



Delegated Role-based Management and Provisioning for Non-technical Users Documentation & Support

eControl 3 Documentation



We are really excited with the latest release of eControl which supports new and advanced management and create features. We have switched our documentation to our online support wiki at <http://docs.omni-ts.com>:

- **eControl Install and Setup Guide**
<http://docs.omni-ts.com/eControl+3+Installation+and+Setup+Guide>
eControl 3 includes an installer. Meet the system requirements and you can have an eControl system up and running in less than 30 minutes.
- **eControl Admin Guide**
<http://docs.omni-ts.com/eControl+3+Admin+Guide>
Learn how to configure eControl to meet the Manage, Create and Self-Service needs in your network environment.
- **eControl User Guide**
<http://docs.omni-ts.com/eControl+3+User+Guide>
Here is the guide to provide to the staff that will be delegated to perform network management tasks.

eControl 2.5 Documentation

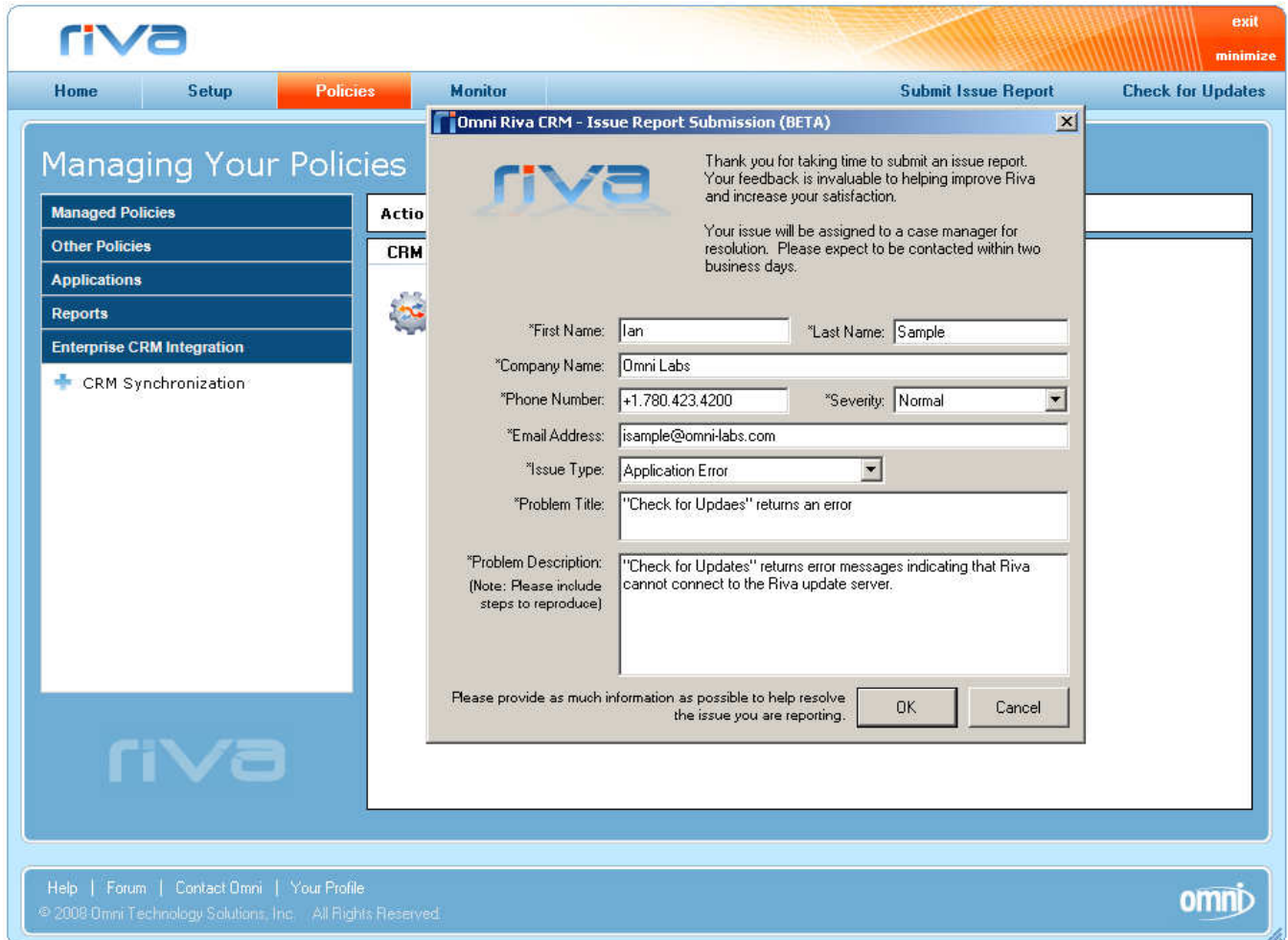
eControl 2.5 will continue to be supported until existing support contracts expire. Here is the link to the **eControl 2.5 Admin Guide**:

<http://www.omni-ts.com/documentation/management/econtrol-admin-guide.pdf>

Support for eControl 3

Reporting a Technical Issue

Technical issues can be reported using the “Submit Issue Report” feature in the Riva application interface. If you experience a problem with eControl, open the Riva application in the eControl server and click the **Submit Issue Report** link and complete the form. Please ensure that you include the correct contact information. Once the **OK** button is clicked, the Riva application will send this issue and a copy of the eControl application and audit logs to our technical support team.



The screenshot shows the Riva application interface with a modal dialog box titled "Omni Riva CRM - Issue Report Submission (BETA)". The dialog box contains the following fields and text:

- Thank you for taking time to submit an issue report. Your feedback is invaluable to helping improve Riva and increase your satisfaction.
- Your issue will be assigned to a case manager for resolution. Please expect to be contacted within two business days.
- *First Name: *Last Name:
- *Company Name:
- *Phone Number: *Severity:
- *Email Address:
- *Issue Type:
- *Problem Title:
- *Problem Description:
- (Note: Please include steps to reproduce)
- Please provide as much information as possible to help resolve the issue you are reporting.

Upgrade and Maintenance Support Agreements

Customers who have current upgrade and maintenance support contracts are eligible to receive full email and telephone support Monday to Friday between 9:00 a.m. and 5:00 p.m. Mountain Time. Limited email support may be available during extended hours. Email and telephone support is also available to customers who are evaluating Riva. 365x7x24 support is available for optional purchase.

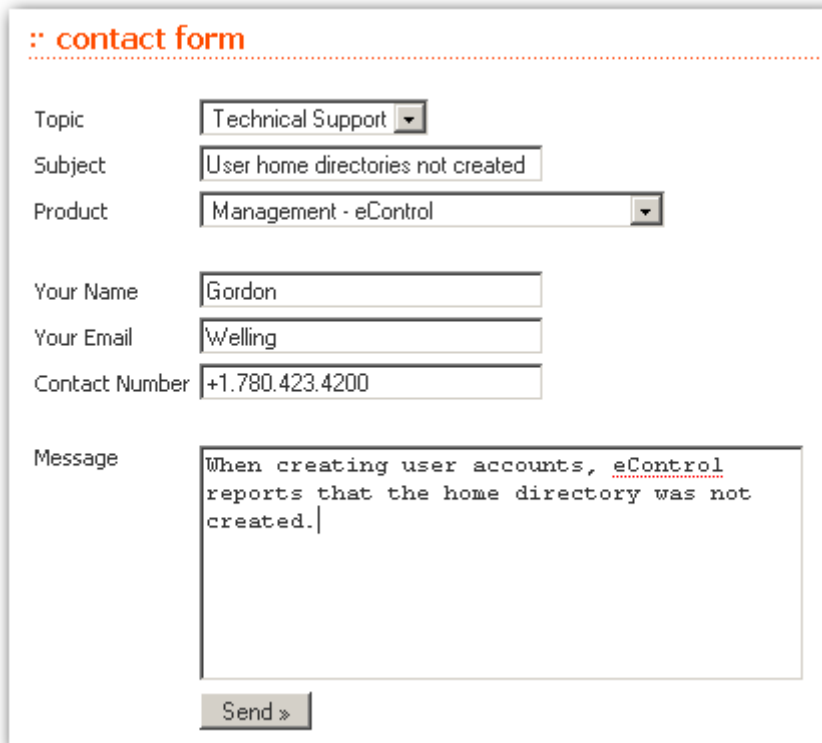
Free Support

Free support is limited to information available from our support forum, our web site and information contained in the user manual. Telephone and email support for customers who do not have a current support contract can be provided on a fee per incident or fee per hour basis, whichever is greater.

Contacting Support

You can contact support using the following methods. Please include as many details as possible when requesting support:

Use the “Contact Us” link in the top right corner of any page of our website and complete the online form or go to www.omni-ts.com/contact-us.html.



:: contact form

Topic:

Subject:

Product:

Your Name:

Your Email:

Contact Number:

Message:

Call or fax us:

Phone: **1-780-423-4200**
Fax: 1-780-423-4711

Online Resources

Online resources for Riva include:

- **Product Documentation:** Go to docs.omni-ts.com select **eControl 3**
- **Riva Flash Tutorials:** will be added to www.omni-ts.com/quicktours
- **Support Forum:** Go to www.omni-ts.com/Forum and:
 - Select the **eControl ~ General Product Inquiries** forum
 - “**eControl Tips**” available at www.omni-ts.com/forum/post--2124--page-1.html is a collection of forum articles to provide troubleshooting and advanced management steps
- **Product FAQ:** Go to www.omni-ts.com/web-management and select **Frequently Asked Questions**