

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>

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



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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			
	Cours		

• 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**:



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• Na Asset	(s) TESTASSET (LTM) ×
	 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	Select Request Type
 Request Type E-mail Id(s) To Notify 	Select Request Type Q Select Request Type
* Request Type E-mail Id(s) To Notify	Select Request Type Q Select Request Type Incident

• 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		3
	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.	

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E-mail Id(s) To Notify

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orgent	BLIOPATE Urgent	*
		8
	— Выбрать Urgent —	
	1 - Urgent! As soon as possible!	
🛋 🧿 🧆	2 - Normal! Its important for us but you can do it at re- speed.	gular
	3 - Slowly! Its not important you can do it at regular sp	beed.

• 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.



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• 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.

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1457	ASM philey	Arentoosi .	Oleh Balkskyl		Closed	25/11/2021 15:08	Nyis	

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• 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

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• 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	
	4

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



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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.

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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 Re-acti	vate		
Statistics	🛪 🗸 Summary			
Apps	General Properties			
Wizards	Base Registration Key	TULQI-TLRHQ-QTPYM-WWY		
DNS		Add-On Key Add		
and Local Traffic		CONXFXB-CQBEOCV DGWKAUB-HVXMHGK		
Traffic Intelligence	Add-On Registration Key List	UEXSMUL-XNBRYBZ 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	Independent of a market state of		
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		Active CPUs	2		
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(i) Source: https://support.f5.com/csp/article/K3782

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6. How to find out the software version?

	• Open	the F5 control web interface
Hostnams bigip.IS-A.com Date No.	• 10, 2020	m> Configuration menu item
ONLINE (ACTIVE)	S PHY (EE () PING : POTORIDATIO	
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Statistics	er - Device -	Local Traffic + OVSDB App 10
iApps	Properties and Operations	
Wizards	Host Name	bigip f5-A.com
	Chassis Serial Number	4222567d-813c-f053-e2a5ec231921
5 DNS	Version	BIG-IP 15 1 0 1 Build 0 0 4 Point Release 1
Cocal Traffic	CPU Count	8
	Active CPUs	8
Traffic Intelligence	Operations	Reboot This will cause the BIG-IP to reboot.
Acceleration		

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

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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>

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

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