Introduction

This document provides the general guidelines for the customer for filing issues encountered on fogOS products.

The process serves to foster efficient communication / collaboration and facilitate a quick turnaround depending upon the severity and urgency of the issue. This is an evolving document that would continue to populate the requirements of commands and logs needed for engineering evaluation of the filed fogOS issues.

Process to report fogOS issue

The issues reported to Nebbiolo Engineering could be in the form of either a query OR filing a defect in the Asana Task System hosted in cloud. All customers are provided an account to login and create a task describing the issue with the required details. Please contact your Nebbiolo representative to create an account, if not done already.

In case of a critical business impacting issue, it is encouraged to accompany filing a task with an email / phone communication to the Nebbiolo representative personnel too.

When filing a task, a provided template should be utilized to provide the necessary details / logs.

Defect Filing Template:

Following format is recommended for a task to be filed so that sufficient details are provided in the first communication facilitating faster turnaround time.
For easier filing process, an Asana template has been provided that can be copied and details filled in.

Example:

Title: < Title of the issue> (subject line of the email)

Summary: <Brief Summary>

Severity / Urgency: <P1 – Showstopper, P2 – Major, P3 - Minor>
Please refer to the explanation of the severity level provided below to use the correct priority of the case.

Description of issue: <Detailed Description>

Reproduction Steps: <Reproduction Recipe>

Remote Access (if difficult to reproduce): <If available>

Client browser used:
<add browser e.g. Firefox | Chrome>

Drop-down list selection from template OR Mandatory tags: <found in release version>, <severity/urgency>, <type of request>, <customer-name>
Tag examples:
fogOS1.2.0, P2-Major, defect, abc inc.
fogOS1.2.0, P3-Minor, query, xyx ltd.

Submitter Name:
Submitter Email:

Attachments: Logs, Output, Screenshots, data-captures, etc…

Additional Info:

    Neighboring devices, Apps, Southbound devices, Northbound connectivity, etc..

    Information about fogSM connectivity, via Proxy, Firewall, etc.

    Is this issue related to any assets (customer VM's / containers) present in the system: Y/N

    If Y:

        Asset Name:

        Asset Operating System/Version:

    Asset connected to which Foglet Interface: S1/S2/S3 ?

    Details about Southbound devices connected to Foglet?

        Directly connected or via Switch?

Tracking Defect Progress:

Updates to the case can be followed up by logging into Asana Server and checking for updates / comments for the tasks filed. If a defect is root-caused to a feature / function that is not supported, then a new task will be created to track it as an "enhancement request". This would be tracked separately and mapped to future releases depending upon the scope.

The escalations logged into the system will go though following major stages internally:

(a) **Evaluate:** The issues when first logged will be evaluated by the system team and assigned to respective experts (SME's) for that area. There is no formal "Evaluate" state in Asana task system, however it is reflected as "-" in the status field.

(b) **Assigned:** Engineer is actively investigating the issue and analyzing the data shared by the customer. This may involve further communications with the customer / submitter to understand the issue OR request more logs / data.

(c) **Fixed:** Issue has been understood and currently a fix / workaround is being worked upon. This stage will involve identifying the scope of the fix as well as feasibility of a workaround. Once the fix scope is identified, the fix (if applicable) will be mapped to a specific release and reflected in "Target Release / Fixed Release" field. If the issue does not involve fix, appropriate communication is carried out to the submitter providing adequate explanation.

(d) **Testing:** This may be an optional stage if mapped to a future release OR a query. Otherwise, the task will be assigned to the tester for fix verification.

(e) **Closed:** On acknowledgement from the submitter after sharing adequate details, the issue will be closed. If need be, an engineering image will be provided for fix validation by the submitter and will be closed after verification.

Service Level Agreements:

Severity Levels:

The responses to the escalated issues will be provided in a timely fashion as listed below depending upon the severity of the escalated issues OR urgency of a query during the PST timezone (9am-7pm PST).

P1 - Showstopper (critical failure not yet recovered, impacting business): Initial acceptance Response in less than 2 hours (engineer assignment) from the problem being reported / PST timezone start and subsequent update within the next 6 hours. We recommend to also contact Nebbiolo account personnel by phone for a headsup.

P2 - Major (high priority failure, recovered with a workaround): First Response in less than 24 hours from the problem being reported / PST timezone start. Subsequent updates would be every 48 hours until root-caused / closed.

P3 - Minor (low priority discrepancy): First response in less than 48 hours from the problem being reported / PST timezone start. Subsequent updates would be provided in a weekly manner until root-caused / closed.

Planned Maintenance Window: As a differentiator to our Support Offerings, we encourage customers to provide us an early headsup for a planned maintenance window, so that we can proactively make arrangements for the availability of our personnel in case of a critical unforeseen issues. This would also allow the engineering team to share any known caveats and available workarounds to ensure a successful maintenance window.

Release Supportability:

We highly recommend to upgrade to the latest release for a train to avoid any known critical issues that have been addressed in the later release.

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