



Administrative information



Here are the administrative information you should know as a user of kerlink's products.

Kerlink Administrative tools

How to access to Kerlink documentation ?

KERLINK WIKI



How to contact support team ?

Ticketing tool – OTRS
KERLINK Technical Support Team email



How to have secure exchanges ?

Secure delivery space – SAFEDEL
Secure file exchange tool – Kerlink File Transfer
Secure text exchange tool – Paste



How to contact the Customer Service Repair ?

Return Merchandise Authorization (RMA) process



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Here are a presentation of the basic information you should know about Kerlink administrative operation.

- How to access to the kerlink documentation called kerlink wiki
- How to contact the support team
- How to have secure exchanges with kerlink
- How to contact the Customer Service Repair

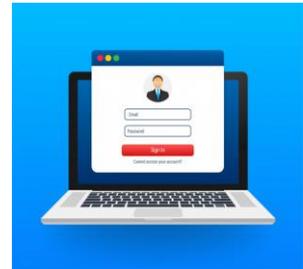


*How to access to Kerlink
documentation?*



Request your WIKI account

- Kerlink solution documentation is available on KERLINK WIKI
- Ask for a WIKI account creation to support@kerlink.fr
 - The Serial Number of one of your gateways is mandatory
- The WIKI account is per company
- The credentials are common to all KERLINK WIKI contents



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Firstly, all the kerlink solution documentation is available on Kerlink WIKI.

To access this wiki, you need an account provided by the kerlink support team. You can request an account creation by contacting support@kerlink.fr and giving the serial number, your first name and last name and finally your Company name. Then, your kerlink support team will give your credentials as fast as possible.

All the employees in a company have the same account, but you can ask the support to add people to the account which permits to send him or her the login and password.

Note that the entire wiki is accessible with the same credentials.

Access to the wiki page of your product

- Go to KERLINK WIKI homepage : <https://wikikerlink.fr/>
- Click on the desired product



To access the wiki, you should enter <https://wikikerlink.fr/> in a URL bar.

Then, you arrive on this home page. Next, just click on the type of kerlink product you are interested in.

You will have to enter your credentials.

QUICKSTART PAGE

- The WIKI home page for each product gives an access to
 - A QuickStart page : What to know to start with the product ?
 - All pages giving more details about the product : Menu on the left

Direct access to all the WIKI pages

Table of content of the current page

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For each product, after having entered your credentials, you will be taken to a quickstart page which gives you what you should know to start with the product you chose before.

On the right, you have a table of content of the current page that allows you to easily navigate on the page and go directly to the desired section.

On the left, you have access to all the pages you may need for the selected product. All the details you should know about this product are available on the wiki. You can access the resources you need to update gateways, configure it, etc.



How to contact support team?



Support access rules

- Kerlink provides direct support to
 - Official reseller
 - Support to reseller's customers is provided by reseller
 - Products covered by maintenance offer
 - The serial number of the concerned product is mandatory in the ticket
 - Loan products
 - Customers with Bronze, Silver or Gold contract



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Kerlink provides direct support to the official resellers, the products covered by maintenance offer, the loan products and the customers with Bronze, Silver and Gold contract.

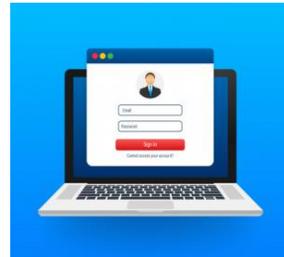
Note that if you bought your gateway from a Kerlink reseller, you must, contact directly this reseller for any kind of support ! If needed, the reseller will then contact Kerlink support team.

For each request to the Kerlink support team, please systematically provide the serial number of the product concerned by the request.

How to contact support team?

• Kerlink ticketing tool : OTRS

- Ask for an OTRS account creation to support@kerlink.fr
- The OTRS accounts are nominative
 - Use « forgot password » of the web interface to retrieve your password
 - Use « forgot password » feature with your login, not your email address
- 2 ways to open a ticket
 - Directly on the OTRS web interface
<http://otrs.kerlinkm2mtechnologies.com/customer.pl>
 - With an e-mail to helpdesk@kerlink.fr



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The recommended way to contact the kerlink support team is by opening a ticket in the Kerlink ticketing tool called OTRS.

If you don't have an OTRS account, you should ask the support team by sending an email to support@kerlink.fr.

Each user has a nominative OTRS account even if it concerns employees of the same company.

If you lose your password, you can click on forgot password with the login of your account. Be careful, it does not work with your email address.

There are 2 ways to open a ticket.

You can copy the link <http://otrs.kerlinkm2mtechnologies.com/customer.pl> and paste it in a URL bar. You will then arrive on the OTRS web interface.

Otherwise, you can send an email to helpdesk@kerlink.fr

Another way to contact Kerlink Support team is by sending an email to support@kerlink.fr.

Be careful not to confuse the addresses support@kerlink.fr and helpdesk@kerlink.fr. Using helpdesk@kerlink.fr will automatically create a ticket in OTRS from your email

while using support@kerlink.fr only sends a simple email to the support team.

Information to be provided to support team

- To start the investigation and speed up the resolution of an issue, we need
 - The serial number of the gateway(s)
 - A precise description of the issue
 - “Gateway not working” is not enough to investigate
 - The list of the actions to reproduce the issue if known
 - The date of the issue (if relevant)
 - The version of the firmware
 - The logs of the gateway
- Share any information that would help us to understand the context
 - For example, if the gateway is on the field or in a lab,
 - if a third-party program is used,
 - if the gateway was previously working,
 - etc....



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A few information is needed to start an investigation and speed up the resolution of an issue. Please, systematically provide the serial number of the concerned product, a precise description of the issue, the actions you did and how to reproduce your issue, the date of the issue, the version of the firmware and the logs of the gateway. All information you can give us could be helpful, so don't hesitate to provide us all that you could !



How to have secure exchanges?



Secure delivery space - SAFEDEL

- **SAFEDEL** is a secure space in which Kerlink and the customer can exchange files securely
 - OpenVPN certificates for gateways
 - Products information
 - WMC On Premises files ...
- Ask for a SAFEDEL account to support@kerlink.fr
 - One SAFEDEL access per company
- Access to SAFEDEL : <https://safedel.kerlinkm2mtechnologies.fr>



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To send secure files, we can use Safedel tool.

It is a secure space in which we can exchange information with customers securely. Most of the time, it concerns files like OpenVPN certificates for gateways, Products information, WMC On premises files, etc...

To access Safedel, you need an account. Like for OTRS and the wiki, please ask your kerlink support team to provide you an account. Finally, when you get your account ready, copy paste the link below on a URL bar.

Secure file exchange tool – Kerlink File Transfer

- **Kerlink File Transfer** is a website that allows users to share files in a secure way
- Kerlink File Transfer is not a storage space but **a way of sharing**
 - Link shared by e-mail
 - Expiration date
 - Deletion of the file after the 1rst download or not
 - Number of possible downloads



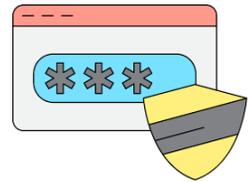
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Another way to share files in a secure way is to use the tool Kerlink file transfer. But be careful, it is not a storage space but **a way of sharing**. That means that Kerlink teams will share a link by email with information of validity such as the expiration date of the link, if the content will be deleted after the 1rst download or not, if you can download the content many times.

This exchange mode is preferred by Kerlink.

Secure text exchange tool – Paste

- **Pastebin** is a website that allows users to share plain text in a secure way
- Pastebin is used by Kerlink to share sensitive information with customers such as credentials
- The link validity is limited
 - One week or one day depending on the shared information
- The link content can be watched once or several times depending on the configuration



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To exchange plain text securely, most of the time for sensitive information, we use the website pastebin.

You don't need any account to access the service. You will receive a link by e-mail to access the shared information.

But be careful, the validity is limited. It can be accessible once or several times during a day to a week depending on the configuration.



*How to contact the
Customer Service Repair?*



Checks to be done before requesting the RMA

- **Check if the gateways starts**
 - If yes, check it boots (login prompt by debug probe or SSH), gather the logs and send them in a ticket
 - If not (no LED), try with another Power (PoE, cables, Power adaptor...)
 - If it still doesn't boot, gather traces while starting with the debug probe and send them in the ticket with logs gathered by USB
- **If it is a SIM issue**
 - Check that the SIM is well functional in another equipment
 - Try the gateway with another functional SIM
- **If it is a LoRa issue (no packets received on the LNS)**
 - Check lora logs on the gateway
- **If it is a Network Ethernet issue**
 - Check the Ethernet cable
 - Try with another Ethernet cable
 - Check the DHCP server and DNS

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Before requesting the RMA (Return Merchandise Authorization), some tests must be done.

First of all, check if the gateway starts.

If it does, check it boots, gather the logs and send them in a ticket to the kerlink technical support team.

If not, that is there is no led on, try with another power.

Then, if it still doesn't boot, gather traces while starting with the debug probe and send a in the ticket with logs gathered by USB.

Secondly, check if it is a SIM issue. Check that the SIM is well functional in another equipment and try the gateway with a functional SIM.

Thirdly, check if it is a Lora issue by looking at the lora logs on the gateway.

Eventually, check if it is a network ethernet issue by checking the cable, trying with another cable and checking the DHCP server and DNS.

In all cases, an analysis will be made by the Kerlink support team before authorizing the return of the product

Process to be followed to ask for an RMA

1. Open an OTRS ticket asking for a Return Merchandise Authorization (RMA)
 - a. State the serial numbers of your defect products
 - b. Precise description of the issue you are facing
2. A support team member analyses the OTRS ticket
3. If the default is confirmed by the support team
 - a. A repair ticket is created by support team
 - b. The current support ticket is closed
4. In case the product is warranted, the repair team sends directly the RMA form in the repair ticket

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The first thing to do when you want to ask for an RMA is to open an OTRS tickets. In this tickets, you must ask for a Return Merchandise Authorization stating the serial number of your defect products and explaining with a precise description of the issue you are facing.

Then, a support team member will analyze the issue and if the default is confirmed, the kerlink support team creates a repair ticket and the ticket you opened will be closed.

Next, if the product is warranted, the repair team sends directly the RMA form in the repair ticket.

Process to be followed to ask for an RMA

5. In case the product is not warranted, the repair team sends first a commercial offer
 - a. After the acceptance of the commercial offer, the RMA form is sent in the repair ticket
 - b. In case of refusal of the commercial offer, please send a message in your repair ticket then the ticket will be closed, and the request for RMA canceled
6. When the parcel is received, a confirmation is sent in the corresponding ticket
7. Repair team investigate and confirm the diagnosis on the product
 - a. Product can be fixed: we repair the product and validate its good operating condition with our production test bench.
 - b. Product can't be fixed: a replacement product is sent
8. The product is shipped back to you once it will be ready.
 - a. A report is sent, as well as the Delivery Form in the corresponding ticket
 - b. The ticket is then closed

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If the product is not warranted, the repair team will send you first a commercial offer. This quotation is an estimate. Kerlink may amend the quotation if there are unforeseen circumstances that could not be detected by the after-sale service prior to the repair work.

In case of acceptance, the RMA is sent in the repair ticket but in case of refusal, please send a message in the ticket you opened, and the request will be canceled. When the parcel is received, a confirmation message is sent by Kerlink in the corresponding ticket.

Then, after the repair team investigation, if the product can be fixed, we repair it and validate its good operating condition with our production test bench. But if the problem cannot be fixed, we send you a replacement product.

Finally, the product is shipped back to you when it is ready, a report is sent in the corresponding ticket and then the ticket is closed.

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communication is everything

Thank you!

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