

# **HighPoint Technologies, Inc. Online Technical Support Guide**

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## 1. Introduction – Web Support

HighPoint Technologies, Inc. provides an online Technical Support interface for our direct and end customers. Customers can interface directly with HighPoint Support and Engineering personnel from any time zone or location. The Web Support interface is available 24 hours a day, 365 days a year.

All inquiries will be responded to within 1 business day.

The Web Support Interface, also known as the Support Portal, can be accessed from our company website, or directly using the following URL:

<http://www.highpoint-tech.com/websupport/>

## 2 Accessing the Global Web Support portal

The HighPoint Global Web Support portal will display the following login screen after accessing the Web Support URL:

HighPoint Global Web Support

Language: Default

HighPoint Global Support - Login

Username:

Password:

Log In

[Forgotten your details?](#)

[Customer Sign Up!](#)

Visit HighPoint website at [www.highpoint-tech.com](http://www.highpoint-tech.com)

### 2.2 Logging In:

The Online Support website will display a Customer Login interface. If you already have a HighPoint Global Web Support account, please enter your Username, your Password, and click the “Log In” button to access your profile page. *Note: You can specify the language by using the drop-down menu at the top of the page.*

### 2.3 Existing Account:

If you already have an account, but have forgotten your Username or Password, click “Forgotten Your Details?”

HighPoint Global Web Support

Forgotten your details?

Email Address

Continue

Visit HighPoint website at [www.highpoint-tech.com](http://www.highpoint-tech.com)

Type in your Email address and click Continue. Web Support will send login instructions to this account.

We have sent instructions for setting a new password to the email address provided.

[Back to login page](#)

## 2.4 New Customer:

If you are a new customer, please create an account. Click “Customer Sign Up!”

### HighPoint Global Web Support



#### New Customer

<b>Name</b>	Title	First Name	Last Name	Required
<b>Job Title</b>				
<b>Department</b>				
<b>Email</b>				Required <input type="checkbox"/> Email Data Protection [?]
<b>Telephone</b>				<input type="checkbox"/> Telephone Data Protection [?]
<b>Mobile</b>				
<b>Fax</b>				
<b>Address</b>	<input type="checkbox"/> Address Data Protection [?]			
<b>Address1</b>				
<b>Address2</b>				
<b>City</b>				
<b>County</b>				
<b>Country</b>	UNITED STATES			Required
<b>Postcode</b>				
<b>Email details</b>	<input checked="" type="checkbox"/> Email customer login details?			
<b>Email Notice</b>	<input checked="" type="checkbox"/> Get email notice of products that you registered.			

[Add Customer](#)

[Visit HighPoint website at www.highpoint-tech.com](#)

*Note: Required fields are marked with a red background and text notation.*

Fill out the New Customer Form and click the “Add Customer” button to submit your application. Web Support will email you a login name and password. You can change your password and username after you have logged in.

## 3 Your Account

### 3.2 Account Home Page:

Web Support will display your account home page. This page will display a list of all registered HighPoint products.

### 3.3 Account Menu:

In the upper left-hand corner of the interface, a series of Menu selections are available:

**Issues:** Displays a list of your current and past support cases. Click on the case ID # to view to open the support issue.

**Products:** Displays a list of all registered products.

**FAQ:** Frequently Asked Questions – a question and answer database for common support issues. We recommend checking the FAQ before creating a new support case.

**My Profile:** Update and edit your account profile

**Logout:** Sign out and exit the Web Support interface

## 4 Submitting a Support Request:

To submit a Support Request, click “Products” from your account Menu. If you have already registered the product, click “Add Issue” and skip to section 4.2.2 (Adding a Support Issue). If the product has not been registered, select “Add Product Registration”

#### 4.2.1 Adding a Product:

The screenshot shows the 'Add Product Registration' form on the HighPoint Global Web Support website. The form is titled 'Add Product Registration' and includes a sub-header 'All of this sites' customers are supported'. The form fields are: 'Product' (a drop-down menu), 'Purchase Date' (a calendar icon), and 'Product Serial Number' (a text input field). A blue button labeled 'Add Product Registration' is located below the form. At the bottom of the page, there is a footer with the text 'Visit HighPoint website at www.highpoint-tech.com'.

- Product:** Click the drop-down menu and select the product mode. Alternately, you can specify the nature of your inquiry: Presales Technical Issue / Reseller and Distributor Issue / Sales Issue.
- Purchase Date:** Click the calendar icon and select the purchase date.
- Serial Number:** Type in the product's serial number. The serial number is displayed on the product's UPC sticker. The UPC label is located on the retail box, and the product. For HBA's and JBOD expanders, check the rear of the device or the bracket. For RocketStor Storage docks, check the bottom of the unit.
- Notes:** This field is optional

Once complete, click "Add Product Registration". The interface will display a summary:

The screenshot shows the 'Product Registration' summary page on the HighPoint Global Web Support website. The page is titled 'Product Registration' and displays the following information:

Product Registration ID:	15706
Status:	Active
Customer:	yr
Reseller:	Us (No Reseller)
Product:	Rocket 644L
S/N:	1204M10100011
Purchase Date:	2013-09-17

Below the table, there is a blue link labeled 'Edit Product Registration'. At the bottom of the page, there is a footer with the text 'Visit HighPoint website at www.highpoint-tech.com'.

Note: You can edit any product entry by clicking “Edit Product Registration”.

Once the product is registered, click “Products” from the Account Menu, locate the product from your list, and click “Add Issue”.

#### 4.2.2 Adding a Support Issue



**HighPoint Global Web Support**

Issues Products FAQ My Profile Logout

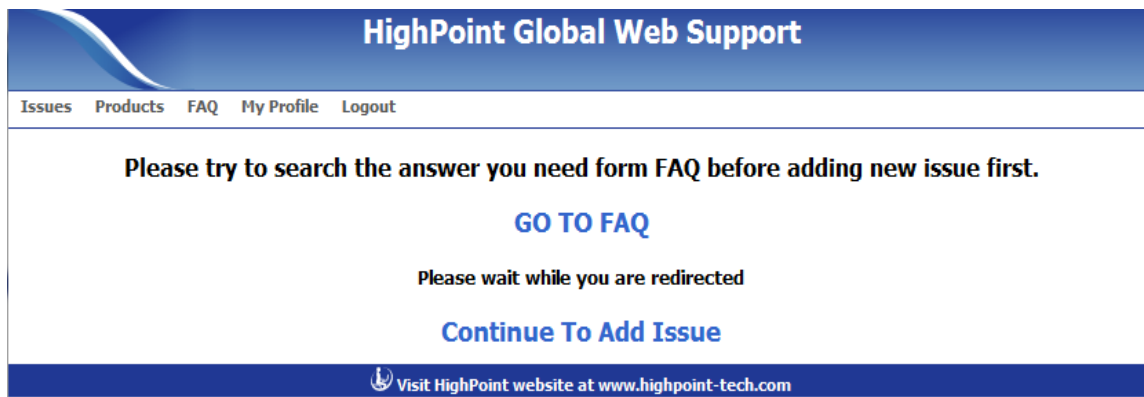
**Your support products**

Product	S/N	Purchase Date	Details	Operation	Operation
RocketRAID 2680	0803M3A000001	2013-09-11	<a href="#">View</a>	<a href="#">Delete</a>	<a href="#">Add Issue</a>
RocketU 1144BM	1234T000010000	2013-09-09	<a href="#">View</a>	<a href="#">Delete</a>	<a href="#">Add Issue</a>
Rocket 644L	1204M10100011	2013-09-17	<a href="#">View</a>	<a href="#">Delete</a>	<a href="#">Add Issue</a>

[Add Product Registration](#)

Visit HighPoint website at [www.highpoint-tech.com](http://www.highpoint-tech.com)

After clicking “Add Issue”, Web Support will display the following reminder:



**HighPoint Global Web Support**

Issues Products FAQ My Profile Logout

**Please try to search the answer you need form FAQ before adding new issue first.**

[GO TO FAQ](#)

Please wait while you are redirected

[Continue To Add Issue](#)

Visit HighPoint website at [www.highpoint-tech.com](http://www.highpoint-tech.com)

Click “Continue to Add Issue” to proceed.

The “Add Issue” interface will present the following form. The form requires that you title your support issue. After typing in an appropriate title, please complete as many fields as possible. This will allow our Support Personnel to resolve your inquiry in the shortest time possible. You can enter a detailed description using “Other Configuration Information”



1. Pre-sales submission:

### **Add Issue**

<b>Issue Type:</b>	<input checked="" type="radio"/> Pre-sales Consulting <input type="radio"/> After-sales Consulting
<b>Area:</b>	- <b>NOTE:</b> Not setting one may slow down processing your issue
<b>Title:</b>	<input type="text"/> <i>Required</i>
<b>Problem Description:</b>	The more information you can provide, the better:
	<div style="border: 1px solid #ccc; height: 150px;"></div>

**Add Issue**

## 2. After-Sales submission:

### Add Issue

<b>Issue Type:</b>	<input type="radio"/> Pre-sales Consulting <input checked="" type="radio"/> After-sales Consulting
<b>Area:</b>	Note: Incomplete settings may delay support processing
<b>Title:</b>	<input type="text"/> Required
<b>BIOS/Firmware Version:</b>	<input type="text"/> Required
<b>Driver Version:</b>	<input type="text"/> Required
<b>WebGUI Version:</b>	<input type="text"/> Required
<b>RAID Configure:</b>	<input type="text"/> Required
<b>Operating System:</b>	<input type="text"/> (type, version, 32/64bit) Required
<b>Serial No:</b>	1234T000010000 Required
<b>Purchase Date:</b>	2013-09-09
<b>Purchase From:</b>	<input type="text"/>
<b>Motherboard Model:</b>	<input type="text"/>
<b>System BIOS Version:</b>	<input type="text"/>
<b>System memory size:</b>	<input type="text"/>
<b>HDD Model:</b>	<input type="text"/>
<b>HDD Firmware version:</b>	<input type="text"/>
<b>Data RAID Or Boot RAID:</b>	<input type="text"/>
<b>External Enclosure (make and model):</b>	<input type="text"/>
<b>PM(port multiplier) Chip:</b>	<input type="text"/>

<b>Problem Description:</b>	The more information you can provide, the better: a. How long have you had this controller before the problem occurred? b. Can this issue be reproduced consistently? Please provide steps for us to reproduce it if you can. c. Provide us the Web GUI screenshots and event log information.
	<input type="text"/>

[Add Issue](#)

Click "Add Issue" to submit your request. A record of the support case will be sent to you email account.




The interface will display the following:

## Success: Issue Added

Please wait while you are redirected

[Continue](#)

 Visit HighPoint website at [www.highpoint-tech.com](http://www.highpoint-tech.com)


Once your issue has been fully uploaded, the following interface will be displayed:

### Your current open issues

 [Show closed issues](#)

ID	Issue	Products	S/N	Owner	Last Updated	Status	Operation
17787	this is a test	# Pre Sales Technical	123456789	HighPoint Global Support	Sep 5th 2013 @ 1:02am	Active	<a href="#">Update</a>   <a href="#">Request Closure</a>

 [Add Issue](#)

 Visit HighPoint website at [www.highpoint-tech.com](http://www.highpoint-tech.com)

The Web Support Interface will assign you a Case ID (specified under the ID column).

Our Technical Support department will respond to your issue within 1 business day. An email will automatically be sent to your account when your support issue has been is updated.

**Note:** If more than 1 working day has passed since the last update, please submit an update request via email to [support@highpoint-tech.com](mailto:support@highpoint-tech.com). Please specify your Case ID.

You can update the support issue at any time. After logging on, select “Issues” from your Account Menu and click “Update”. If you wish to close the support issue, submit a request by clicking “Request Closure”.


HighPoint Global Web Support

Issues Products FAQ My Profile Logout

yr

 **Update Issue 14892**

Update:

 Attachment (<6 MBytes):

 Visit HighPoint website at [www.highpoint-tech.com](http://www.highpoint-tech.com)