

Infoblox Support Center User Guide

Revision: 1.0
Updated: Nov. 2005

Accessing Infoblox Support Center

To log into Infoblox Support Center you need to have a username and password. To create a support userID, you will need to register. If you have previously registered your product with Infoblox, click on “Register User” link within Customer Login window. If you have not registered your Infoblox product previously, please click on “Register Product” link within Customer Login window or “Product Registration” link on the left side navigation window. Click on “Forgot Password” link and enter your email ID to reset your password.

Customer Login window may be accessed from the Support Overview or Support Center Login page.

The screenshot displays the Infoblox Support Center interface. On the left is a navigation menu with the following items: Support Overview, Maintenance Packages (with sub-items Premium Maintenance and Basic Maintenance), Support Center Login (with a Facebook icon), Training Programs, Product Registration (circled in red), Support FAQ, Customer News, and Support Contacts. The main content area is titled "Support Center Login" and contains a descriptive paragraph about the support site's tools, followed by a bulleted list of services: Case Management, Knowledge Base, Technical Library, and Downloads. To the right of the text is an icon of three laptops. Further right is a "CUSTOMER LOGIN" form with fields for Email ID and Password, an ENTER button, and links for Forgot Password, Register User (circled in red), and Register Product. Below the login form is a "FIND OUT MORE" section with a CONTACT US button.

Logging In to Infoblox Support Center

Enter your Email ID and Password in the Customer Login box.

The screenshot shows the Infoblox Support Center website. At the top right, there are navigation links: [Contact Us](#), [Register for Info](#), [Customer Login](#), and [Site Map](#). Below these is a search bar with a [SEARCH](#) button. A dark blue navigation bar contains links for [Company](#), [Products](#), [Solutions](#), [Partners](#), [Support](#), [News & Events](#), and [Library](#). The main content area is titled "SUPPORT" and includes a "Support Overview" section with a "WELCOME TO INFOBLOX TECHNICAL SUPPORT!" message. Below this, there is a paragraph about the support site's purpose and a list of tools: Case Management, Knowledge Base, Technical Library, and Downloads. To the right, the "CUSTOMER LOGIN" form is highlighted with a red box. It contains fields for "Email ID" (with the value "jdoe@infoblox.com") and "Password" (masked with dots). Below the fields are buttons for "ENTER", "Forgot Password", "Register User", and "Register Product". Further down, there is a "FIND OUT MORE" section with a "CONTACT US" button. At the bottom left, there is a "CUSTOMER NEWS" table with a "more..." link.

CUSTOMER NEWS	
October 24, 2005	DNSone 3.2r2 Release
October 3, 2005	RADIUSone 1.4r1 Release
September 21, 2005	DNSone 3.2r1 Release
September 6, 2005	DNSone 3.1r6 Release
August 25, 2005	RADIUSone 1.3r2 Release
August 2, 2005	DNSone 2.5.4-0 Release
July 28, 2005	DNSone 3.1r5 Release
more...	

Please send us your comments on Support website to feedback@infoblox.com.

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Infoblox Support Center Homepage

After you have logged in, you will be presented with the Infoblox Support Center Homepage.

To register a user for Infoblox Support you need the Infoblox Support ID number.

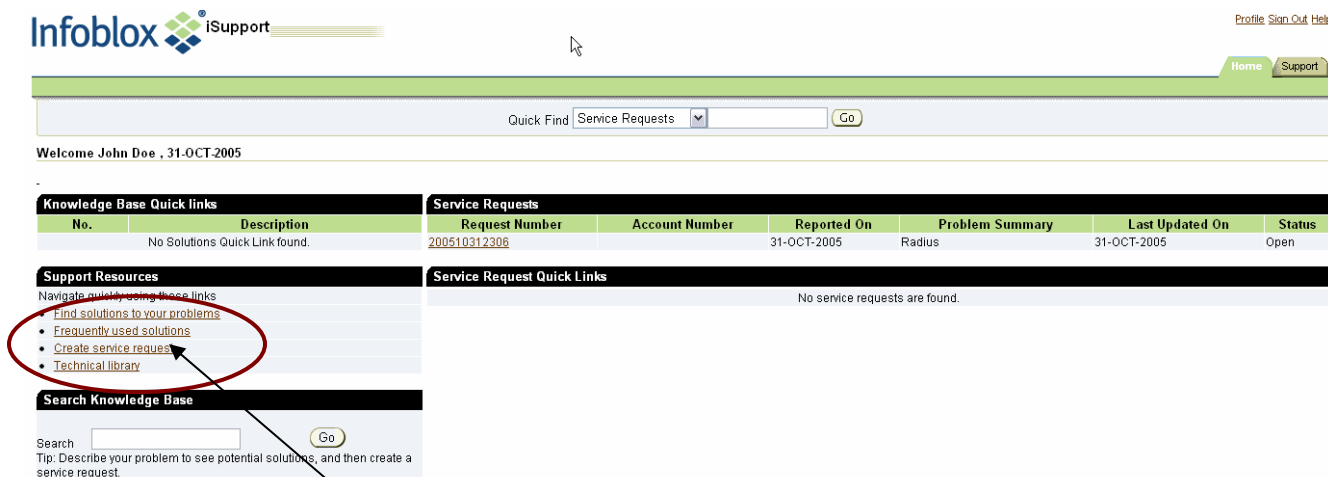
From the Infoblox Support Center homepage you will have links to Case Management, the Knowledge Base, Technical Library aspects of the Infoblox Support Center.

To download the product releases, support packs, SNMP MIBs and etc. click on "Downloads"

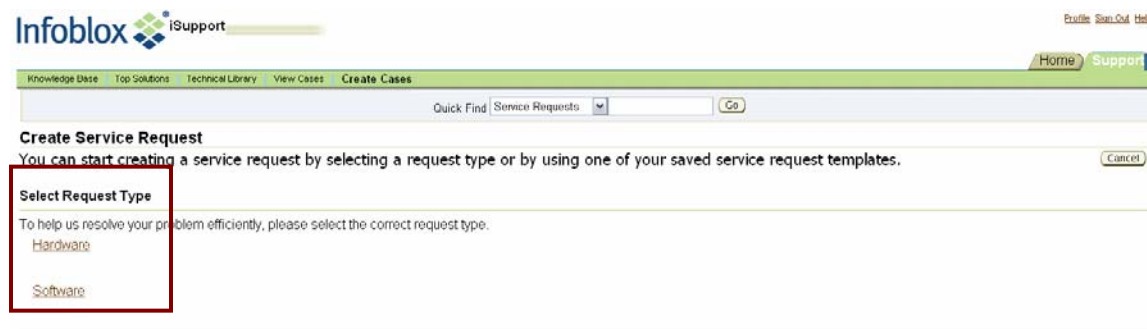
Managing Your Cases

Now that you have logged in, you can create a new case, view or add comments to existing cases or attach files to cases.

- Click on "LEARN MORE" button in "Infoblox iSupport Portal" window on Support Center page.
- To search knowledge base you can either click on "Find solutions to your problems" in the Support Resources Bin or enter the search criteria in the Search Knowledge Base Bin.
- Access all the existing cases under Service Requests Bin



Step 1) To create a new case, click on the "Create service request" link in the Support Resources Bin.



Step 2) Select the Service Request Type (as above)

Step 3) To fill out the form, enter the appropriate information for the following fields:

- Product Serial Number: Select the serial number by clicking the flash light
- Problem Type: Select the appropriate Problem Type by clicking the flash light.
- Problem Summary: A summary of your problem, this will be used to search the knowledge base for possible solutions.
- Priority: The severity level of the problem you are seeing.
- Product: DNSone, Keystone, RADIUSone, LDAPone
- Revision & Patch level: The revision of software you are running as well as the patch level.
- Problem Description Note: The description of the problem you are having. Be as detailed in this field as you need to be.
- Attachments: You can attach files such as support bundles, backups, log files, screen shots, and etc. Click on the Add Attachment button to attach files to your case.

Once you have filled out the form, and attached any files (if necessary), click next button, this will take you to the search knowledge base screen (as below) with possible suggested solutions.

Step 4) Check whether any of the suggested solutions resolves your cases. The results will be displayed based on the Problem Summary you entered in the above screen shot.

Create Service Request: Suggested Solutions

Request Type: **Software** Product: _____
 Version: _____ Serial Number: _____
 Urgency: **Medium**
 Problem Summary: **Radius**
 Problem Type: **DNS**

Suggested Solutions

Based on the information provided by you in the previous steps, the following knowledge may help to resolve your problem. Review these articles, and if you are unable to find a solution to your problem, click "Next" to proceed to the next step.

Score	Title	Number	Last Updated
99	RADIUS Example: EAP-TLS with Cisco Aironet AP 1200	10151	20-OCT-2005 13:05:53
97	RADIUS How use RADIUS for login authentication into Sun Solaris	10264	20-OCT-2005 18:05:45
74	Creating EAP Certificates includes TLS Client Certificate usage details	10162	20-OCT-2005 18:49:23
74	#02.116 Encrypted	10188	19-OCT-2005 20:20:13
67	What do I need to know to configure EAP-TLS	10249	20-OCT-2005 17:55:54
59	This is a general description on how to configure a proxy policy	10332	20-OCT-2005 18:38:38
59	Configure SecureID 5.0 and RADIUS One to work together	10164	20-OCT-2005 12:58:08
59	Prerequisites for API recording on the RADIUS One using Windows	10147	20-OCT-2005 13:10:04
52	Configure RADIUS One Device Authentication via Microsoft Active Directory Using NT LAN Manager (NTLM) Option	10169	19-OCT-2005 15:57:16
45	Upgrade to 1.2.1	10301	20-OCT-2005 19:22:32
39	What are the basic settings needed to configure the RADIUS One for VTY?	10148	20-OCT-2005 14:37:07
38	How can I learn from the RADIUS One to a Cisco ACS Server?	10197	19-OCT-2005 20:00:22
30	Prerequisite for LDAPs to work with Active Directory Server	10268	20-OCT-2005 18:11:46
30	Can a User change his own RADIUS password?	10196	19-OCT-2005 20:01:39
30	Authentication failing after breaking an HK user and changing to standalone servers	10143	20-OCT-2005 14:38:41

Step 5) Before submitting the case, review the information and click on Submit button to create the case.

Create Service Request: Review

*Indicates required field

Request Type: **Software** Product: _____
 Version: _____ Serial Number: _____
 Urgency: **Medium**
 Problem Summary: **Radius**
 Problem Type: **DNS**

Problem Details

Note Type: **Problem Description**
 Note: **Problem Description**

Attachments

Attachment Category Description
 There are no attachments associated with the Service Request.

Contacts

Contact Name Contact By
 John Doe E-mail: john@infoblox.com

Primary Contact

Customer: **INFOBLOX** Contact: **John Doe**

Step 6) You will be emailed a case number as well as a URL to click to check the case status, update notes and etc.

Infoblox iSupport

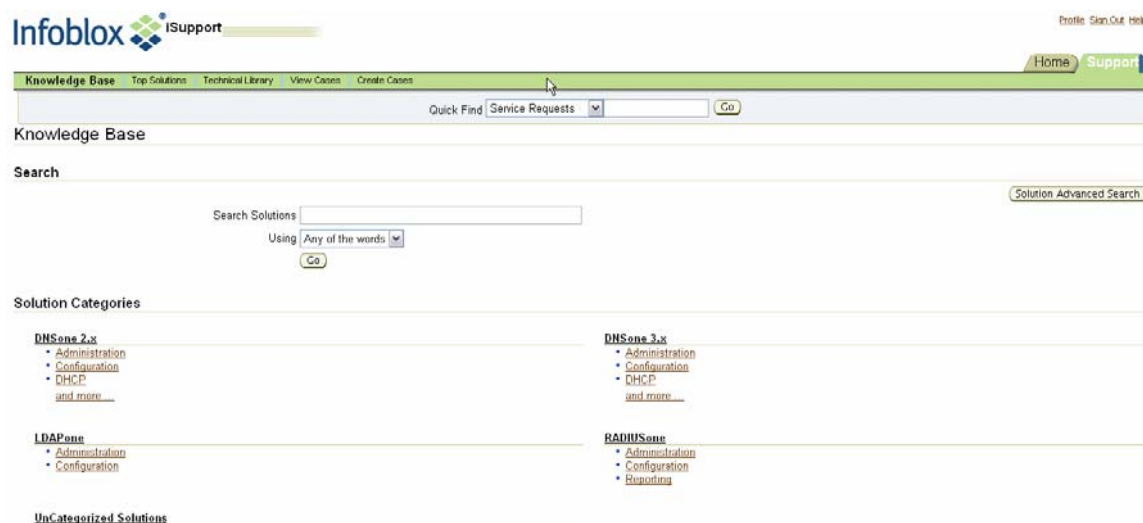
Knowledge Base | Top Solutions | Technical Library | View Cases | Create Cases

Quick Find: Service Requests [] [Go]

Confirmation: Service request created: 200510310404-radius

Service Request **200510310404** has been created. You can make updates to the service request and also review the updates by the service organization.

Infoblox iSupport Support Page




- 1) Knowledge Base: Use Knowledge Base Tab to search knowledge base by using "Any of the words", "All of the Words", or "Exact Phrase". Alternatively you can also navigate the Solution Categories for appropriate KB articles.
- 2) Top Solutions: Use this tab to see the top solutions.
- 3) Technical Library: Use this tab to see the Technical Library articles. The page contains Release Notes, Upgrade Guide or any technical documents related to Infoblox products.
- 4) View Cases: Use this tab to see the existing cases
- 5) Create Cases: Use this tab to submit new cases.

Infoblox iSupport User Registration

Step 1) Enter your Infoblox support ID number and click on **Next** Button

User Registration

Details: Enter your INFOBLOX Support ID Number


 **TIP** You've chosen to register for an existing company. Please enter your INFOBLOX Support ID number below:

- INFOBLOX Support ID Number:
- Required field

Step 2) Enter the First Name, Last Name, E-mail (as username), Password, optionally click on Subscribe to Infoblox mailing check box to receive the Infoblox mailing.

User Registration

Details: Enter Your Personal Information

 **TIP** Please enter your personal information. Confirmations will be sent to the e-mail address you have listed.

- * First Name
- * Last Name
- * E-mail
(first.last@yourdomain.com) Your E-mail Address will be your User Name
- * Password
(Password should be at least 6 characters long.)
- * Verify Password
- Phone Number
(Area Code, Number)
- Subscribe to Infoblox Mailing Check here if you would like to receive Infoblox Mailing
- * Required field

Step 3) You will get an email confirmation of the registration. Once your user registration is approved you will get the final approval email which can be used to log cases, view cases, search knowledge base and etc.

