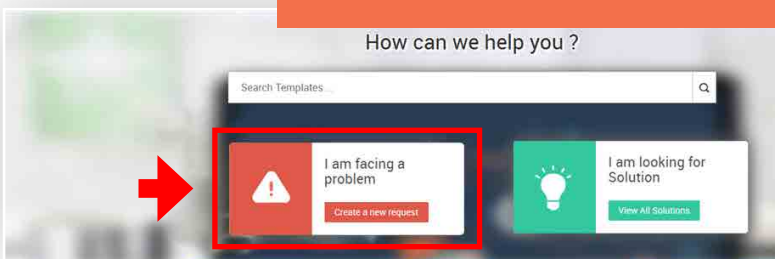
- In the window that opens, you can configure:
 1. Interface language;
 2. Your time zone;
 3. Date format;
 4. Time format



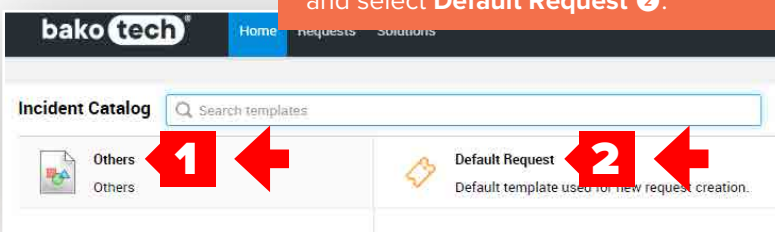


- In the next tab **Change Password**, you can change the password for logging into your **ServiceDesk** account accordingly.

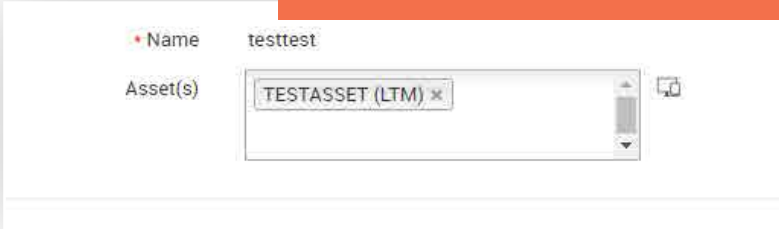
- Click on the **Create a new request** button to create a request.



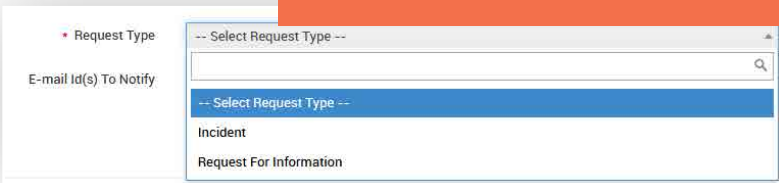
- Then on the page that opens, click on **Others** ① and select **Default Request** ②:



- On the page that opens, information about the serial numbers of the purchased devices is provided in the format "**serial number (module)**".

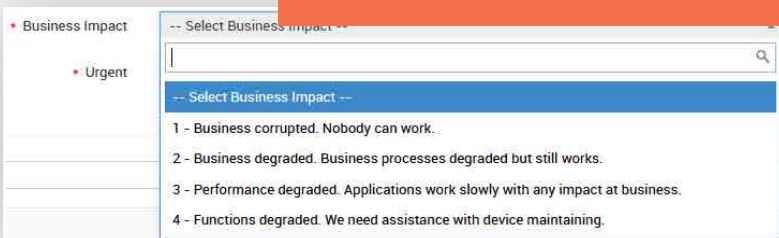


- To complete the application, fill in the fields indicating all the necessary information, namely:
- Select **the type of request** (in case of a problem with the device configuration — *Incident*; to provide documentation or advice regarding the device configuration — *Request For Information*):



- On the tab **Business Impact**, indicate the degree of impact of the problem on business processes

1. Business disruption, critical business processes do not work
2. A degradation of critical business processes, but all the other processes work
3. Application performance is reduced
4. The functionality is degraded. Need help with device maintenance



- Indicate how **urgently** it is necessary to provide a solution to the problem in the **Urgent:**

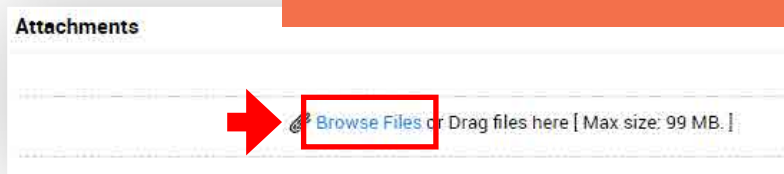
- On the tab **Email Id(s) To Notify**, you can specify the email addresses separated by commas to receive case notifications.

- The **Priority** is assigned automatically depending on the level of impact of the event on the business and the urgency of resolving the incident.

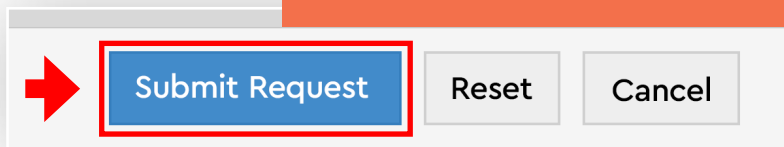
- Next, in the **Subject field ①**, briefly describe the essence of the problem, and in the **Description field ②**, add more details on your problem or ask questions.

- Specify:
 - ◆ whether this configuration worked before;
 - ◆ whether changes have been made to the device configuration.

- If necessary, you can attach files (up to 99 MB in size) by clicking on the **Browse files button**:

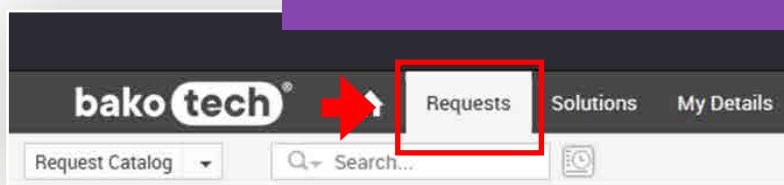


- Check the correctness of the entered data, then at the very bottom of the screen, click on the **Submit Request** button to create an application.

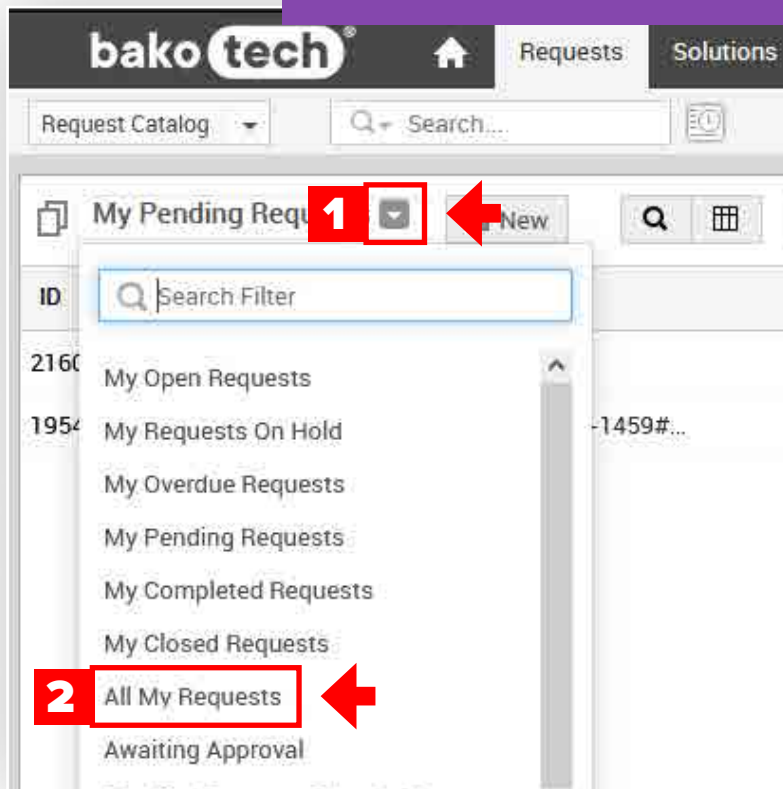


CONGRATULATIONS, THE APPLICATION HAS BEEN CREATED! IN THE SERVICEDESK MENU, YOU WILL RECEIVE A NOTIFICATION THAT A NEW CASE HAS BEEN CREATED.

- To track the status of created requests, in the upper left corner of the screen, click on **Requests**.



- Click on the down arrow ❶ to filter by requests and select All My Requests ❷.



- You can view information regarding each of your requests.

The screenshot shows a table of requests in the BakoTech web interface. The table has columns: ID, Subject, Request Name, Assigned To, Priority, Status, Created Date, Site, and On Hold. The data is as follows:

ID	Subject	Request Name	Assigned To	Priority	Status	Created Date	Site	On Hold
2160	Budjete voprosy na 127	testtest	Olen Bakhtay	...	In Progress - BK...	05/05/2022 22:59	Kyiv	...
2159	Depozit na voprosy na 127	testtest	Olen Bakhtay	...	Resolved	05/05/2022 16:42	Kyiv	...
1954	Na Request ID: 14555-14556	testtest	Olen Bakhtay	...	New	10/02/2022 16:10	Kyiv	...
1461	Budjete voprosy na 127	testtest	Olen Bakhtay	...	Closed	24/01/2022 16:05	Kyiv	...
1460	Budjete voprosy na 127	testtest	Olen Bakhtay	...	Closed	24/01/2022 15:51	Kyiv	...
1459	Chislo folio	testtest	Olen Bakhtay	...	Closed	17/12/2021 13:44	Kyiv	...
1458	Total degradation	testtest	Olen Bakhtay	...	Closed	14/12/2021 11:40	Kyiv	...
1457	Adm policy	testtest	Olen Bakhtay	...	Closed	26/11/2021 15:06	Kyiv	...

- To view detailed information on an application, click on its name.
- On the page that opens, you can read the correspondence on the case and other details of the application, including information about:
 1. Status of the application;
 1. Date of creation;
 1. Last update time;
 1. The name of the engineer who is working on the solution of the case.

General

Request Type: Request For Information

Priority: Not Assigned

Business Impact: 1 - Business corrupted. Nobody can work.

Urgent: 1 - Urgent! As soon as possible!

Detailed Information

1. Status: New

2. Created Date: 10/02/2022 16:10

3. Last Update Time: 05/05/2022 17:50

4. Technician: Oleh Ballitskiy

- To send a message on this case, click on the **Reply**.

#2159 Запрос на информацию

by testtest on 05/05/2022 16:42 | DueBy: N/A

Details Resolution

Description

Подскажите, пожалуйста, как открыть новый кейс через сервис деск? Мы не умеем и у нас лапки

Conversations

testtest 05/05/2022 17:41

Subject: Re: [Request ID :##RE-2159##] : Запрос на информацию

Спасибо! Вопрос решен.

Reply

testtest 05/05/2022 17:34

Subject: Re: [Request ID :##RE-2159##] : Запрос на информацию

Здравствуйте.

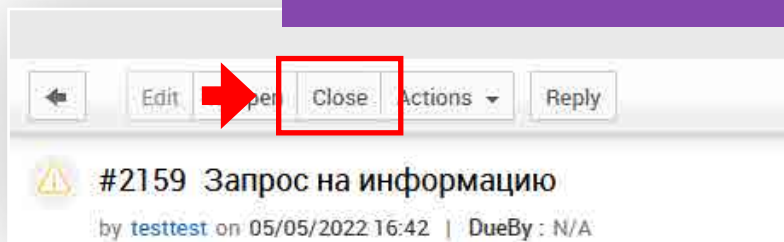
Прикрепляю подробную инструкцию по созданию новой заявки через систему Service Desk.

Attachments

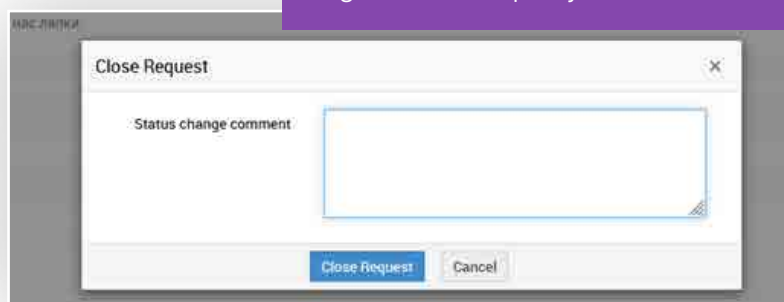
SD инструкция п...

Reply

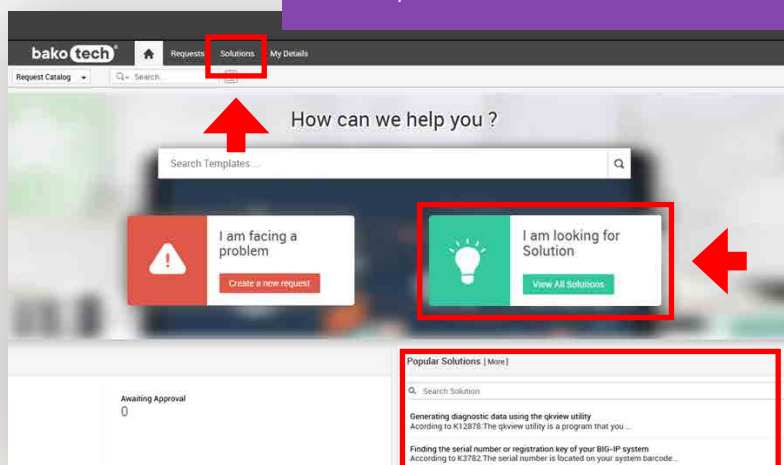
- When support engineers have provided a case answer that solves the problem, or an answer to a question of interest within the case, its **status** will be changed to **Resolved**. If this solution satisfies you, you will need to confirm the closure of this case. To do that, go to the required application and click on the **Close** button on the top panel.



- Then confirm the closing of the application by clicking on the **Close Application** button. Additionally, you can leave a comment with feedback on the support engineer's work quality.



- You can also go to the page **Solutions** to find answers to the most frequently asked questions:



3. Where to find the service contract number (BKT-SA-XXXXXXX)

- View information in the **F5 Extended Support certificate**. F5 Extended Support Certificate is a service contract (PDF file) obtained after placing an order when shipping documents to a partner. This document contains information about the level of the contract, the duration of the support and the products to which this support applies. Also a description of support and brief instructions for contacting.
- Write a request to F5support@bakotech.com, indicating the serial number of the device and the name of the user company.

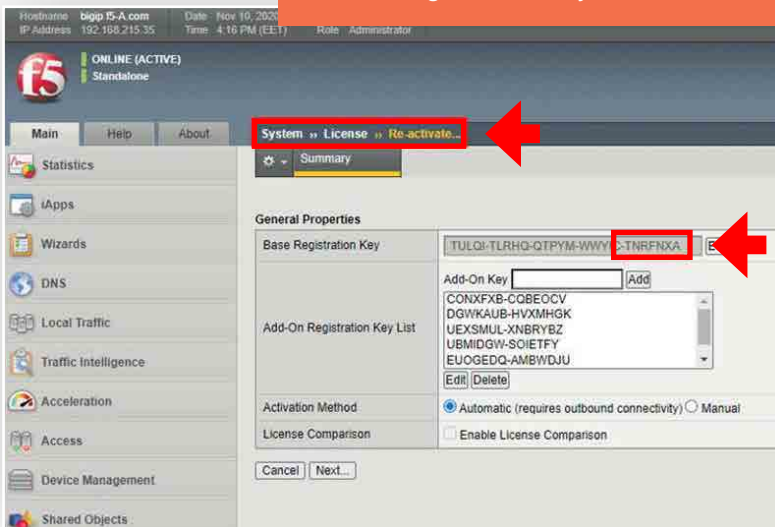
4. How to find out about the validity of current support?

- View information in the **F5 Extended Support** certificate.
- Write a letter to F5support@bakotech.com stating the service contract number/serial number of the device and the name of the user company.
- Open in the browser <https://secure.f5.com/validate/validate.jsp>, enter the serial numbers of your hardware or virtual device and the mail to send an automatic response. You will receive an email within 20 minutes of the request.

5. How to find out the serial number of the device?

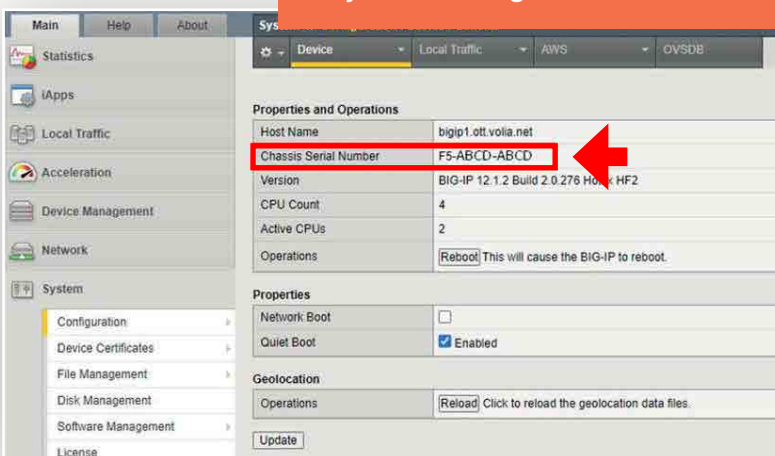
FOR F5 VIRTUAL MACHINE

- Open the **F5** web management interface;
- Menu item **System >> License >> Reactivate** (buttons at the bottom of the menu)
- Last 7 digits of the key — serial number of the virtual machine



FOR HARDWARE

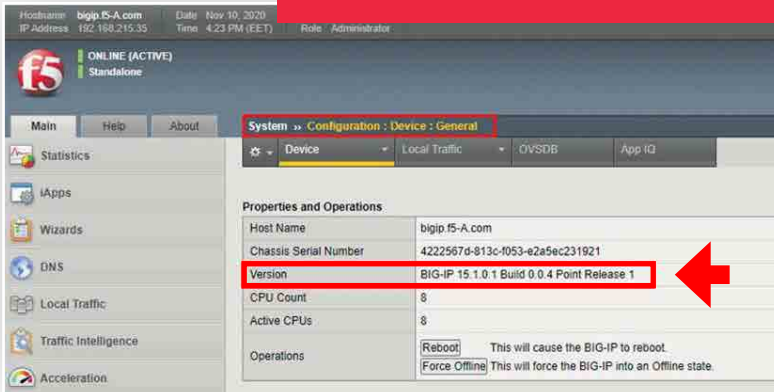
- Open the web control interface **F5**;
- **System > Configuration** menu item.



Source: <https://support.f5.com/csp/article/K3782>

6. How to find out the software version?

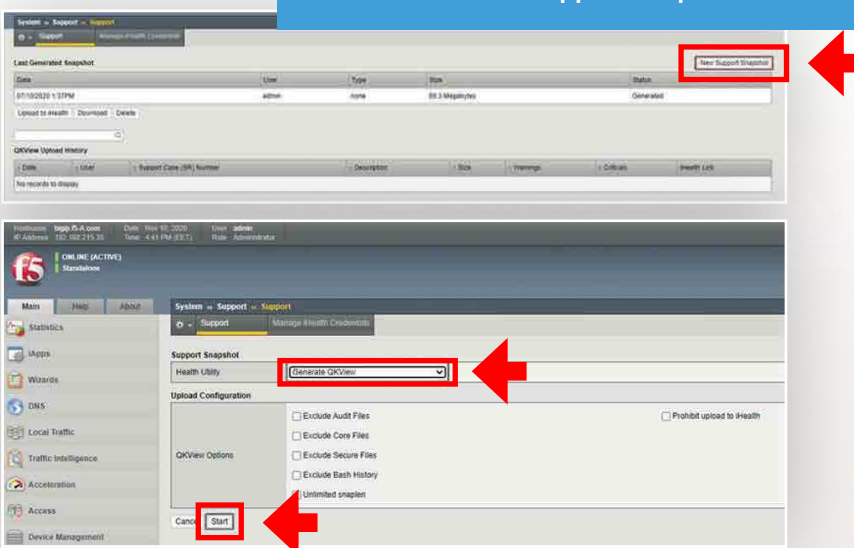
- Open the **F5** control web interface;
- **System > Configuration** menu item.



7. How to generate and download QKFile (F5 support File)?

THROUGH F5 CONTROL WEB INTERFACE

- Open the **F5** control web interface;
- Menu item **System > Support**
- Click on the **New Support Snapshot**



Source: <https://support.f5.com/csp/article/K8759>

- Wait until the file is generated
- Download file



VIA CLI-INTERFACE CONTROL F5

- Connect to **F5** via **SSH** or via the console control port
- Enter the command `qkview -f /var/tmp/f5.qkview`, where **f5.qkview** is the name of the support file to be created
- Download support file from **F5** using scp or other utilities

```
[root@bigip:Active:Standalone] config # qkview -f /var/tmp/f5.qkview
Gathering System Diagnostics: Please wait ...
Diagnostic information has been saved in:
/var/tmp/f5.qkview
Please send this file to F5 support.
[root@bigip:Active:Standalone] config # |
```

8. What is iHealth?

The answer is available in video format at the following links:
<https://f5.com/support/tools/ihealth>
https://www.youtube.com/watch?v=UFg7_3-HL5A

① Source: <https://support.f5.com/csp/article/K12878>



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BAKOTECH is the official distributor of F5 in Ukraine, Azerbaijan, Georgia, Armenia, Moldova and Kazakhstan.

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