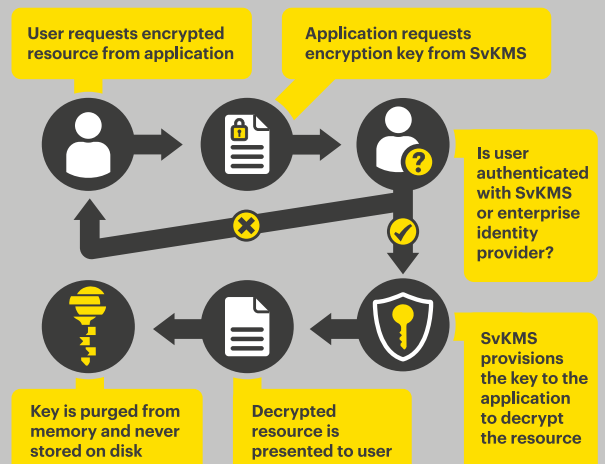# SUPPORT GUIDE

WELCOME TO STORMAGIC

Updated: 18th June 2025
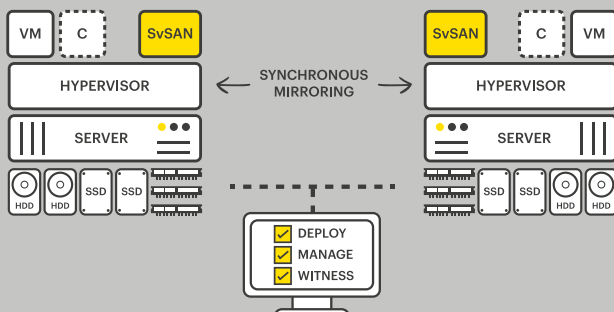
THANK YOU
FOR CHOOSING STORMAGIC!

StorMagic support services offer a comprehensive global service that you will not get from other companies. The StorMagic Services team is here to support you with reliable, flexible, and trusted solution support.

This Support Plan provides contact numbers, resources, and guidance to help you get the best support possible when and where you need it.

StorMagic SvSAN simplifies hyperconverged storage allowing you to run your apps with ease and 100% uptime. SvSAN virtualizes SAN storage as block level mirrored disk devices presented over iSCSI and can be run in two, three or more nodes.

StorMagic SvKMS provides robust encryption key management that adapts to any environment. SvKMS supports full lifecycles for encryption keys, from inception to retirement and destruction, to ensure compliance and process mandates.

User requests encrypted resource from application

Application requests encryption key from SvKMS

Is user authenticated with SvKMS or enterprise identity provider?

SvKMS provisions the key to the application to decrypt the resource

Key is purged from memory and never stored on disk

Decrypted resource is presented to user

IN NEED OF SUPPORT?

YOUR FIRST STEP

Access online web manual:
stormagic.com/manual

Access online knowledge base:
support.stormagic.com

The support portal (**support.stormagic. com**) enables the customer to track the support requests progress, update the problem ticket and close the ticket.

An email account with a valid StorMagic support contract assigned is required to access the site.

Create additional accounts by emailing into **support@stormagic.com**. This will auto-generate credentials that can then be reset by logging in or via the "Forgot my Password" link.

Figure 1

YOUR SECOND STEP

Still can't find the answer?

Entitled customers with valid maintenance contracts may submit a support request.

GOLD
Online / email

Submit an online service request:
support.stormagic.com

Email in a service request:
support@stormagic.com

PLATINUM
Online / email (as above)

Global support for severity 1 and 2 issues 24 hours a day, 7 days a week

Direct link to platinum engagement form:
link.stormagic.com/platinum

Complete the online form to access the telephone pin code for direct access to a StorMagic Engineer (Figure 1)

WORKING WITH STORMAGIC SUPPORT

BEFORE CONTACTING SUPPORT

To help support technicians quickly determine and resolve an issue, ensure to include the following information when raising a ticket:

- Software support entitlement (e.g. license keys or maintenance contract)
- The problem's business impact. Severity rating as per our Support Policy Lifecycle: stormagic.com/pdf/Support_policy_lifecycle.pdf
- A definition of the problem. Being able to articulate the problem and symptoms before contacting support helps to expedite the problem-solving process.

> ⚠️ **IMPORTANT**
>
> StorMagic is not responsible for lost data and is not required to advise or remind you of appropriate backup, security, or other procedures.

You should also include as much helpful background information as possible, including:

- When did the issue occur/first get noticed? (date/time)
- Has the problem happened before?
- What steps led up to the failure?
- What symptoms are reported?
- When were symptoms reported? (date/time)
- What steps have been taken so far (e.g. host1 rebooted, VSA1 shut down etc. and when this occurred)
- Information leading up to raising the ticket
- What errors/warnings have been triggered with SvSAN
- VSA web interface (connect a browser to the VSA hostname or IP address)
- Alerting through:
- SNMP, SMTP, hypervisor event logs, RSYSLOG
- Known issues with the environment: failed disk etc
- Can the problem be re-created?

END USER LICENSE AGREEMENT

stormagic.com/licensing

COLLECTING AND SENDING IN LOGS

The logs for the StorMagic SvSAN VSAs can be recovered using the following procedure:

- Using a supported web browser, login to the VSA hostname or IP address with valid credentials
- After correctly logging in, the "Home" screen will be displayed
- From the "Home" page, navigate to the "System" page from the upper menu
- From the "Actions" pane on the left, click "System Diagnostics"
- From the "System Diagnostics" page, a link to download is made available
- Click on "Click here to download" (Figure 2) to begin downloading the log files from the appliance (Figure 3)
- Repeat for each VSA that is relevant to the issue
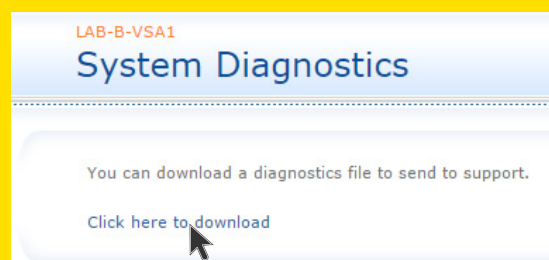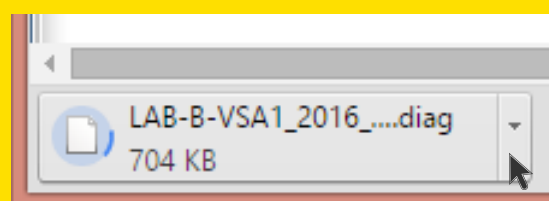- Upload your log files at: link.stormagic.com/upload

Figure 2

Figure 3