

HARRIS

eSupport User Guide

Overview:

This document is intended for Harris customers and users that will be using eSupport to report issues. This document walks through the steps involved in entering a service call and then checking the status of a service call previously entered.

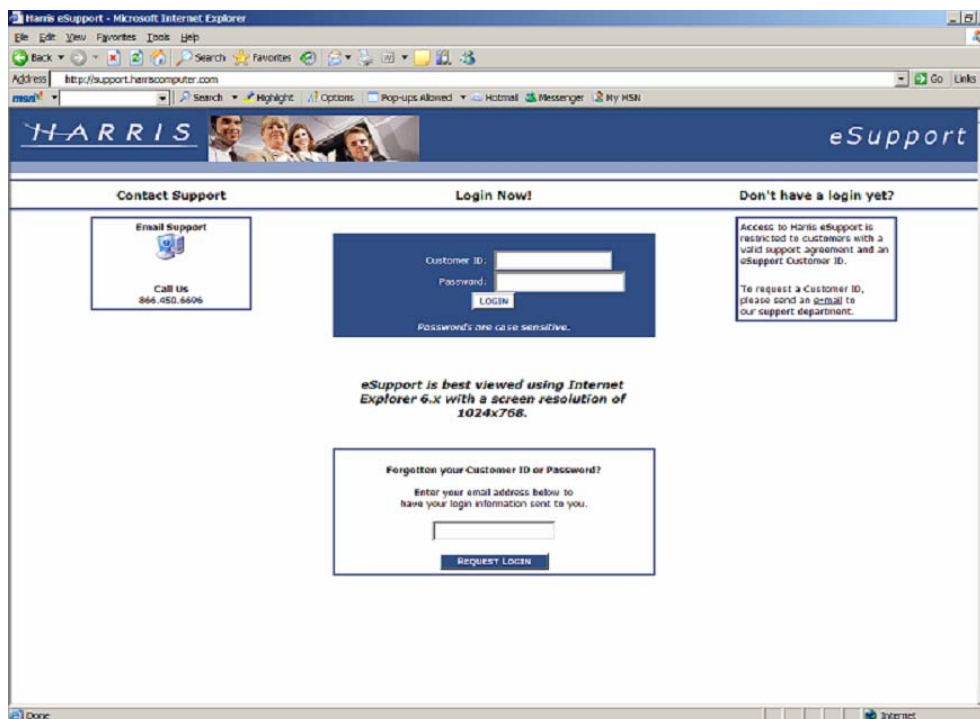
For more information on eSupport contact the Harris Support department at 1-866-450-6696 or support@harriscomputer.com

Entering a New Call

Step 1

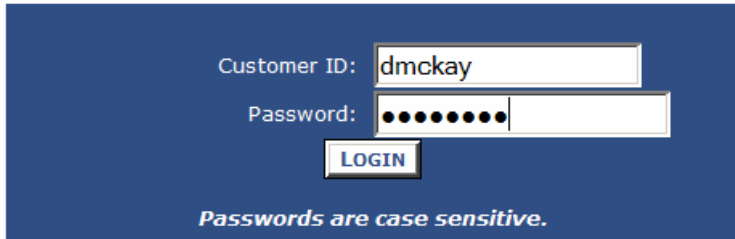
Open a web browser and go to <http://support.harriscomputer.com>

The following screen appears:



Step 2

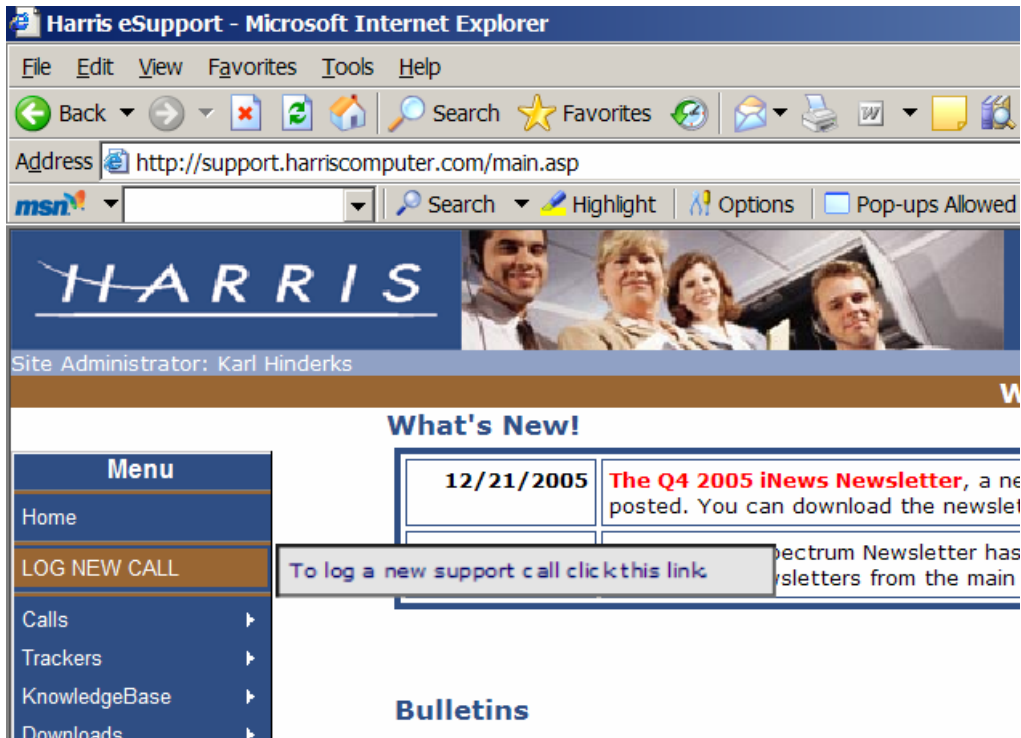
In the login text fields enter your provided username and password. If you do not have login information, contact support and this will be provided to you.



A screenshot of a login form on a blue background. It contains two text input fields: "Customer ID:" with the value "dmckay" and "Password:" with ten black dots. Below the fields is a "LOGIN" button. At the bottom, the text "Passwords are case sensitive." is displayed.

Step 3

Once you have successfully logged in, click the LOG NEW CALL menu item.

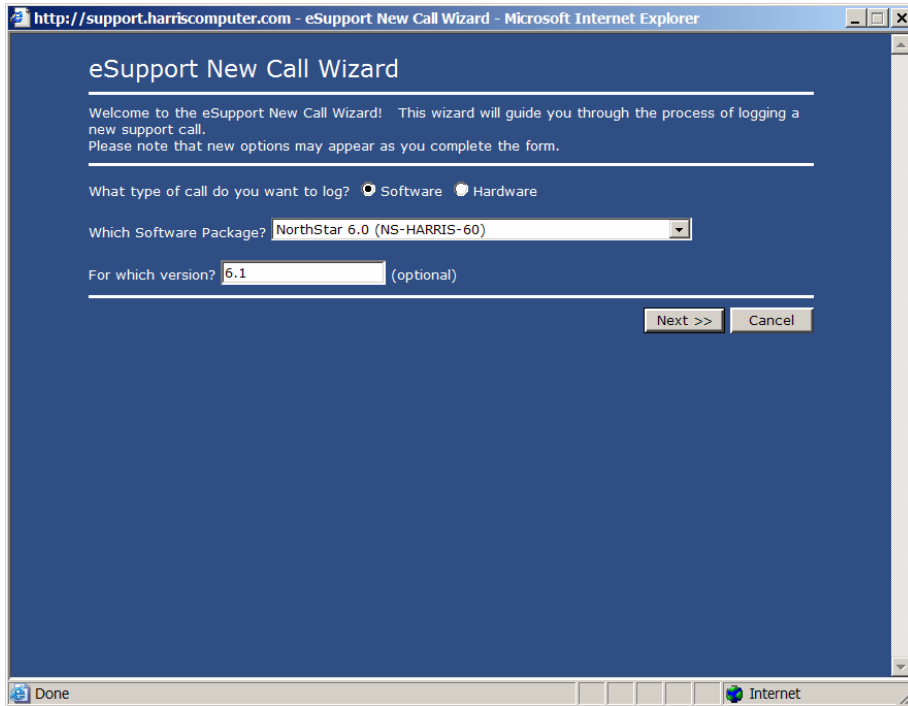


A screenshot of a Microsoft Internet Explorer browser window displaying the Harris eSupport website. The browser title is "Harris eSupport - Microsoft Internet Explorer". The address bar shows "http://support.harriscomputer.com/main.asp". The website header features the "HARRIS" logo and a photo of four people. Below the header, the site administrator is listed as "Karl Hinderks". A "What's New!" section contains a news item dated "12/21/2005" about the "Q4 2005 iNews Newsletter". A "Menu" sidebar on the left lists "Home", "LOG NEW CALL" (highlighted), "Calls", "Trackers", "KnowledgeBase", and "Downloads". A "Bulletins" section is also visible.

This menu item will launch the eSupport New Call Wizard.

Step 4

Specify if the call is software or hardware related, the software package and version that you are using and then click the Next button



The screenshot shows a web browser window titled "http://support.harriscomputer.com - eSupport New Call Wizard - Microsoft Internet Explorer". The page content is as follows:

eSupport New Call Wizard

Welcome to the eSupport New Call Wizard! This wizard will guide you through the process of logging a new support call.
Please note that new options may appear as you complete the form.

What type of call do you want to log? Software Hardware

Which Software Package? NorthStar 6.0 (NS-HARRIS-60) [dropdown arrow]

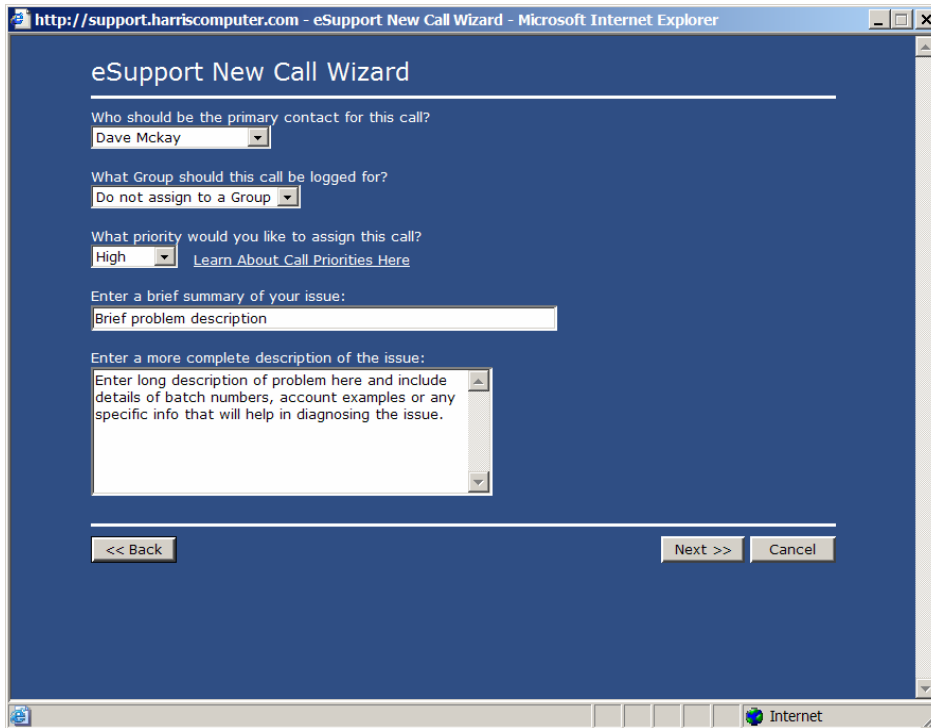
For which version? 6.1 (optional)

Next >> Cancel

At the bottom of the browser window, the status bar shows "Done" and "Internet".

Step 5

The next screen that appears is where you enter the issue details.



The screenshot shows a web browser window titled "http://support.harriscomputer.com - eSupport New Call Wizard - Microsoft Internet Explorer". The page content is as follows:

eSupport New Call Wizard

Who should be the primary contact for this call?
Dave Mckay

What Group should this call be logged for?
Do not assign to a Group

What priority would you like to assign this call?
High [Learn About Call Priorities Here](#)

Enter a brief summary of your issue:
Brief problem description

Enter a more complete description of the issue:
Enter long description of problem here and include details of batch numbers, account examples or any specific info that will help in diagnosing the issue.

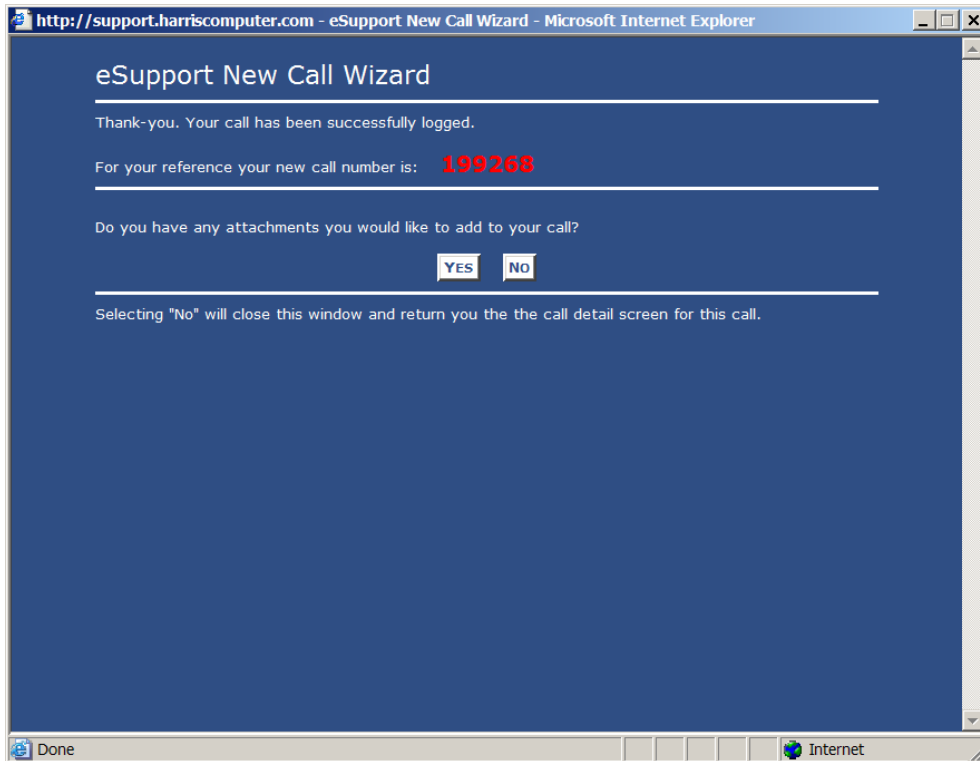
Navigation buttons: << Back, Next >>, Cancel

Enter your primary contact if applicable, the priority of the call and a brief and long description that will help support resolve the issue. For software issues, include as much relevant information as possible. This can be account numbers, batch numbers, steps to reproduce the error or screenshots of the screen in question.

Once complete, click Next

Step 6

The following screen will then appear:

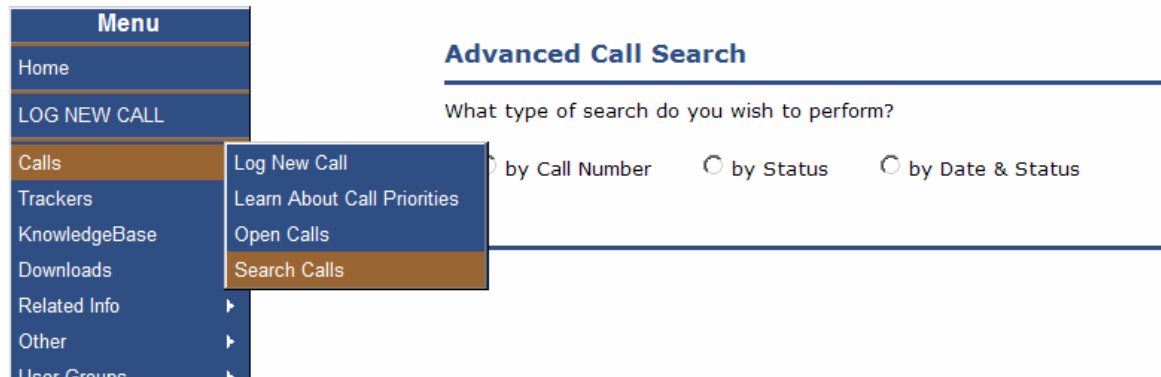
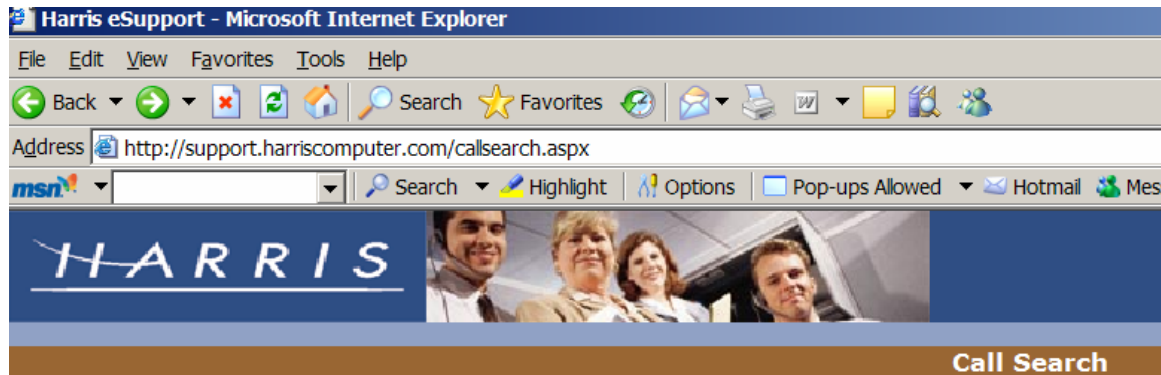


Your call number is shown above (in red). If you have an attachment to add that will help with the resolution of the call, click the Yes button and you can browse your computer for the file to attach.

Checking the status on a call

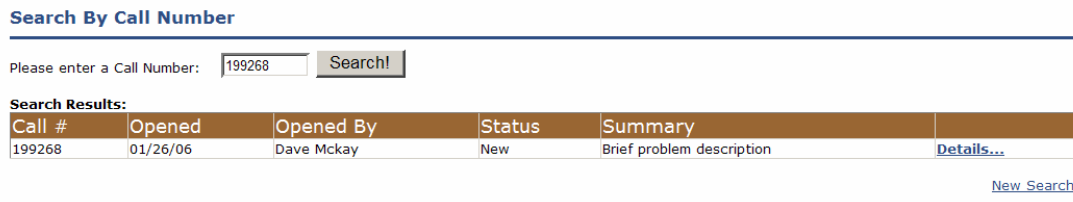
Step 1

Select Calls and the Search Calls from the menu:



Step 2

Enter the call number and click Search



Step 3

Click "Details" for the desired call's status and an up-to-date status of your call is displayed:

Harris eSupport - Support Call Detail - Microsoft Internet Explorer

Address: http://support.harriscomputer.com/calldetal.asp?callid=3160172311144000225651TT1262006D

Corporate Site
Contact Support
Submit comments about eSupport!
Logout

Brief problem description

Event History

Added By: CLIENTELENET **Add Date:** 1/26/2006 10:56:51 PM
Status: New

Summary:
Brief problem description

Details:
Enter long description of problem here and include details of batch numbers, account examples or any specific info that will help in diagnosing the issue.

[Add New Event / Close Call](#)
To add a new event to this call please complete the following form.

Added By: Dave McKay **Add Date:** 1/26/2006 10:59:36 PM

Summary:
Update to test issue

Details:
This issue is entered for customer documentation purposes only. No action required.

Attachment #1:

Attachment #2:

Attachment #3:

Close Call? No Yes

Done Internet