

FAQ

- 1. How to authorize in the Service Desk system?
- 2. How to create an application in the Service Desk system and work with it?
- 3. Where to find the service contract number (BKT-SA-XXXXXX)?
- 4. How to find out about the validity of current support?
- 5. How to find out the serial number of an F5 system?
- 6. How to find out the software version?
- 7. How to generate and download QKFile (F5 support File)?
- 8. What is iHealth?



1. How to authorize in the Service Desk system?



• To receive your login information, please email us: <u>F5support@bakotech.com</u>

www.bakotech.com

F5@bakotech.com



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



www.bakotech.com

F5@bakotech.com



Personalize Change Password

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

 Current Password 			
• New Password		0	
Confirm New Password			
	Save		

• 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**:



www.bakotech.com

F5@bakotech.com



• Na Asset	
	 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 - <i>Incident</i>; to provide documentation or advice regarding the device configuration - <i>Request For Information</i>):
 Request Type E-mail Id(s) To Notify 	Select Request Type

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

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

 Business Impact 	Select Business impact
• Urgent	Ĵ.
orgent	Select Business Impact
	1 - Business corrupted. Nobody can work.
	2 - Business degraded. Business processes degraded but still works.
	3 - Performance degraded. Applications work slowly with any impact at business.
	4 - Functions degraded. We need assistance with device maintaining.

www.bakotech.com

F5@bakotech.com



E-mail Id(s) To Notify

2

 Urgent 	Выбрать Urgent	9
	— Выбрать Urgent —	
] 🗷 () sp;	 1 - Urgent! As soon as possible! 2 - Normal! Its important for us but you can do it at respect. 3 - Slowly! Its not important you can do it at regular so the second s	
L		

• 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.



F5@bakotech.com





www.bakotech.com

F5@bakotech.com



• Click on the down arrow 1 to filter by requests and select All My Requests 2.



• You can view information regarding each of your requests.

All My Re	quests - 🛛 tere 🛛 🖨 25 -	1-2462 < >							
10 s	Subject	Requestor Name	Assigned To	Durity	Stat	un l	Created Date	500	On Behalt C
2160	Bugiocita sarpyana va U/I	testtest	Oleh Balinskyl		4.	in Progress - BK	05/05/2022 22:59	New	
2159	Запрос на неформацию	1614Tasz	Olen Ballissyr	121		Resolved	01/03/2022 16:42	Rybr	
954	The Doquers ID MARE-145584	iestival	Olen Baleskyr			New	10/02/2022 16 10	×ym	
1467	Выросла вагрузка на ЦЛ	NUCLEAR	Olen Balitskyl		de.	Closed	24/03/2022 16:05	Rev	
460	Высоная загрузка ШП посля	teaties:	Olen Galeskyr	1.00	08.1	Closed	24/03/2022,15:57	Ryter	
459	@ Cluster fallows	(REEDALL)	Oleh Balitskyl	(+)		Closed	17/12/2021 13:44	Ryte	
458	Total degradation	testest	Oleh Balicskyl		147	Closed	14/12/2021 11:40	Kpiv	
457	ASM policy	terroral .	Oleh Balkskyl			Closed	25/11/2021 15:08	Nyis	

www.bakotech.com

F5@bakotech.com



• To view detailed information on an application, click on its name.

• HOn 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.



• To send a message on this case, click on the Reply. 4 Edit Reopen Close Actions - Reply 🙆 #2159 Запрос на информацию by testtest on 05/05/2022 16:42 | DueBy : N/A Resolution Details Description Подскажите, пожайлуста, как открыть новый кейс через сервис деск? Мы не умеем и у нас лапки Conversations 🖂 testtest 05/05/202217:41 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

www.bakotech.com

F5@bakotech.com



• 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.



#2159 Запрос на информацию

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

• 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.

	P
Status change comment	
	At
	Close Request Cancel

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



www.bakotech.com

F5@bakotech.com



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.

www.bakotech.com

F5@bakotech.com



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

Standatone					
Main Help About	System » License » Reacti	vate			
Statistics	🚓 🗸 Summary				
Apps	General Properties				
🚺 Wizards	Base Registration Key	TULQI-TLRHQ-QTPYM-WWY			
DNS		Add-On Key Add			
C Local Traffic	Add-On Registration Key List	CONXFXB-COBEOCV DGWKAUB-HVXMHGK UEXSMUL-XNBRYBZ			
Traffic Intelligence	providen regionalion regional	UBMIDGW-SOIETFY EUOGEDQ-AMBWDJU			
		Edit Delete			
Acceleration	Activation Method	Automatic (requires outbound connectivity) Manual			
Access	License Comparison	Enable License Comparison			
Device Management	Cancel Next				
Shared Objects					

FOR HARDWARE

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

Main Help About	Sys				
Statistics	🚓 – Device 🔹	Local Traffic - AWS - OVSDB			
iApps	Properties and Operations				
Den Local Traffic	Host Name	bigip1.ott.volia.net			
	Chassis Serial Number	F5-ABCD-ABCD			
Acceleration	Version	BIG-IP 12.1.2 Build 2.0.276 How KHF2			
Device Management	CPU Count	4			
	Active CPUs	2			
Network	Operations	Reboot This will cause the BIG-IP to reboot.			
System	Properties				
Configuration	Network Boot				
Device Certificates	, Quiet Boot	M Enabled			
File Management	Geolocation				
Disk Management	Operations	Reload Click to reload the geolocation data files			
Software Management					
License	Update				

(i) Source: https://support.f5.com/csp/article/K3782

www.bakotech.com

F5@bakotech.com



6. How to find out the software version?

	iv 10, 2020	the F5 control wel m> Configuration		
IP Address 192 188.215 35 Time 4:				
Main Help About	System -> Configuration :	Device : General		
Statistics	🚓 🔹 Device 🚽	Local Traffic • .OVSDB	App IG	
iApps	Properties and Operations			
Wizards	Host Name	bigip f5-A.com		
THEORY.	The second second second second second	4222567d-813c-f053-e2a5ec231921		
	Chassis Serial Number			
	Chassis Serial Number Version	BIG-IP 15 1.0 1 Build 0.0.4 Point Rele	lase 1	
S DNS	special provide the set of the strength	BIG-IP 15 1.0 1 Build 0.0.4 Point Rele 8	ase 1	
	Version		rașe 1	

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

		• Me	enu ite	e F5 control em System > the New Su	Support	ŧ				
Sentent - Support - Support 0 - 1990000 - Municipal Priority (2000			_							
Last Generated Snapshot				Tes .	Data	Ner Siggon Trapp	Augusture .			
61 (10012) (17794 Upwart to Anathi (2004100) (Develor C)			104 014	BE 3 Meganyee	(sine sto	4				
OKView Uphoad Hintory										
i Canne - Linder - L Thomas E No mound i St. Bayany	Cale (54) kurme 19. 2020 Vuun adme 19. (22.1) Role - Admirato		Secretie	1.500 Terrepi	+ Criteria	the set of				
1 Em. (MAY Housed So records 's Brouge Registric A come (May Registric A come (May RegistricA come (May Regi		nar		15 Trong	i Cituri	People LAS				
Date Date Harmonic The records is strapped Strapped StrAcom Date The record is strapped StrAcom Strapped StrAcom The record is strapped Date Date The record is strapped StrAcom Strapped StrAcom Date Date Date Date Date Strapped StrAcom Date Date Date Date Date Matrix Jable Jable Jable Jable Jable Jable	N 2020 Uve adme Noi 2027, Noi - Admenito System - Support - S g: - Support Support Suspitot. Health Ulity	NAR .			(Ching	Part LPS				
Law Mat Harmonic For House Is all manage The Standing Is all manage The Standing Is all manage The Standing Is all manage Standing Is all manage Standing Is all manage Standing Is all manage The Standing Is all manage Mater Jack Standing Is all manage Jack Standing Is all manage Jack Standing Is all manage Mater Jack Standing Is all manage Jack Standing Is all manage Jack Standing Is all manage Mater Jack Standing Is all manage Jack Standing Is all manage Jack Standing Is all manage Mater Jack Standing Is all manage Jack Standing Is all manage Jack Standing Is all manage With Standing Is all manage Mater Jack Standing Is all manage Jack Standing Is all manage	System = Support - S c _ Support - Support - S	ter apport Kanage Baath Devices								
Law Mat Harmonian For House Is all manage The Access Status	N 2020 Uve adme Noi 2027, Noi - Admenito System - Support - S g: - Support Support Suspitot. Health Ulity	er letter Centragie Hauftin Crockerd Centragie Audit Pr	rins Fies			Hermit Lith	2377			
Law Mat Hearer For House Is all many: The Access Is all many: The Access Is all many: The Access Is all many is al	N 2020 Uve adme Noi 2027, Noi - Admenito System - Support - S g: - Support Support Suspitot. Health Ulity	ter apport Kanage Baath Devices	rinn							
Date Date Date To encode to Brouge Total Actions Date Actions Total Actions Total Control to Brouge Date Actions Date Actions Total Actions Total Control to Brouge Date Actions Date Actions Date Actions Matern Mattern Mattern Actions Mattern Mattern Actio	5 2001 Inter advise. System = Support - 5 g - Support Support Support Support Support Support Support Support Suppor	averati Versioner Hindlin Condense Connected Stationer Exclude Audit (7 Exclude Audit (7 Exclude Audit (7)	nan 7 jes 7 jes 9 fūs				200			
Data Data Description Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge Torrected to Brouge	5 2001 Inter advise. System = Support - 5 g - Support Support Support Support Support Support Support Support Suppor	eport I Manage Hamilto Condens Constants Scholar Exclude Audit Pr Exclude Secure	Anno 7 Pies Pies e Flos e Flos							
Date Date Date To encode to Brouge Total Actions Date Actions Total Actions Total Control to Brouge Date Actions Date Actions Total Actions Total Control to Brouge Date Actions Date Actions Date Actions Matern Mattern Mattern Actions Mattern Mattern Actio	5 2001 Inter advise. System = Support - 5 g - Support Support Support Support Support Support Support Support Suppor	action Second L Connegor Allustin Condense Exclude Audit P Exclude Audit P Exclude Core F Exclude Secure Exclude Secure Exclude Secure	Anno 7 Pies Pies e Flos e Flos				0.377			

www.bakotech.com

F5@bakotech.com



			until th nIoad f	ie file is gen ïle	erated
Aur Long Longs	Numer - Seport - Separt				
Mainter .					
ALANA .					
i man	Complete A DECVery was successfully generated				00.04 29 Talas Elapted Time
C) DWA	Last Generated Snapshot				New Dagent Strawnor
	pase .	Urm	THE	14	Make
10% Linux Vietbe	11110/2020 # 41814	atrin	gines	55.3 Mapatytes	Ownerster

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



8. What is iHealth?

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

③ Source: <u>https://support.f5.com/csp/article/K12878</u>

www.bakotech.com

F5@bakotech.com







BAKOTECH[®] is an international company that holds a leading position in the field of focused Value Added IT distribution and supplies solutions from the world's leading IT manufacturers. Positioning itself as a True Value Added IT distributor, BAKOTECH provides professional pre- and post-sales, marketing, technical support for partners and end customers. The group of companies operates in 26 countries in the markets of Central and Eastern Europe, the Balkans, the Baltics, the Caucasus, Central Asia with offices in Prague, Krakow, Riga, Minsk, Kyiv, Baku and Nur Sultan.

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

- www.bakotech.com
- ⊠ <u>f5@bakotech.com</u>
- & <u>+380442733333</u>

www.bakotech.com

F5@bakotech.com